

TĐN

Tuner Guide

REVISION HISTORY

Date	Revisions
April 2025	Complete Rewrite of TDN Portal User Guide
October 2025	Include New TDN APP UI information.

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ABOUT TDN

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

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

This guide is for tuners using the TDN portal.

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

USING THE TDN PORTAL

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

GETTING STARTED

1. If you have not already done so, make sure you are an authorized tuner:
 - a. Create an account with hptuners.com. See *Creating An Account* (Page 6).
 - b. Contact HP Tuners to be added as an authorized tuner.
2. Create invite codes that customers can use to obtain your services. See *Creating Invite Codes For Your Customers* (Page 8).

DAILY USE

Use the portal for the following tasks:

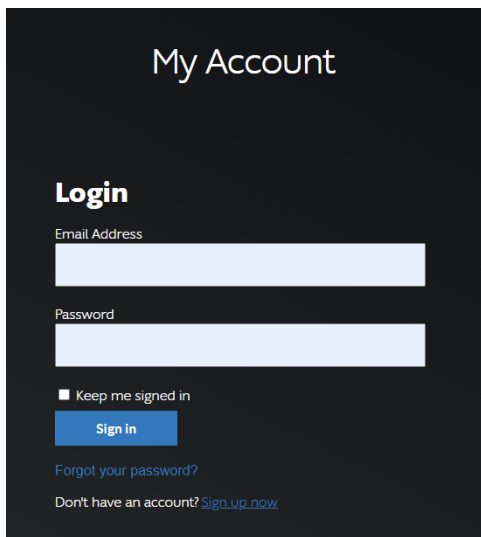
- *Adding and Removing Customers* (Page 12).
- *Receiving Customer Files* (Page 15).
- *Sending Tune Files to the Customer* (Page 18).

- *Specifying Channel Configuration for Customer Scans (Page 21).*

CREATING AN ACCOUNT

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

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

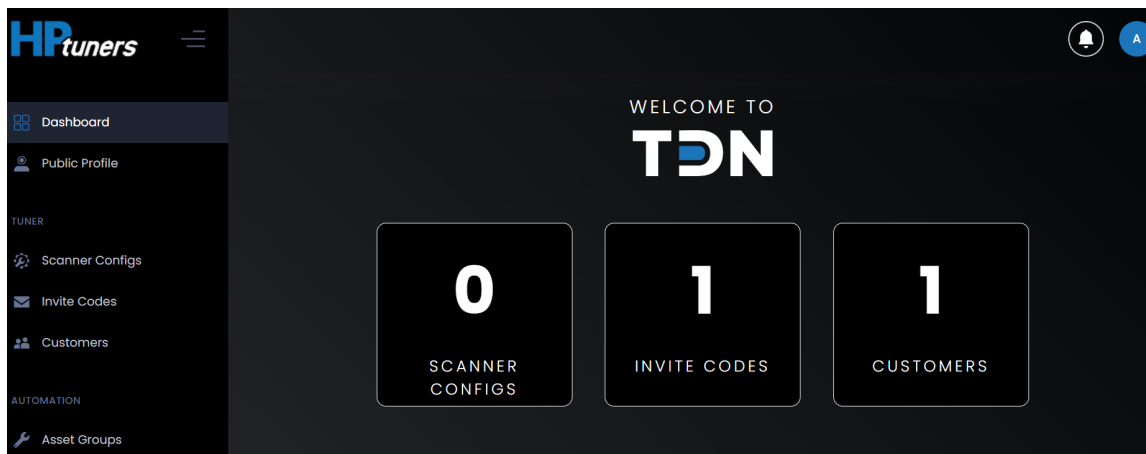


3. The My Account Sign Up Page appears. Enter your email address and click **Send Code**. A verification code will be sent to the email address entered.
4. Once you receive the code, enter the verification code in the space provided and fill out the remaining fields on the page.
5. Click **Create**.

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

INITIAL TDN LOGIN AND SETUP

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



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



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

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

CREATING INVITE CODES FOR YOUR CUSTOMERS

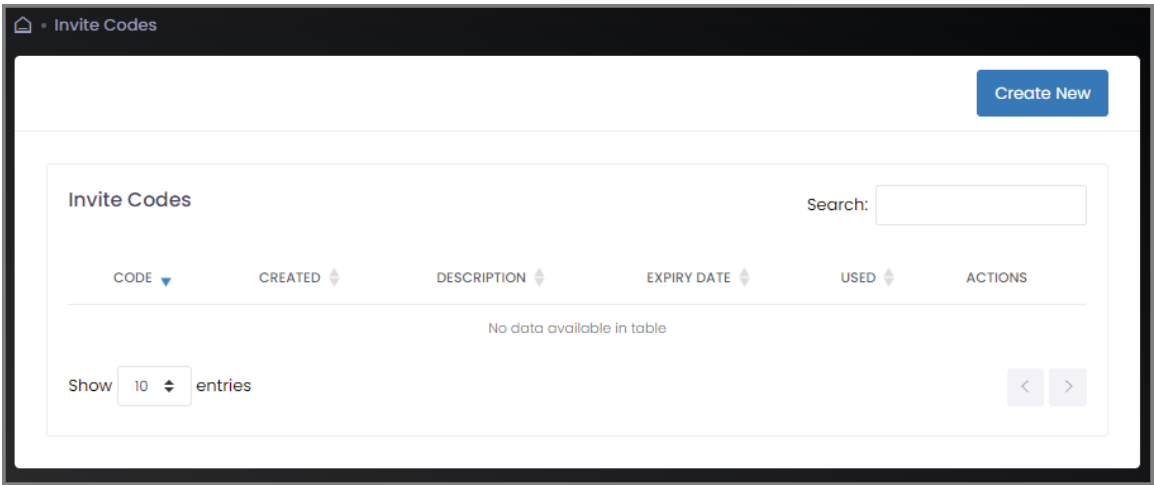
In order to become your customer, the person who wants your services needs to enter an invite code in the TDN smartphone app. Entering a code received from you associates the customer with your tuning business and directs all of the customer's scans to you. Requiring a code provides you a certain degree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

