HPtuners

MPVI3 USER GUIDE

14 February 2025

REVISION HISTORY

Date	Revisions
August 2023	Initial Release.
December 2024	Updated Introduction with safety and limited warranty info.
February 2025	Updated "Limited Warranty" & "Limitation of Liability" Sections

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INTRODUCTION

Thank you for purchasing the MPVI3.

This is our most recent interface device designed specifically for tuners. When used with the VCM Suite of applications, the MPVI3 provides the most inclusive scanning, logging, and calibration package in the industry.

Using the MPVI3 with our TDN app for mobile devices, vehicle owners can read and scan their vehicles and then exchange the necessary tuning files with their selected tuner, whether the tuner is nearby or on the other side of the world.

REGISTRATION AND VERIFICATION

The MPVI3 is designed for enthusiasts and professionals to enhance every aspect of their vehicles performance.

Before using this product, you must register your MPVI3 and verify your use of the product. See *Registering Your Device* (Page 8) for instructions.

SAFETY INFORMATION

At HP Tuners, safety is our top priority. We are dedicated to ensuring that each MPVI has been tested for safety and reliability. Our team works diligently to design and manufacture MPVI's that adhere to stringent safety protocols. We employ rigorous quality control measures at every stage of production, from firmware, software, design, and testing, to support that our MPVI's perform flawlessly and safely.

Additionally, we stay up-to-date with the latest industry safety regulations and standards to ensure that our products consistently meet or exceed all relevant requirements.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a

residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on.

LIMITED WARRANTY

HP Tuners warrants to the original purchaser of an HP Tuners MPVI3 that the product will be free from defects in materials or workmanship in the manufacturing process for a period of 2 years from the date of registration. The 2 year limited warranty will apply to any MPVI3 purchased and registered through HP Tuners. During the applicable warranty period, we will, repair or replace (in our sole discretion) any MPVI3 found by HP Tuners (in our sole discretion) to contain defective materials or workmanship, at no cost to you.

To file a warranty claim you must submit a ticket to our support team through the **HP Tuners website** or by emailing **Support@hptuners.com**. When submitting a warranty claim we will need the MPVI3 serial number, which can be found on the back of the MPVI.

This limited warranty will not apply to any problems with a MPVI3, in HP Tuners' determination, is a result of conditions, malfunctions or damage unrelated to defects in material or workmanship in the manufacturing process, including failure to comply with HP Tuners' Compliance Statement. This limited warranty is not transferable and does not apply to any MPVI3 not properly installed or properly used by the purchaser. The above warranty is the full extent of the warranty available for the MPVI3. HP Tuners specifically disclaims all other warranties, express or implied, including all warranties of fitness for a particular purpose or warranties of merchantability.

LIMITATION OF LIABILITY

IN NO EVENT WILL HP TUNERS, ITS AFFILIATES, SUPPLIERS, LICENSORS, EMPLOYEES, OR AGENTS BE LIABLE FOR ANY INCIDENTAL, DIRECT, INDIRECT, PUNITIVE, ACTUAL, CONSEQUENTIAL, GENERAL, SPECIAL, EXEMPLARY, OR OTHER DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, THOSE RESULTING FROM LOST PROFITS, LOST DATA OR BUSINESS INTERRUPTION) ARISING OUT OF THE USE OF A MPVI3 PRODUCT, WHETHER BASED ON WARRANTY, CONTRACT, TORT OR ANY OTHER LEGAL THEORY AND WHETHER OR NOT HP TUNERS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

