

## Retrieving Strategy Code:

1. Take the SCT handheld device and OBD2 cord to the vehicle with your keys.
2. Locate the OBD2 diagnostic port, which you will plug the cord into. This plug can sometimes be difficult to locate but it will be on or near the steering column! Ford sends the chassis to the body builder with the connector on the right-hand side of the steering column support, up above the shroud. There may or may not be a plastic cover over the plug. Coach builders will commonly relocate this plug to somewhere under the dash, but the lead length prevents it from being mounted more than 2 feet away from the steering column. You may leave this cord plugged into the port and unplug the device from the cord if you wish.
3. The device will power up as soon as you plug it in, ignition off.
4. Using the down arrow, highlight "Vehicle Info" and press the center button.
5. You will be prompted to turn the ignition to the RUN position, do not start the vehicle.
6. The device will automatically recognize the vehicle and display a few things, like the VIN. The only thing we are interested in at this point is the 7 digit "Strategy Code".
7. Take down the number exactly as displayed. Examples: TGDJ4J3, PMJJ4N3, MZAH0ZB. You can also take a picture of the screen and text or email it to us (360) 736-2158 or [help@urvp.com](mailto:help@urvp.com) PLEASE include either your order # or name.
8. **IMPORTANT:** If you are sending the device back to us to be loaded with the tune, you **MUST** include a note with the strategy written down as the device does not save this info.
9. Once we have received your strategy code, we will create your custom tune file and e-mail it back to you within 1 business day. If it takes longer than this, please check your junk/spam folder or contact us.

## OBD2 Connector



## Loading Custom Tune File into Device:

10. Make sure you are signed into your computer as an administrator as it may require those privileges to download the software.
11. **IMPORTANT:** Do not plug the device into the USB port at this time. You will need to load the Device Updater software first so that the device drivers install properly.
12. The email that is sent to you will have the tune file attached to it in a ".cef" file format. This file cannot be opened on its own, it must be transferred to the device with the SCT Device Updater software. For now, just save the file to your desktop so it is easy to locate when you browse for the file from the SCT Device Updater software.

13. In the same e-mail that your custom tune is attached, will be a link to click on to download the SCT Device Updater software. Click on this link and the download will automatically launch in your browser. Google Chrome pops up the download on the bottom left corner, FireFox pops up as a blue arrow in the upper right hand corner of the page and Internet Explorer will simply ask if you want to run or save the file, which you can do either. If you can't find the downloaded file from your browser, go to the search bar on your desktop toolbar and type "SCT" into the search box and it will bring the installation file titled "SCTDeviceUpdater.exe".
14. The installation setup will begin after you click on the SCTDeviceUpdater.exe file and you will simply follow the on-screen prompts by clicking on "Next" and then "Install" a couple times and then "finish".
15. You should now have a new icon on your desktop that is a red box with a white "U" and the title "Device Updater". If you can't locate the program on your desktop screen, go to your start menu and type "SCT Updater" in the search box and click on the program.
16. When you launch the program, Windows will ask you if you want to allow the program to make changes to your computer. Select "Yes" and the program will open.
17. Plug the device into any open USB port on your computer. The device will boot up and display the main menu, just leave it on this screen and don't push any buttons.
18. On the Device Updater you will see a list of Operations, under "Basic Operations" click on "Load Custom Tune File".
  - a. If you open the program and the screen is "cut off" and won't allow you to see the buttons to click on, you will need to reset the display settings on your computer.
    - i. Right-click anywhere on your "desktop" and select "personalize".
    - ii. Click on "Display" at the lower left corner.
    - iii. Select "Smaller-100% (Default)" and click "Apply".
    - iv. The computer will tell you that these changes will not take place until after you log off and back on, do this now.
    - v. When you re-open the Device Updater, all of the buttons will now be visible.
  - b. If the device driver give you an error and will not load automatically as described in step #19, see the Device Driver Install Help at the very end of these instructions.
19. The next screen will show that the software is identifying the device. At this point one of two things will happen. Since computers and operating systems vary you may go straight to the Load Custom Tune File page OR you may get a notice on the screen that instructs you to unplug the device while it installs missing drivers. If you get this message, simply follow the on-screen instructions. This takes approximately 2-3 minutes, so be patient and click through the install prompts as they pop up. After it has finished installing the missing drivers, it will pop up a message stating the drivers have been successfully installed, click continue. This will take you back to the main menu and you will click on "Load Custom Tune File" again.
20. On the Load Custom Tune File page, click on the "Browse" button.
21. Navigate to the desktop and select the Custom Tune File that was e-mailed to you.
22. Under "Available Tunes" it will now display "UltraPower".
23. Click on the ">> Add to Device" button.
24. You will now see "UltraPower" listed in the "On Device" box.
25. Click on "Program" and the Custom Tune File will be quickly loaded to the device.
26. Once you get the notification that the transfer is complete, click on the "< Back" button, exit the program and unplug the device from the USB cord.