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

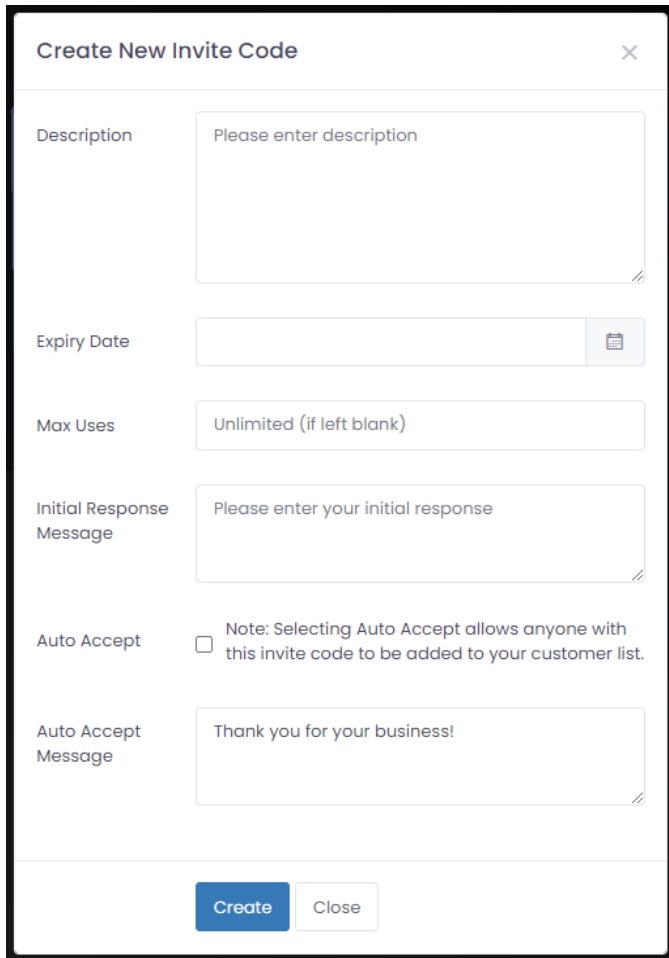
- A code that you give to people you already know and trust and whose business you want to accept automatically.
- A code that you give to people that contacted you, but you don't really know them. Maybe you want to check them out a bit before you accept them or maybe you're worried that they'll share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

CREATING A NEW INVITE CODE

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



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



The screenshot shows a modal window titled "Create New Invite Code" with a close button (X) in the top right corner. The form contains the following fields and controls:

- Description:** A large text area with the placeholder text "Please enter description".
- Expiry Date:** A date input field with a calendar icon on the right.
- Max Uses:** A text input field containing the text "Unlimited (if left blank)".
- Initial Response Message:** A text area with the placeholder text "Please enter your initial response".
- Auto Accept:** A checkbox that is currently unchecked. To its right is a note: "Note: Selecting Auto Accept allows anyone with this invite code to be added to your customer list."
- Auto Accept Message:** A text area containing the text "Thank you for your business!".

At the bottom of the dialog are two buttons: a blue "Create" button and a white "Close" button.

3. Fill out the top three fields:

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

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

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

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

EDITING AND DELETING INVITE CODES

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

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



Select this icon to edit the invite code.



Select this icon to delete the invite code.



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

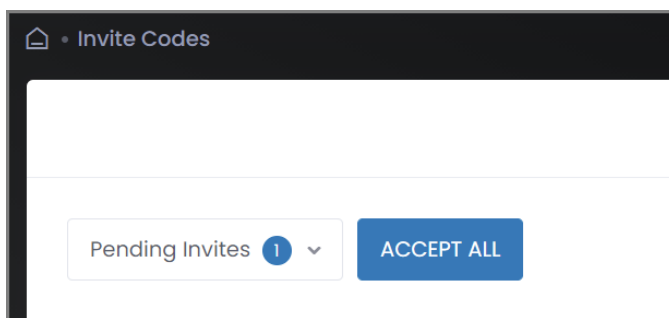
ADDING AND REMOVING CUSTOMERS

MANUALLY ACCEPTING CUSTOMER INVITES

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

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

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



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

Pending Invites						Search:
CODE	CREATED	NAME	EMAIL	REQUEST	ACTIONS	
XXXX-0000	2021-10-13	Tim	im.here@yahoo.com		 	
Show 10 entries						  

If you would rather review the invites individually:

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



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

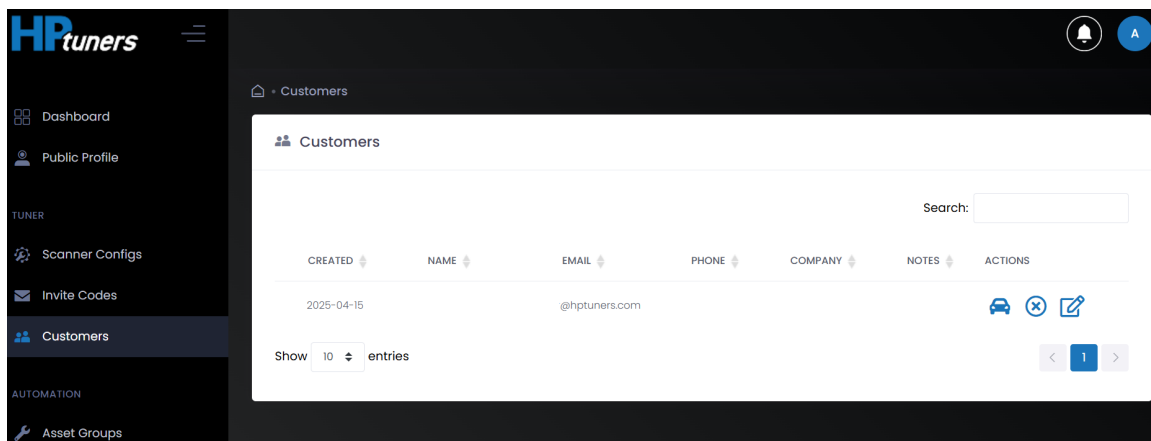
REMOVING A CUSTOMER

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



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

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



2. In the Actions column, click the  icon next to the customer you wish to delete.

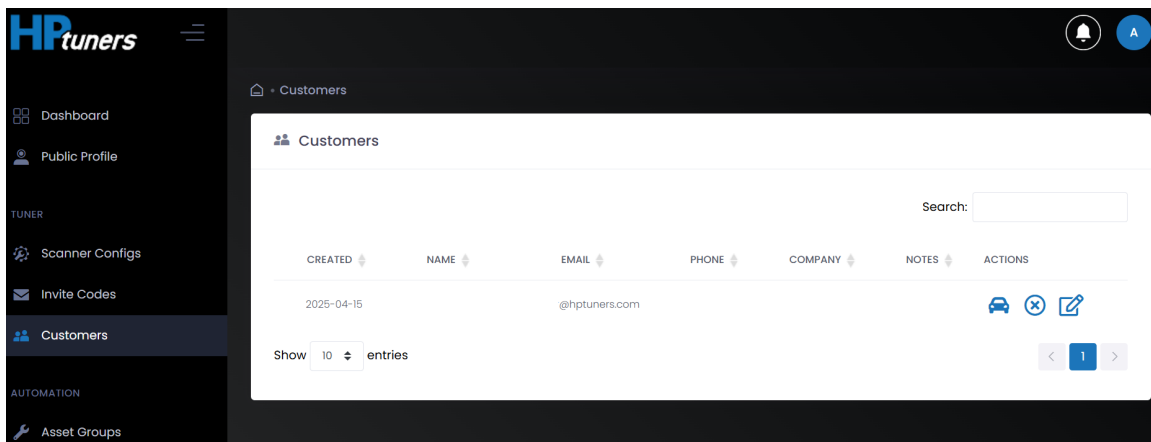


HIDDEN ACTIONS: If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign to the left of the invite code. Select this icon to display the remaining options.