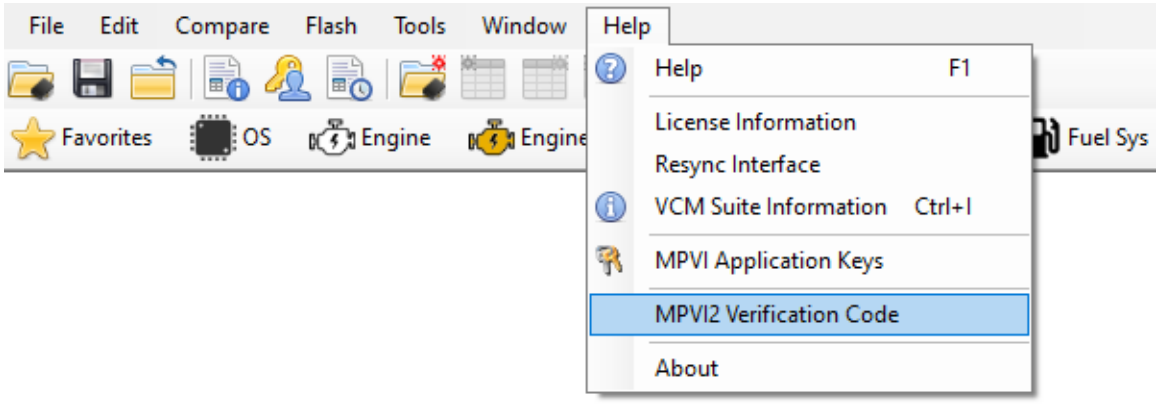
REGISTERING YOUR DEVICE

If you are using MPVI3 with the VCM Suite, you will need to register the device with HP Tuners. This allows you to purchase credits and additional features if needed.

> **NOTE:** If you are using your device with the TDN App, your selected tuner may purchase credits for you.

The following instructions will walk you through the registration process:

1. Make sure your computer is connected to the Internet.
2. Connect your MPVI3 to your PC using the USB cable.
3. Open VCM Scanner.
4. In the menu bar, select **Help > MPVI3 Verification Code**.

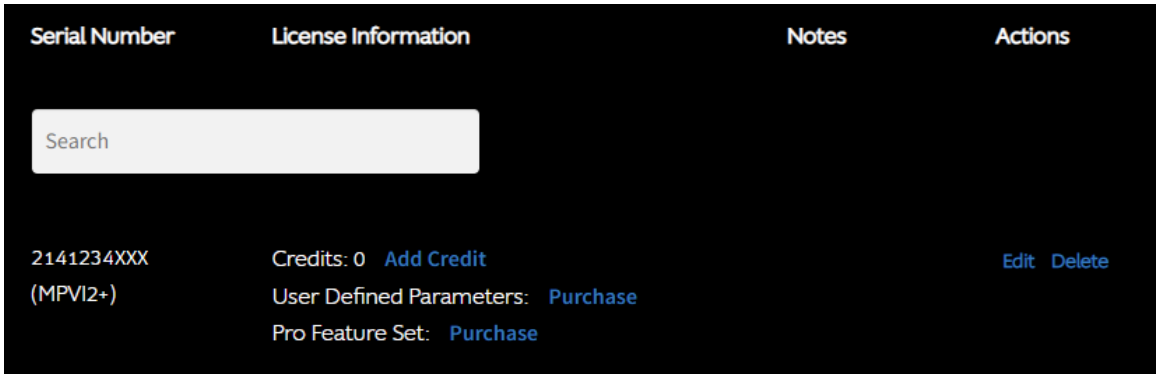


5. Write down the serial number and verification ID that the VCM software gives you (or keep the window open for cutting and pasting).
6. If you do not already have an account with hptuners.com, create one now.
7. Navigate to the customer account page at **https://www.hptuners.com/my-account/**.

8. Select the **My Devices** tab on your account page. You will find this tab located in the sidebar on the left side of the screen.

9. In the fields under the **MPVI2/MPVI2+/MPVI3** heading, enter the serial number and the verification ID you received in Step 4.

10. Click **Import**. A summary of the new device will appear below the fields you just filled out.



NOTE: If you have registered multiple devices, look for the new device's serial number in the column on the left.