## **Loading Custom Tune File into Vehicle:**

27. Plug the device into the OBD2 diagnostic port and wait until unit boots up to the main menu.
28. "Program Vehicle" will be the default selection on the screen. Using the center button, select this.
29. The next screen will be a "Street Use" disclaimer, just push the center button to continue.
30. You will now be prompted to turn the ignition to the "Run" position, go ahead and do this but do not start the engine. After the key is in the run position, push the center button to continue.
31. The device will now show it "Processing Data" while it communicates with the vehicle.
32. The next screen is going to likely display "Unsupported Vehicle" but this is just for pre-loaded tunes for cars and light duty trucks. Using the bottom arrow, scroll down to "Custom Tunes" and highlight "UltraPower" and push the center button to continue.
33. The next screen will confirm that you want to program the custom tune "UltraPower" with your strategy code listed. Push the center button to accept and continue.
34. The next screen will depend on the vehicle, sometimes it will pop up with "Turn the Key on" briefly (key should already be on) and then it will advance on its own to processing the data and saving the stock file. Other vehicles may prompt you to turn the key off, and then back on again.
35. The loading procedure will automatically continue, so just sit back and relax for about 5 minutes while the stock file is saved to the device and the custom tune file is downloaded.
36. When the loading is done, the device may ask you to turn the key to the off position and then back on. Not all vehicles do this so just follow whatever on screen instructions you receive. Once the process is complete you will receive a message on the screen stating that the tune has been installed successfully and that you may turn the key off and unplug the device.

## **Additional Support:**

If you have gone through these instructions and are still experiencing issues with any part of the installation, please contact us for assistance. If the issue is with loading the custom tune file into the device from the computer, please go to [www.teamviewer.com](http://www.teamviewer.com) and download the software. You do not need to register and disregard any pop-ups. Install the program with the "basic installation" and for "personal use". Just have your partner ID # and password ready and we can do a remote connection to help get things situated.

### **Technical Assistance:**

Phone: 800-417-4559

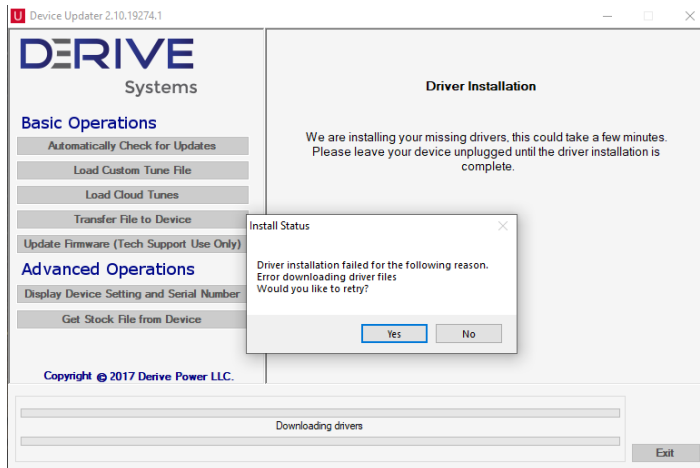
Text: 360-736-2158

E-mail: [help@urvp.com](mailto:help@urvp.com)