RECEIVING CUSTOMER FILES

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

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



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



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

CREATED	VIN	DESCRIPTION	ACTIONS
2021-10-13	1GNSKGKC8KRXXXXX	2019 Chevrolet Suburban LS	  

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

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



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

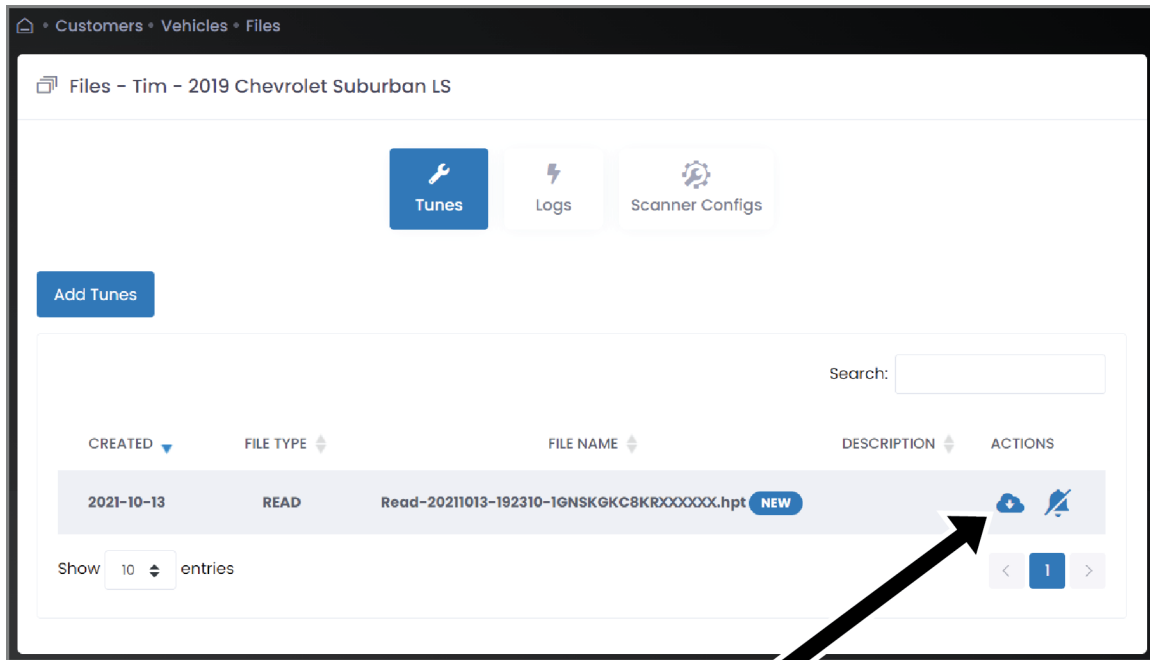


Data Logs (HPL extension): These files are added when the customer uploads a log file using the TDN app.



Scanner Config Files (XML extension): The icon will be blue if you have assigned a channel configuration file to this vehicle. Select it to view and modify that assignment. See *Specifying Channel Configuration for Customer Scans* (Page 21).

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



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



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

SENDING TUNE FILES TO THE CUSTOMER

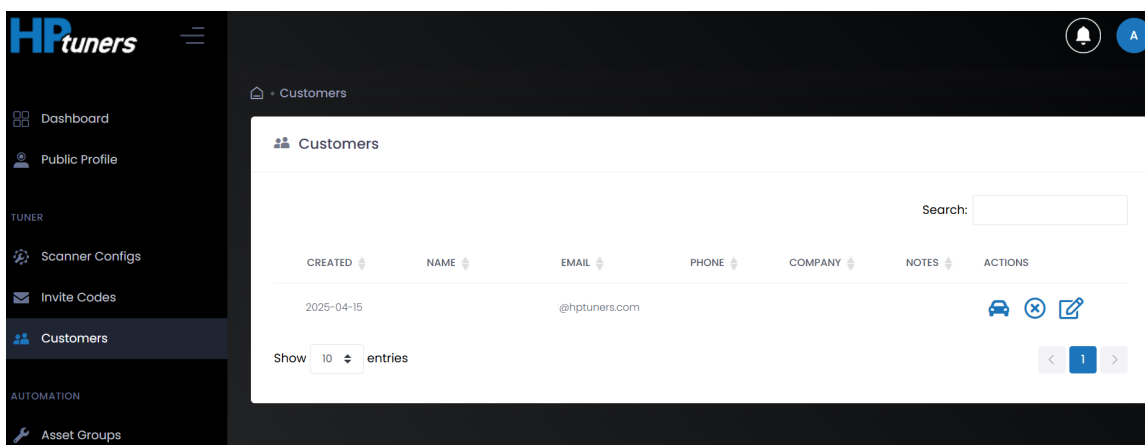
ASSIGNING A TUNE TO A VEHICLE

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



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

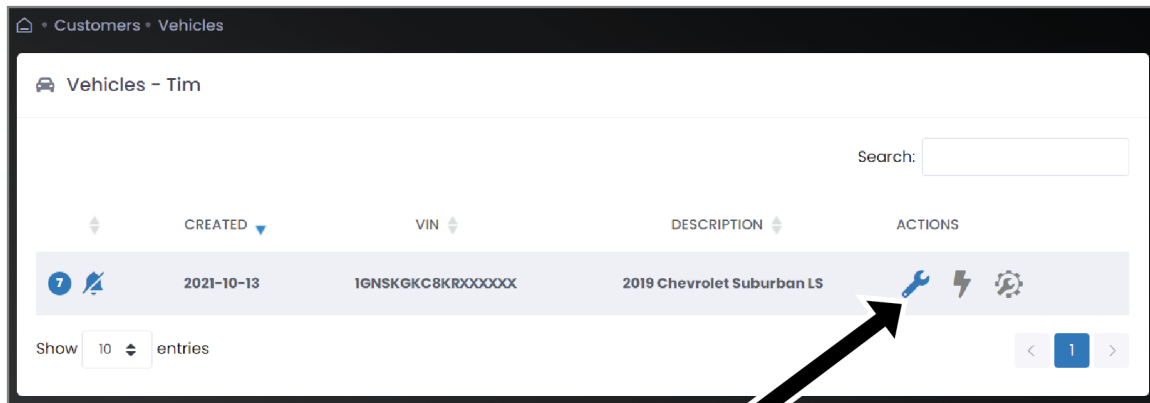
1. Select **Customers** from the sidebar menu. The Customers page appears.