INPUT / OUTPUT PORTS

Port	Description
1	OBD-II Connector. Attaches to the OBD diagnostics port on your vehicle. See *Connecting to a Vehicle* (Page 12) for more information.
2	M8 Connector. Used to connect additional sensors and CAN bus inputs via the ProLink+ cable from HP Tuners. See *Pro Link+* (Page 21) for instructions.
3	USB Type C interface. Used to connect to a Windows-based PC or laptop. Use of a high quality USB cable, such as the one included with the device, is strongly recommended. See *Connecting to a Vehicle* (Page 12) for more information.

CONNECTING TO A VEHICLE

WHEN USED WITH VCM SUITE

When used with VCM Suite, a USB connection to your PC is recommended:

1. Connect the larger end of the included USB cable to an available USB port on a laptop with VCM Suite Installed.
2. Connect the other end of the USB cable to the USB type C port on the front of the interface device.

MPVI2+ / MPVI3 / RTD+ / RTD Gen 3

3. When you are ready to scan or reprogram the vehicle, plug the large, molded OBD-II connector on the other side of the interface device into the vehicle's diagnostic port.

> NOTE: See the **VCM SUITE GETTING STARTED GUIDE**.

WHERE IS MY OBD DIAGNOSTIC PORT?

On most vehicles, the OBD diagnostics port can be found on the underside of the dashboard (instrument panel) on the driver side of the vehicle. But, the location varies from vehicle to vehicle. Consult your vehicle's owner's manual for the exact location of its OBD diagnostics port.

WARNING: A 20A maximum size fuse is required ahead of the unit. Consult your vehicle owner's manual for the location and rating of the OBD port fuse.

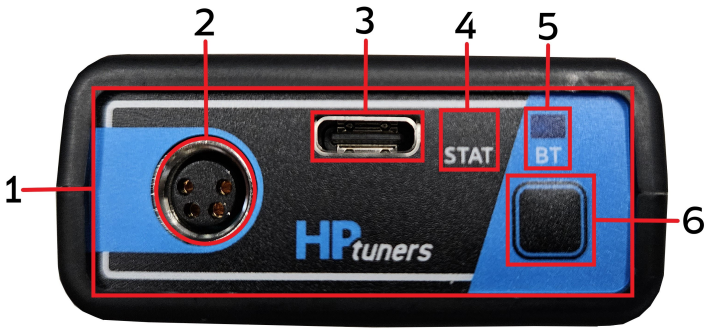
WHEN USED WITH THE TDN APP

When used with the TDN app for mobile devices, the MPVI3 connects to your mobile via Bluetooth®. The app provides on-screen instructions for establishing the connection and attaching the device to your vehicle.

NOTE: See the **TDN APP USER GUIDE**.

MPVI3 FACE PLATE DESCRIPTION

Below outlines the legacy features on the face plate of the MPVI3, with a detailed description of each LED RGB (red, green, and blue) and bluetooth status icon.



1. MPVI3 Face Plate
2. M8 ProLink+ Screw on Connector
3. USB-C
4. RGB Status LED Icon
5. Bluetooth 5.0 LED Icon
6. Standalone Data Log & Bluetooth Button

When over-voltage is detected , the RGB Status LED will become solid red and will remain solid red until voltage drops below 15.5v, then it will go back to solid green. Operating the MPVI3 with voltage over 15.5v can cause damage to the MPVI3.

NOTE: When an over current is detected, the firmware cycles three times by turning the bus OFF and ON to see if current is below threshold. If any of the three attempts comes back reading adequately, the LED turns red only, after the firmware has used all three tries and the current is still high. Only a power or OBD reset will let the MPVI3 recover from this state.

MPVI3 RGB STATUS LED DESCRIPTION TABLE

Color	Description	Image
No Color	Off	
Solid Green	Indicates there is no active communication with the MPVI3 on either the USB or OBD ports. Also indicates the MPVI3 has power	

Color	Description	Image
Blinking Green	Indicates bootloader mode is active.	
Solid Red	Indicates an error is detected in both VCM and standalone scanning.	
Blinking Red	Indicates an error is detected in both VCM and standalone scanning.	
Blinking Purple	Indicates the MPVI3 is performing the task at hand; reading, writing, and scanning the vehicles ECU.	