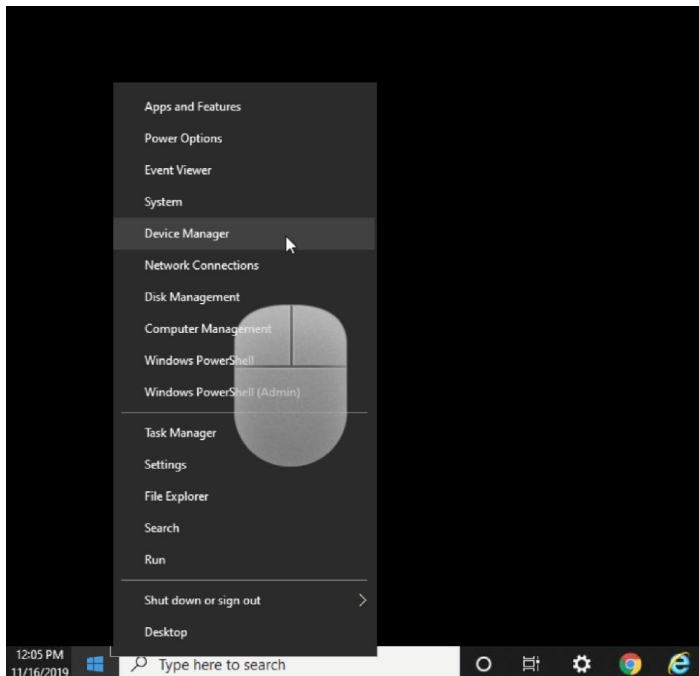
# SCT X4 Device Driver Install Help

If after you've installed the SCT Device Updater software and then plugged the device in and gotten an error that the drivers are not detected, follow this instructional. If you are unable to perform these actions or are having additional difficulties, you will need to install [TeamViewer](#) software and send us your User ID & password with the device plugged into the computer.

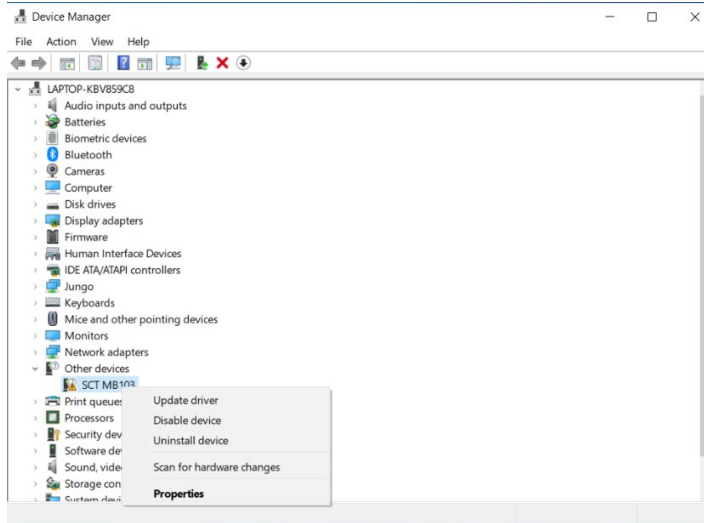
1. If you are receiving this error message, and clicking retry does not work:



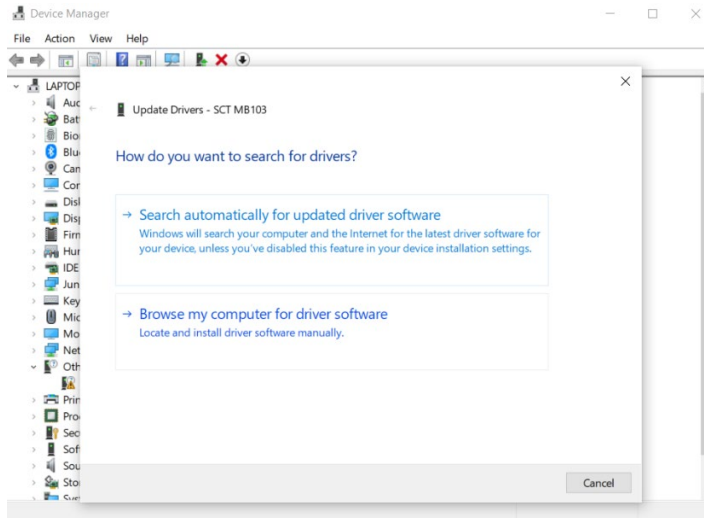
2. Click "No" on the message box and close the Device Updater software
3. Right-click on the Windows button (Windows 10) or if using earlier Windows versions, right-click on "My Computer." Select "Device Manager":



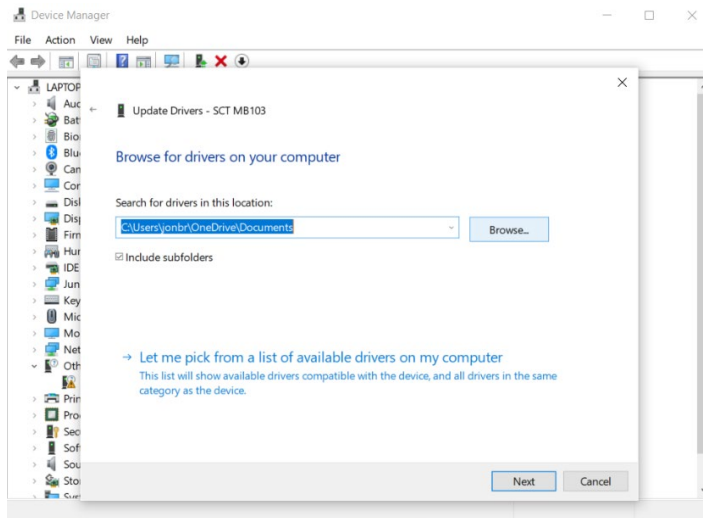
4. The Device Manager will populate and list the device under “Other devices” as “SCT MB103”, right click on the device name:



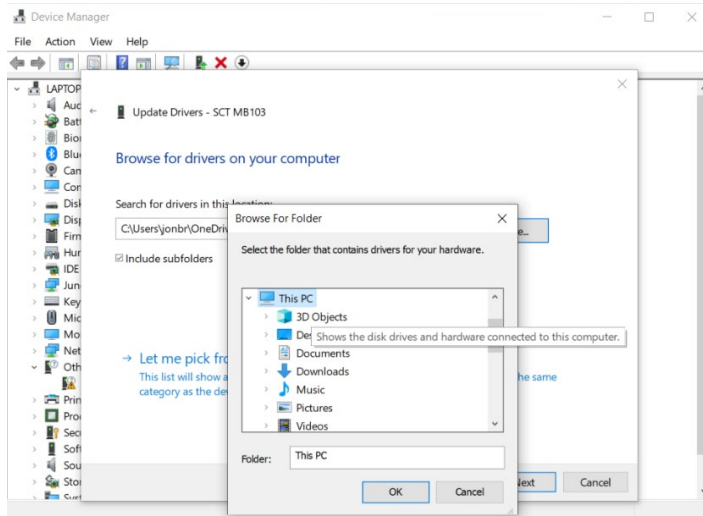
5. Click on “Update driver” and you will get the following pop-up, click on “Browse my computer for driver software”:



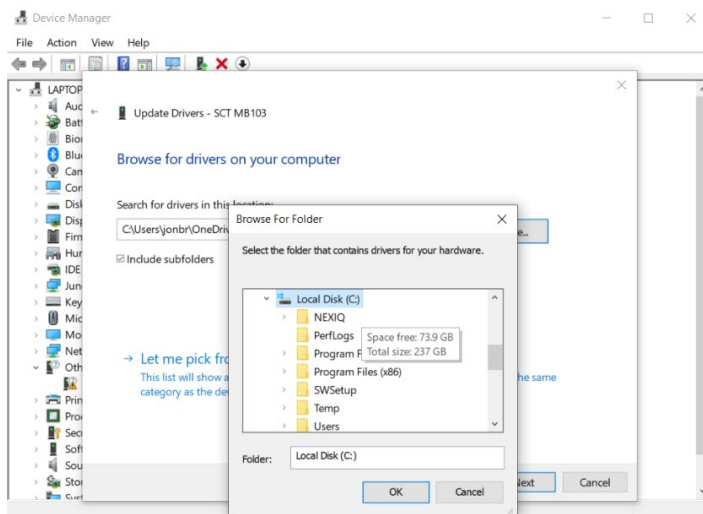
6. Click on “Browse...”:



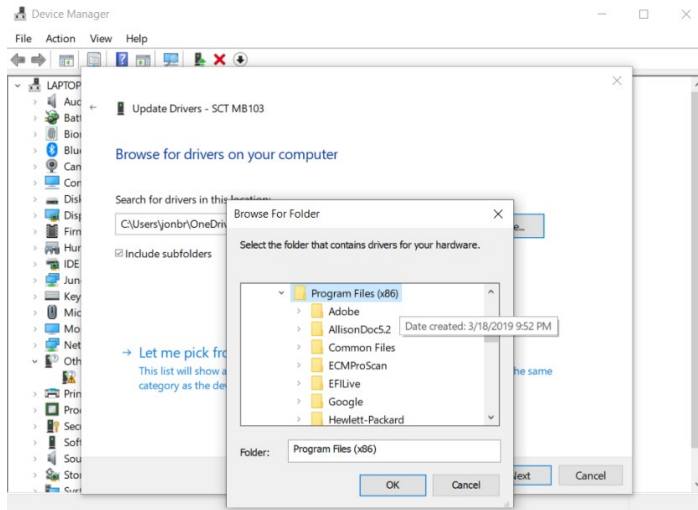
7. Select “This PC” from the drop-down menu:



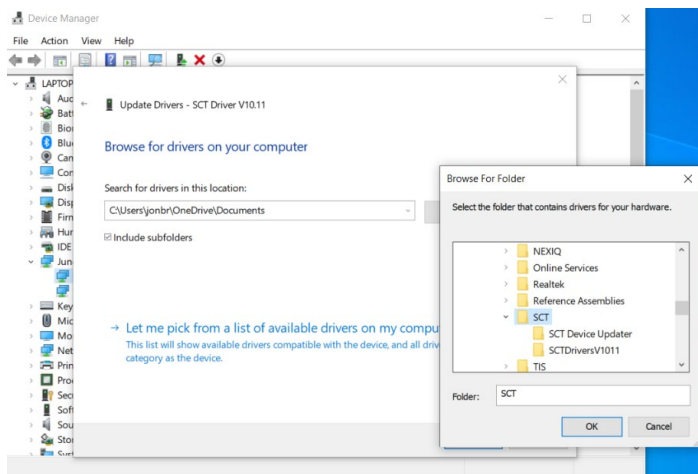
8. Scroll down and select “Local Disk (C:)”:



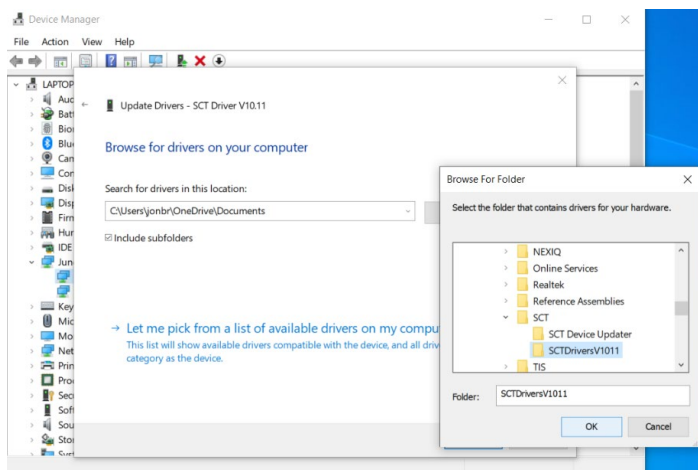
9. Scroll down and select “Program Files (x86)” or just “Program Files” if (x86) is not listed:



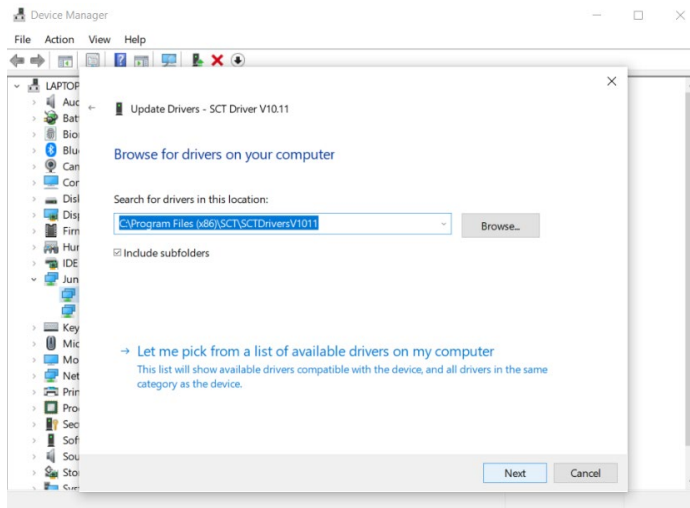
10. Scroll down and select “SCT”:



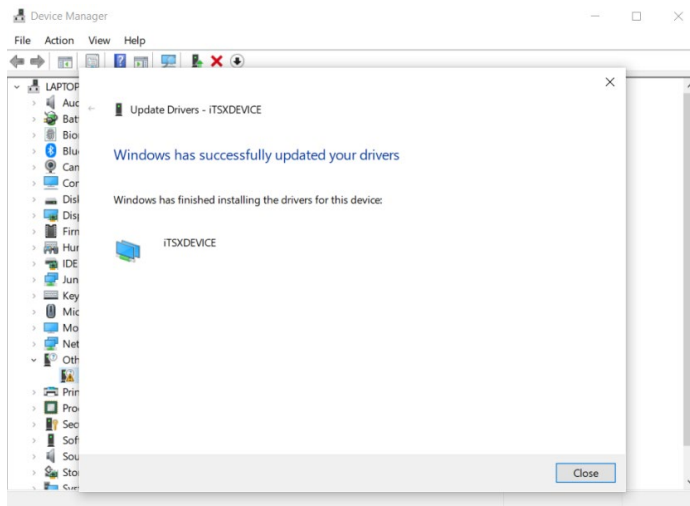
11. Select “SCTDriversV1011” and click “OK”:



12. Click on “Next”:



13. You should receive a confirmation screen showing that the drivers are successfully updated:



14. You can now go back to the SCT Device Updater software and it should be good to go!