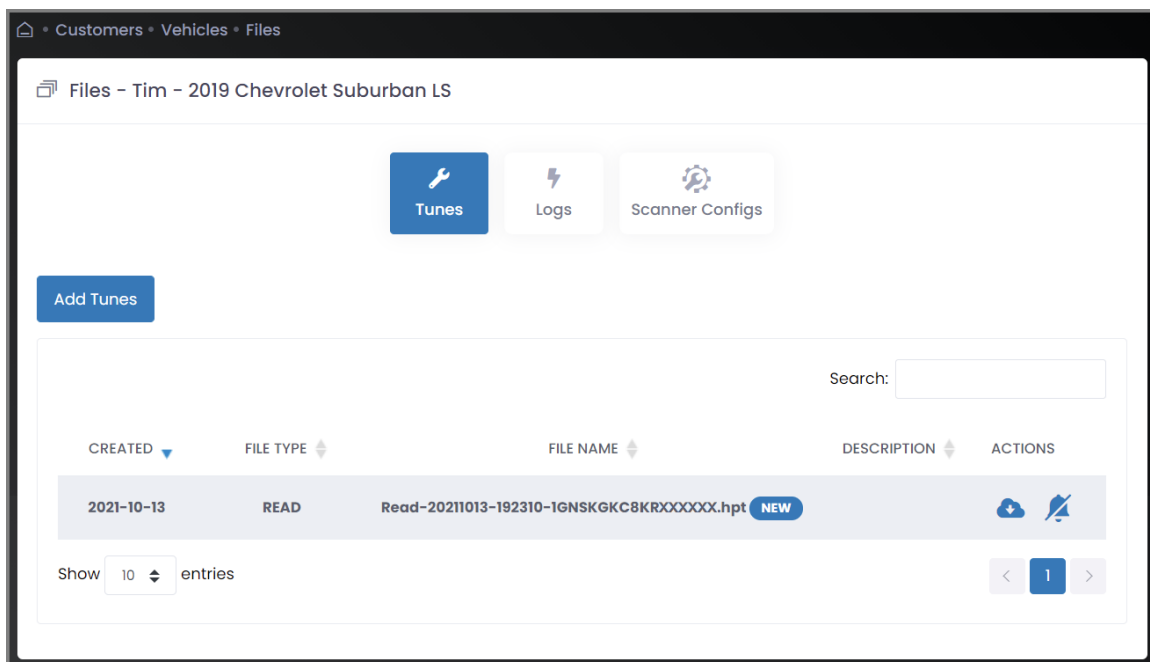
2. Click on the  icon next to the customer to which you are sending a tune. The customer's vehicle page appears.



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



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



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

The screenshot shows a web interface for adding a new tune. At the top, there's a 'Choose Tune' label next to a dashed blue box containing the text 'Drop tune here or click to upload.' Below this is a 'Scramble OS If Possible' checkbox, which is currently unchecked. Underneath are two text input fields: 'Description' and 'Notes'. At the bottom of the form are two buttons: 'Add' (in blue) and 'Reset' (in white with a grey border).

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

SPECIFYING CHANNEL CONFIGURATION FOR CUSTOMER SCANS

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

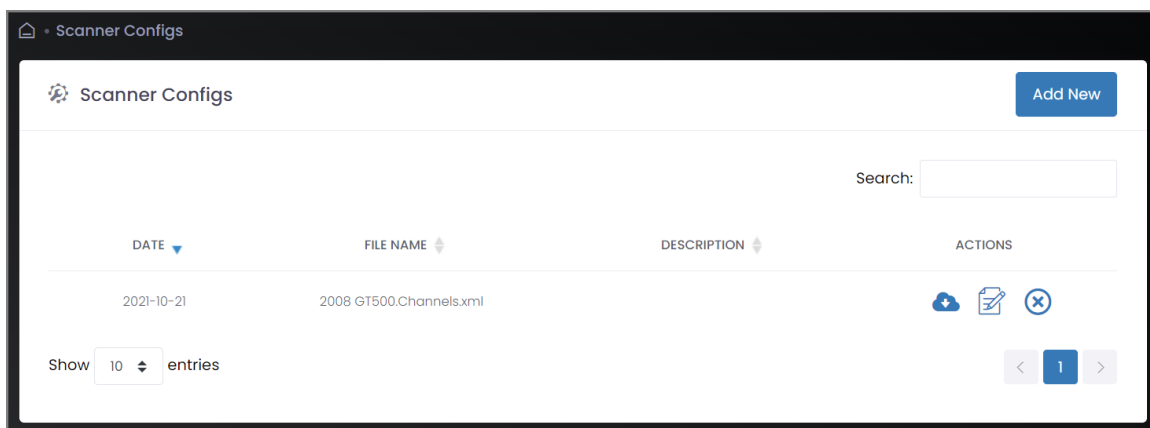
You can override the default channel configuration by assigning a channel configuration file from VCM Scanner to the customer's vehicle. When the customer performs their next file sync, the latest config will be automatically selected for data logging.



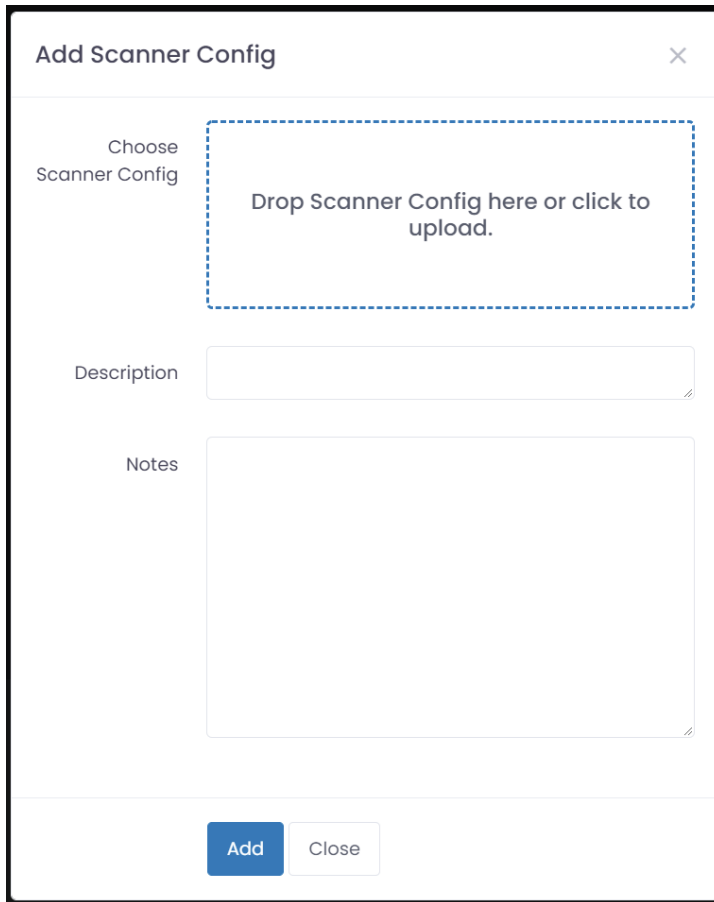
NOTE: In the Log Files screen of the TDN app, customers can manually select or deselect scanner config files you have assigned to their vehicles. If you have assigned multiple scanner config files to a vehicle, this allows the customer to switch between them. It's also possible for the customer to return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

UPLOADING A SCANNER CONFIGURATION FILE

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



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

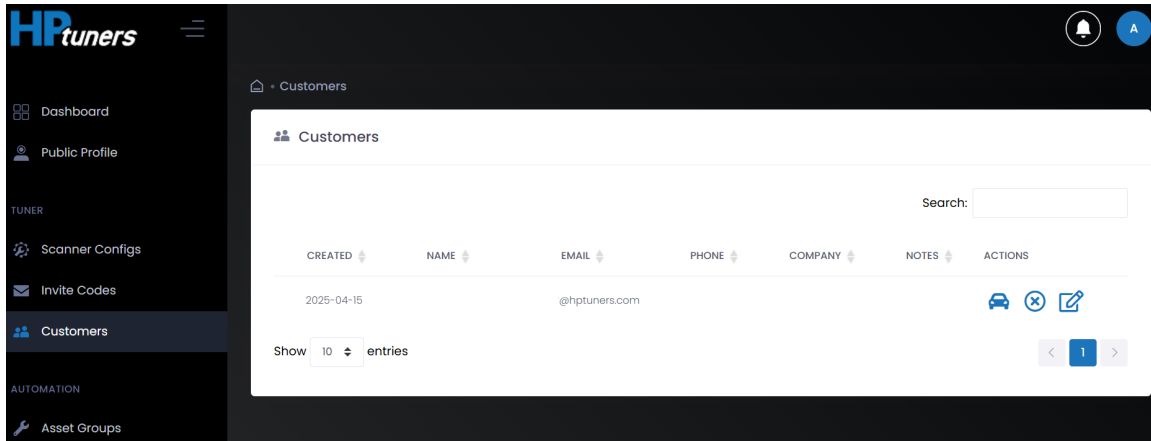


The screenshot shows a modal dialog box titled "Add Scanner Config" with a close button (X) in the top right corner. The dialog contains three main sections: a "Choose Scanner Config" section with a dashed blue box containing the text "Drop Scanner Config here or click to upload."; a "Description" section with a single-line text input field; and a "Notes" section with a multi-line text area. At the bottom of the dialog are two buttons: a blue "Add" button and a white "Close" button.