Color	Description	Image
Blinking Blue	Indicates an update is in progress and the update will blink blue for the duration of the update. The RGB STAT LED will also blink blue when the MPVI3 enters bootloader mode and will continue to blink blue once every second until the user is no longer in bootloader mode.	
Blinking White	Software is trying to configure device status using PC to MPVI over the USB connection.	

MPVI3 BT (BLUETOOTH) LED DESCRIPTION TABLE

Color	Description	Image
Blinking Blue	When blinking slowly the MPVI3 is in pairing mode. When blinking quickly the MPVI3 is paired with the users bluetooth device.	

MPVI3 STANDALONE DATA LOGGING & BLUETOOTH BUTTON

This button can be used to connect your bluetooth device to your MPVI3. This button can also be used to start and stop your standalone data logging.

PREPARING A NEW INTERFACE DEVICE FOR USE

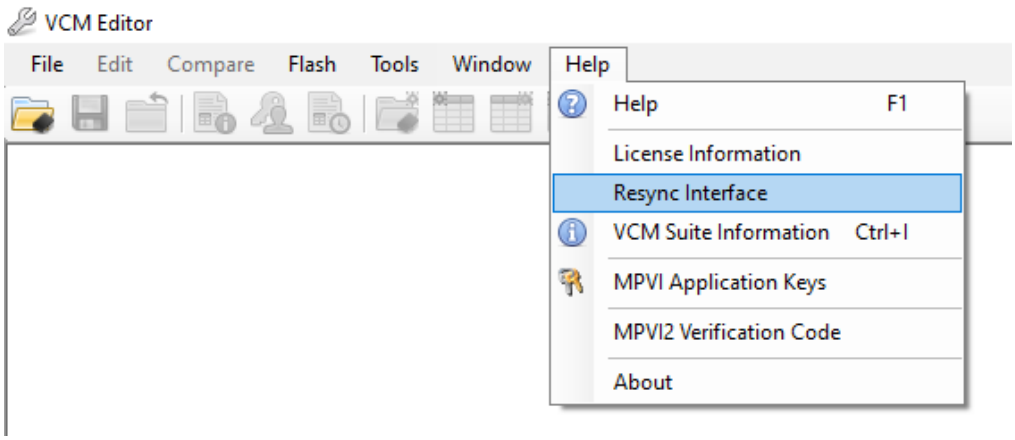
After unboxing a brand new HP Tuners interface device, you will want to make sure it is up to date with all of the latest files and firmware. The following steps will help you get started with your device and will also allow you to resync to get the newest updates.

UPDATING DEVICE DRIVERS

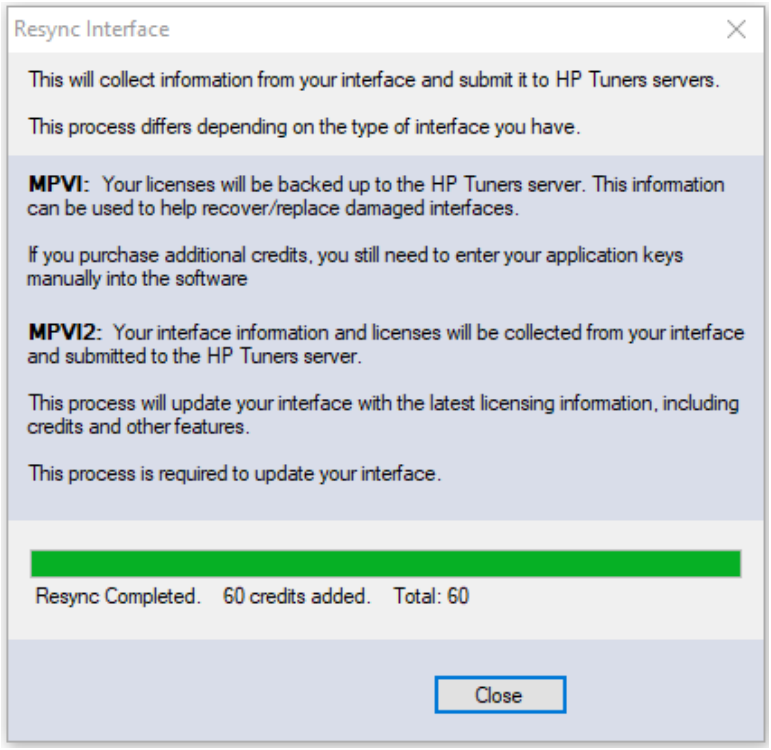
When used with a computer running Windows 10 (or later), the MPVI3 is a completely "Plug and Play" device. You do not need to manually update its drivers.