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

ASSIGNING A SCANNER CONFIG FILE TO A CUSTOMER VEHICLE

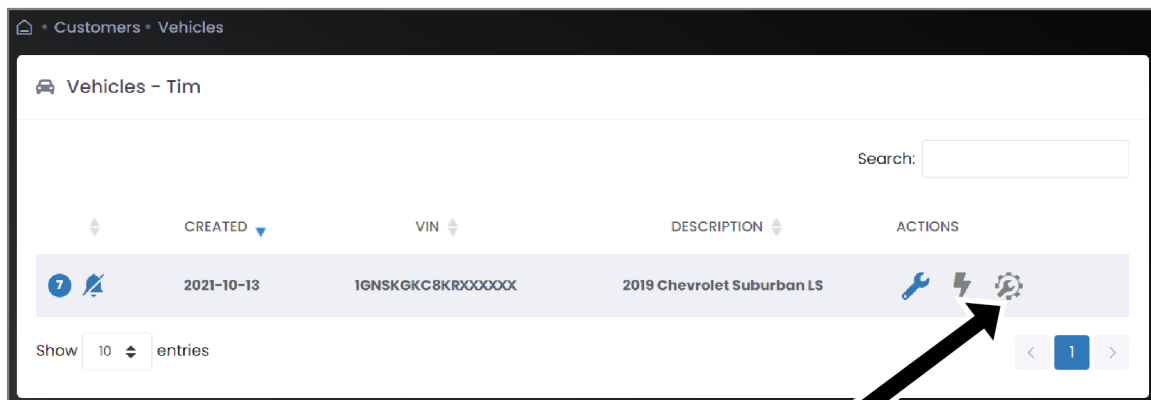
1. Select **Customers** from sidebar menu. The Customers page appears.



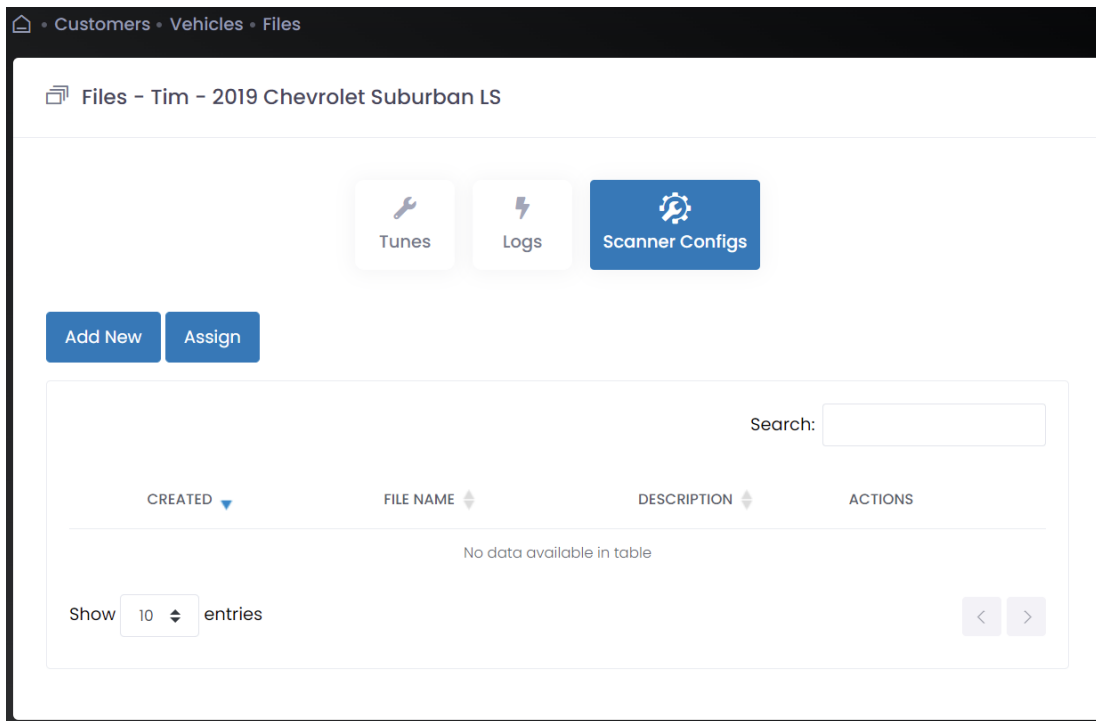
2. In the Actions column, click on the  icon next to the customer whose files you wish to retrieve. The customer's vehicle page appears.



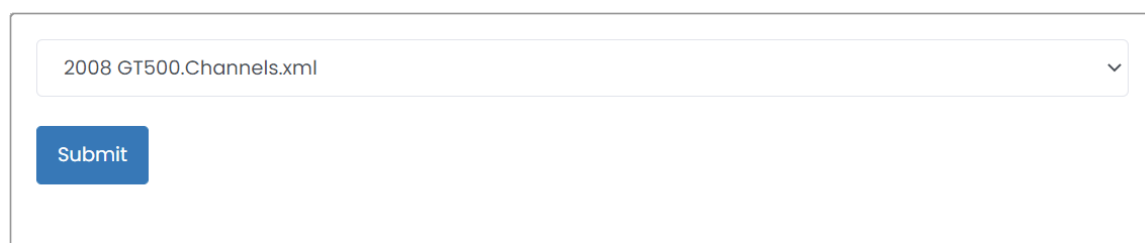
HIDDEN ACTIONS: If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign on the left end of the table. Select this icon to display the remaining options.



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



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

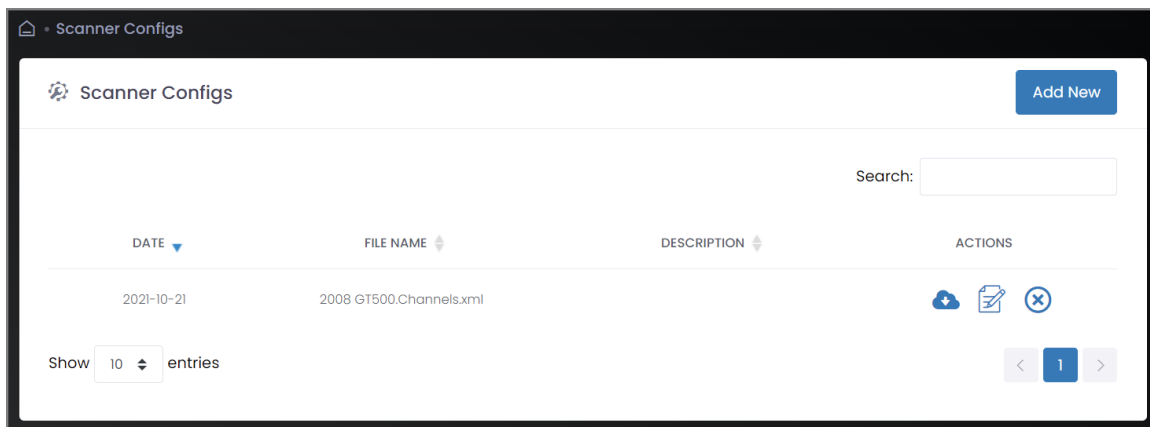


5. Select the file you want to assign to the customer vehicle.
6. Click **Submit**.

EDITING AND REMOVING SCANNER CONFIG FILES

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

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



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



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



Select this icon to delete a scanner configuration file.



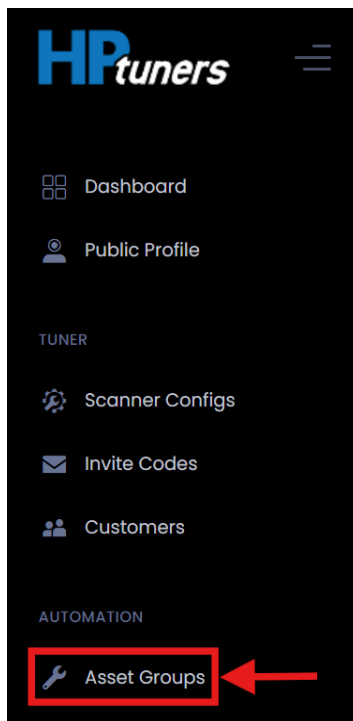
HIDDEN ACTIONS: If your web browser window is not very wide, you may not see the icons in the Actions column. Instead, there will be a blue plus sign on the left end of the table. Select this icon to display the remaining options.

ADDING ASSET GROUPS

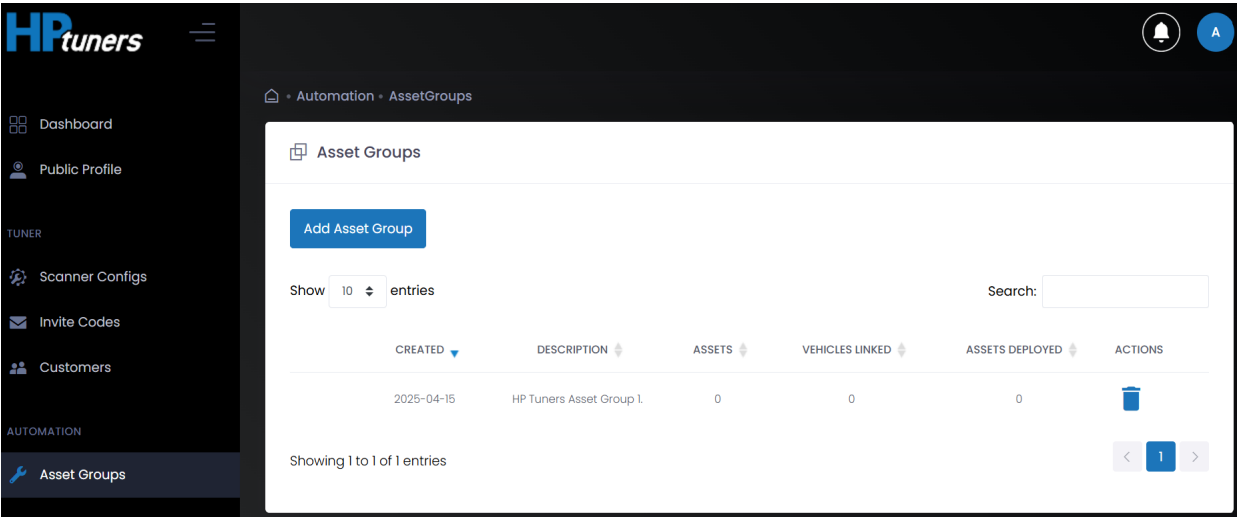
An asset group is an automated implementation for customer(s) to receive certain files based on TDN dealer defined criteria. There are three types of asset groups, which are as follows:

- **HTT Template** - Once the end user vehicle is read and synced to TDN portal, TDN will deploy the "Template" asset and from there the customer has to sync files to accept the template asset.
- **Tune** - Used for specific vehicle conditions, if these conditions are met the tuner can utilize this asset group to deploy the customers.
- **ScannerConfig** - Used only for custom tuning, customers must send a datalog to utilize ScannerConfig assets.

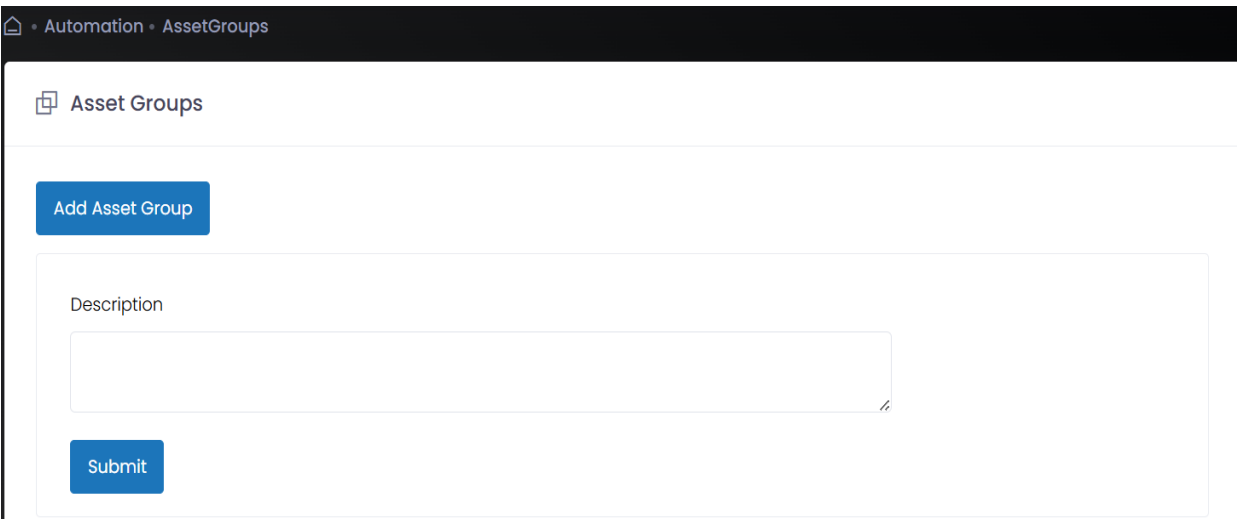
1. Select **Asset Groups** from the sidebar menu.