SYNCING THE INTERFACE

1. Connect your MPVI2/2+/3 to your computer via the USB cable.
2. Open VCM Editor.
3. From the Help menu, select **Resync Interface**.



4. If the Sync was successful, the progress bar will indicate that the operation is complete.


Resync Interface
This will collect information from your interface and submit it to HP Tuners servers.
This process differs depending on the type of interface you have.
MPVI: Your licenses will be backed up to the HP Tuners server. This information can be used to help recover/replace damaged interfaces.
If you purchase additional credits, you still need to enter your application keys manually into the software
MPVI2: Your interface information and licenses will be collected from your interface and submitted to the HP Tuners server.
This process will update your interface with the latest licensing information, including credits and other features.
This process is required to update your interface.
Resync Completed. 60 credits added. Total: 60
Close

PRO LINK+

Pro Link+ is a cable that allows additional inputs to be connected to the MPVI2+ and 3 for enhanced data logging. This allows you to see these additional signals in VCM Scanner, potentially providing critical insights into how your tune is performing. This includes:

- up to two analog signals (such as a wideband sensor or a map senor)
- one CAN bus signal.

A license for the Pro Feature Set, which adds software support for attaching external inputs to your MPVI3, is included in your purchase. However, the Pro Link+ cable must be purchased separately .

To order, go to **https://www.hptuners.com/product/pro-link-plus/**.

ADDING PRO LINK+ ANALOG INPUTS

Up to two analog inputs can be added to the data stream received by MPVI3. Such connections use the following wires on the Pro Link+ cable:

Wire Color	Description
Black	GND
Red	Analog 1: 0 - 5 V, 100 Hz Sampling Rate
Blue	Analog 2: 0 - 5 V, 100 Hz Sampling Rate

Follow these instructions:

1. Connect the analog signal from the external sensor to either the RED wire or the BLUE wire on the Pro Link+ cable.
2. Connect the ground from the analog device's output to the BLACK wire on the Pro Link+ cable.
3. Ensure that your Pro Link+ Cable is properly attached to your MPVI3.

4. Apply the appropriate channel setup for the new device in either VCM Scanner or the TDN app.
   - If you are using VCM Scanner, you will need to set up a new channel. for this device. See the VCM Scanner User Guide for instructions.
   - If you are using the TDN App, you must apply a scanner configuration file containing the appropriate configuration. Your tuner should be able to provide this file. See the TDN App User Guide for instructions.

ADDING PRO LINK+ CAN BUS INPUTS

Messages from a 500 kbps CAN bus can be added to the data stream received by MPVI3. Connections of this type use the following wires on the Pro Link+ cable:

Wire Color	Description
Orange	CAN High
Yellow	CAN Low

Follow these steps:

1. Connect the "high" output from the CAN bus to the ORANGE wire on the Pro Link cable.
2. Connect the "low" output from the CAN bus to the YELLOW wire on the Pro Link cable.
3. Ensure that your Pro Link Cable is properly attached to your MPVI3.
4. Apply the appropriate channel setup for the new device in either VCM Scanner or the TDN app.
   - If you are using VCM Scanner, you will need to set up a new channel. for this device. See the VCM Scanner User Guide for instructions.
   - If you are using the TDN App, you must apply a scanner configuration file containing the appropriate configuration. Your tuner should be able to provide this file. See the TDN App User Guide for instructions.