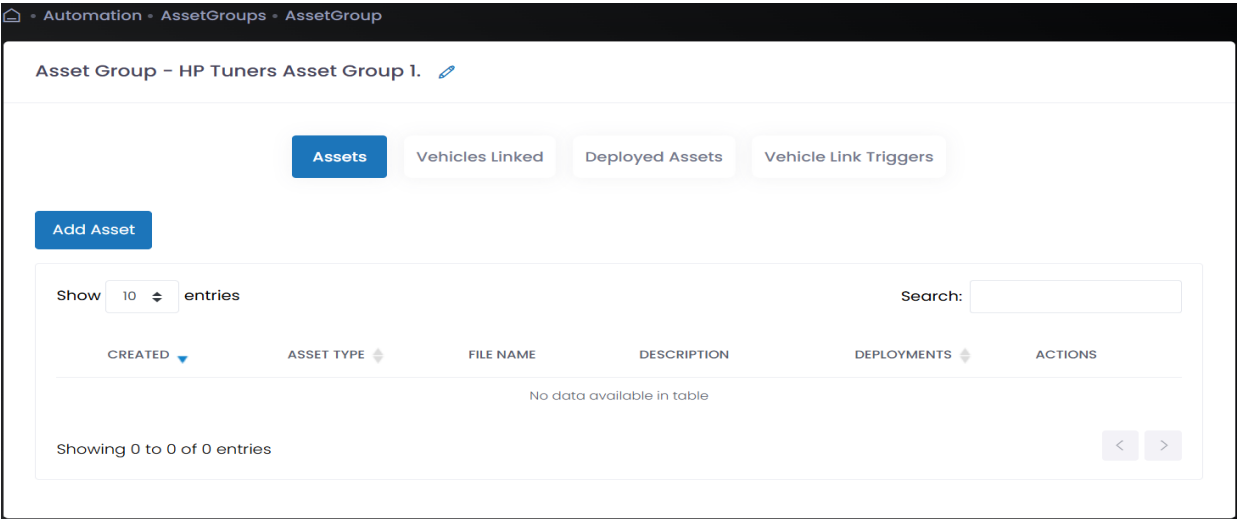
2. Click the **Add Asset Group** button.



3. Write a description based on your Asset Group, Click **Submit**.



4. Select the Asset Group you would like to deploy, then the asset deploy window will appear.



5. Select **Add Asset**, Click and drop the file you would like to deploy to your customers, then select **Add**.

Asset Group - HP Tuners Asset Group 1. 

Assets

Vehicles Linked

Deployed Assets

Vehicle Link Triggers

Add Asset

Choose Asset

9.7 KB

2012 CHR To...

Remove file

Description

HP Tuners Asset Deployment Group 1

Notes

Scramble OS(if possible)

☐

Add

Reset

 **NOTE:** "Scramble OS (if possible)" is for select FORD applications only with applicable permissions.

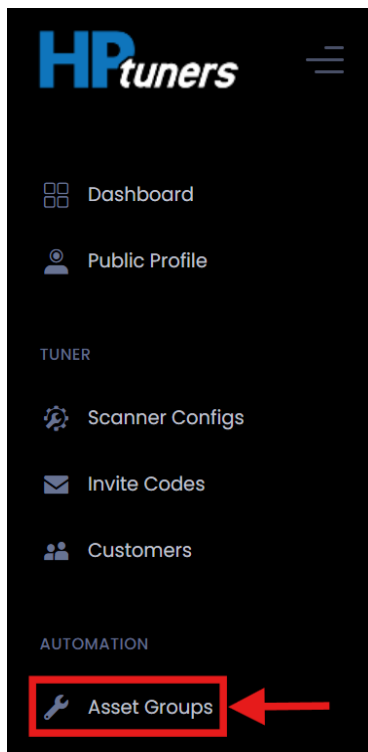
 **NOTE:** See *Vehicle Link Triggers (Page 30)* to assign the recently added asset group.

VEHICLE LINK TRIGGERS

Files/assets can be automatically deployed to customer vehicles when the customer uploads a vehicle read that matches the criteria specified for that asset group.

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

1. Select **Asset Groups** from the sidebar menu.



2. Click the Asset Group you would like to link to corresponding vehicle.

Automation - AssetGroups

Asset Groups

Add Asset Group

Show 10 entries Search:

CREATED	DESCRIPTION	ASSETS	VEHICLES LINKED	ASSETS DEPLOYED	ACTIONS
2025-04-15		0	0	0	
2025-04-15	HP Tuners Asset Group 1.	1	0	0	

Showing 1 to 2 of 2 entries

3. Select **Vehicles Link Triggers**, then **Add Vehicle Link Trigger**.

Automation - AssetGroups - AssetGroup

Asset Group - HP Tuners Asset Group 1.

Assets Vehicles Linked Deployed Assets **Vehicle Link Triggers**

Add Vehicle Link Trigger

Show 10 entries Search:

CREATED	DESCRIPTION	EMAIL	INTERFACE	VIN	CONTROLLER TYPE ID	CONTROLLER SERIAL	ACTIONS
No data available in table							

Showing 0 to 0 of 0 entries

4. The below **Add Vehicle Link Trigger** window will appear. This window is where you need to specify what criteria your customers need to match in order to automatically deploy that asset group.

Add Vehicle Link Trigger

Description

Match Fields

Customer Email

Customer Interface ID

Vehicle VIN

Controller Type ID

0

Controller Serial Number

Controller OS ID

Match Type

☒ Any

☐ All

Limits

Expiry Date

Max Hits

Unlimited (if left blank)

Submit

Close



NOTE: All vehicle link triggers need to match for asset to deploy.

 **NOTE:** It is **HIGHLY** recommended to use both the "Controller Type ID" & "Controller OS ID" when setting the vehicle link trigger criteria.

5. Click **Submit**.
6. Once the customer reads/logs and sync's a vehicle matching all triggers, the asset will automatically be sent to the customer/end user.

 **NOTE:** If you need to manually link a vehicle to an asset group, click **Manually Link Vehicles** to select the vehicle you would like to link.

Asset Group - HP Tuners Asset Group 1. 

Assets
Vehicles Linked
Deployed Assets
Vehicle Link Triggers

Manually Link Vehicles


Show 10 entries Search:

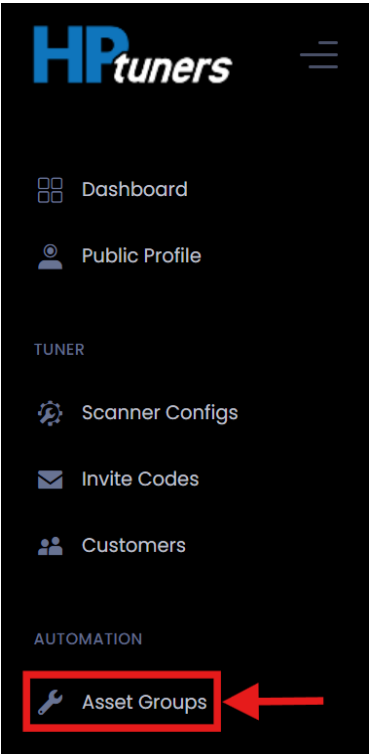
CREATED	VEHICLE OWNER	VIN	DESCRIPTION	ACTIONS
No data available in table				

Showing 0 to 0 of 0 entries

DEPLOYED ASSETS

The Deployed Assets Tab simply allows you to view what asset groups have been deployed, provided the customers name, VIN, Description, and File Name.