OBD-II DEVICES

Some third party sensors attach directly to the vehicle's OBD-II diagnostics port and provide a pass-through connector for other OBD devices such as the MPVI3.

The AEM X-Series OBD-II Wideband AFR Controller Gauge is one such device which has generally performed well with HP Tuners interface devices. It can be purchased from our website here:

https://www.hptuners.com/product/aem-x-series-obdii-wideband-afr-controller-gauge/

Although, the MPVI3 may function well. with other devices of this type, we cannot guarantee that every such device will be supported. Contact HP Tuners Customer support for inquiries about specific devices.

RECOMMENDED USAGE AND CLEANING

Please note the following guidelines for use and care of MPVI3. Use of this device in any manner not specified by HP Tuners may impair the protections provided by the device.

ENVIRONMENTAL CONDITIONS

- The MPVI3 is not intended for exposed use. Keep dry.
- Only non-conductive pollution occurs, except that occasionally a temporary conductivity caused by condensation is expected.
- Operating temperature: -20 to 50 °C
- Altitude: 0 to 2000 meters
- Humidity: 10 to 90%

CLEANING

Wipe clean with a cloth dampened with water or isopropyl. DO NOT immerse.

CONTACTING CUSTOMER SUPPORT

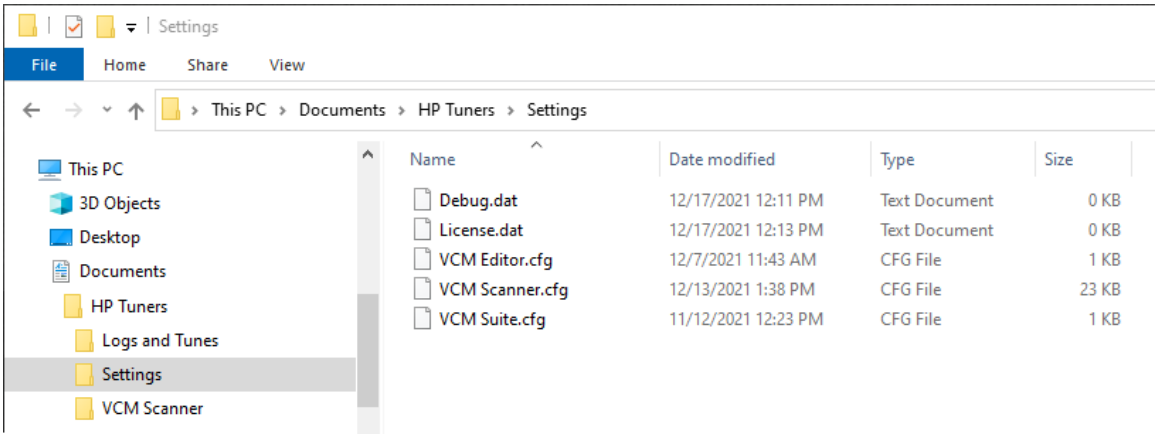
OVERVIEW

HP Tuners does not currently offer incoming phone support. The best way to reach our Support Department is to **create a ticket**. If you prefer to speak with someone on the phone, just let us know in the ticket and we'll call you back as soon as possible.

When you contact us, we may ask for an infolog, a debug.dat file, or a license file. Having these files ready may speed up the support process.

LOCATING THE DEBUG.DAT AND LICENSE.DAT FILES IN VCM SUITE

For many support issues, we ask that you provide us with a debug.dat file. This file can be found in **This PC > Documents > HP Tuners > Settings**:



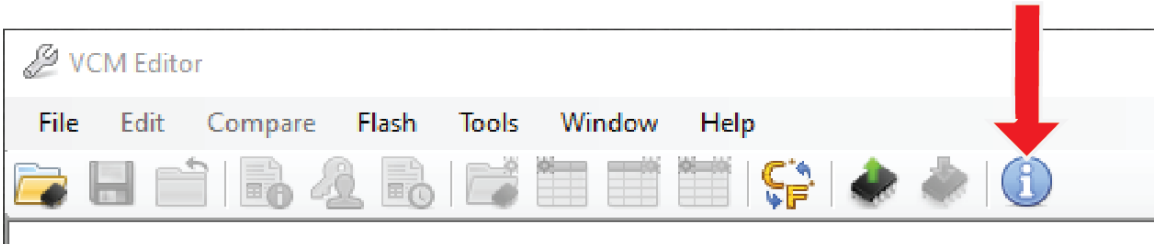
We may also ask for a license.dat file. This can found in the same file path.

HOW TO GENERATE A VCM SUITE INFOLOG

When contacting customer support, it's often helpful for us to have a copy of a VCM Suite Infolog. The Infolog must be generated while connected to your vehicle.

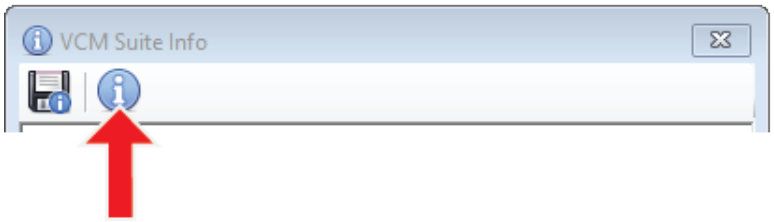
GENERATING AN INFOLOG

1. Click the VCM Suite Info button in either VCM Editor or VCM Scanner.



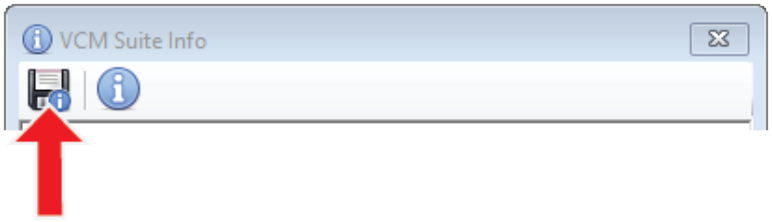
> **NOTE:** make sure your cable is connected to the vehicle and the vehicle's key is in the ON position before proceeding.

2. Click the blue circle "i" icon to poll the software and the vehicle.



> **NOTE:** This step may take five to twenty seconds to complete.

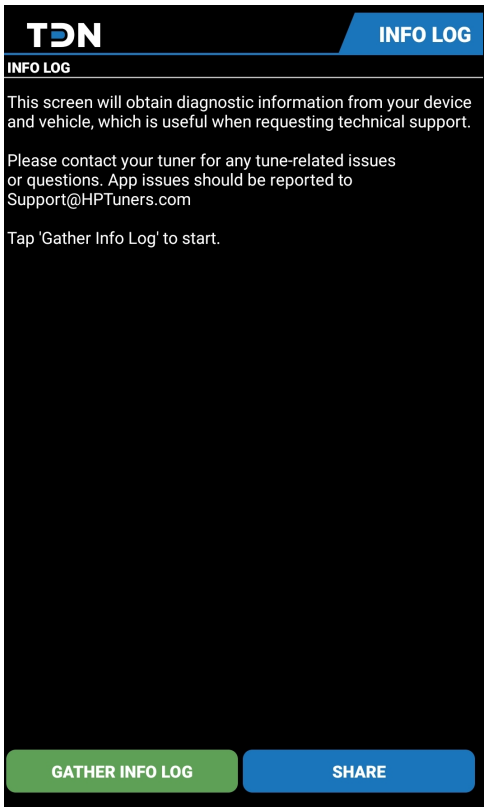
3. When Infolog generation is finished, click on the Save icon. Once the file is saved, it is ready to email to our Support team.



SENDING AN INFO LOG FOR TDN USERS

To send an Info Log to our support staff for TDN Users:

1. Turn the vehicle key to the on position.
2. Connect your MPVI3 to the vehicle.
3. Tap the **TOOLS** icon to open the Setup / Tools Menu.
4. Select **Gather Info Log for Tech Support**. Info Log Screen appears.



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