1. Select **Asset Groups** from the sidebar menu.



2. Click the Asset Group you would like to view has been deployed and to who.

Automation - AssetGroups

Asset Groups

[Add Asset Group](#)

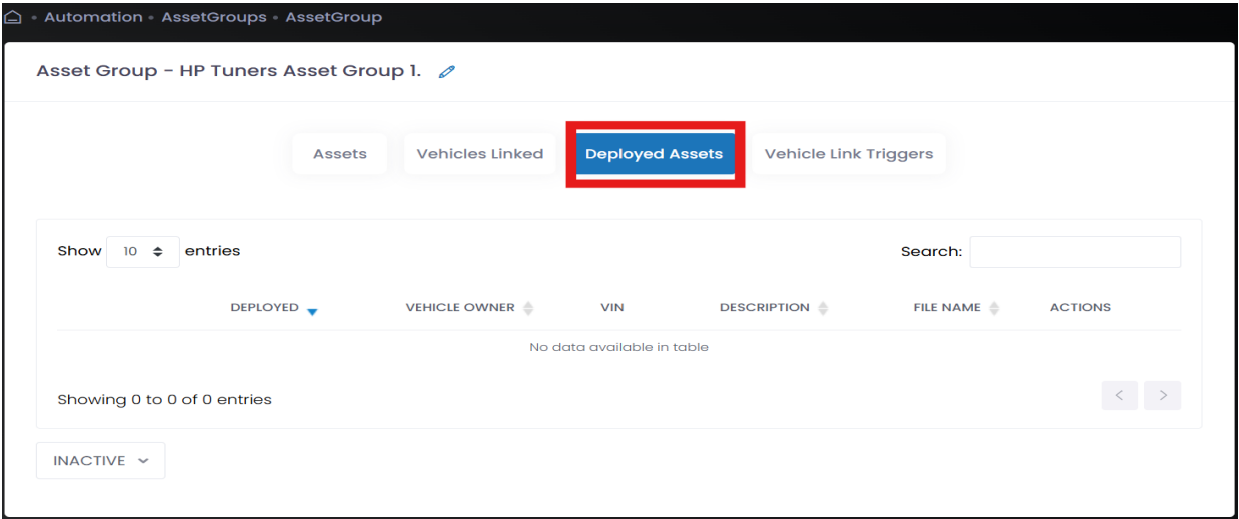
Show 10 entries Search:

CREATED	DESCRIPTION	ASSETS	VEHICLES LINKED	ASSETS DEPLOYED	ACTIONS
2025-04-15		0	0	0	
2025-04-15	HP Tuners Asset Group 1.	1	0	0	

Showing 1 to 2 of 2 entries

< 1 >

3. Select **Deployed Assets**.



SUPPORTING THE TDN APP

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

- Provide a supported HP Tuners interface device. See *Supported Interface Devices* (Page 37) for a list.
- Load the device with credits.
- Provide an Invite Code to allow the customer to join your network.
- Provide consultation on whether their vehicle is supported by the TDN app. See *Supported Controllers* (Page 84) for details.
- Indicate what types of files (tune files, data logs) the customer needs to send you and when they need to send them.
- If you would like to see specific information in customer data logs, send the customer a channel configuration file created in VCM Scanner.

TOPICS IN THE APP MANUAL

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

- *User Interface* (Page 52)
- *Account Creation and Configuration* (Page 56)
- *Reading and Writing Tunes* (Page 61)
- *Data Logging* (Page 73)
- *Reading Diagnostic Trouble Codes* (Page 79)
- *The Setup / Tools Menu* (Page 81)
- *Sending a TDN App Info Log* (Page 91)

SUPPORTED INTERFACE DEVICES

The TDN App supports the following HP Tuners interface devices:

- MPVI2+
- MPVI3
- RTD+
- RTD Gen3
- RTD Gen4



NOTE: Android phones and tablets can also be used with MPVI2 and the original RTD.

INSTALLING THE TDN APP

ANDROID

1. Open a browser on the phone or tablet.
2. Go to the **Tune Delivery Network (TDN)** page in the Google Play Store:

<https://play.google.com/store/apps/details?id=com.hptuners.tdn>

3. Click the **Install** button.

APPLE IOS

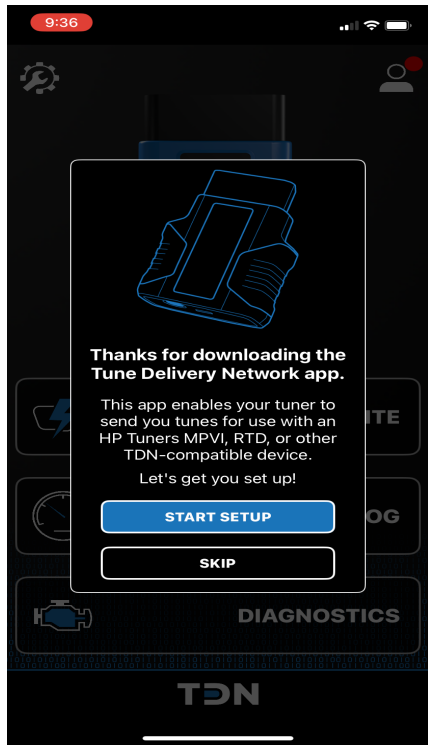
1. Open a browser on the phone or tablet.
2. Go to the **Tune Delivery Network (TDN)** page in the App Store:

<https://apps.apple.com/us/app/tune-delivery-network-tdn/id1590560864>

3. Click the **Install** button.

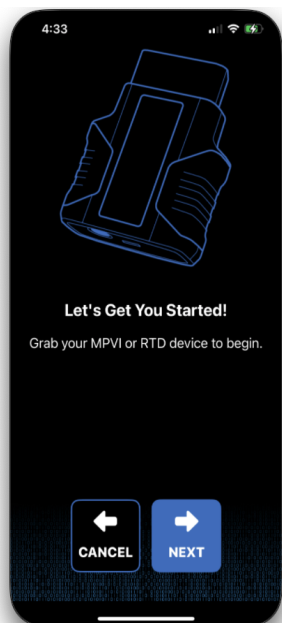
INITIAL DEVICE SETUP (APPLE IOS)

1. Once the initial download is complete, click **START SETUP**.



2. Select **GOT IT** when the bluetooth permission window appears.
3. The app will indicate that if you have previously paired this device with an interface device, you may need to reset its Bluetooth® pairings (If paired in previous 1.8 version).

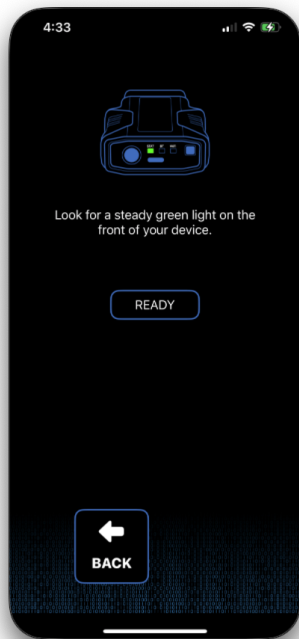
4. Tap **NEXT**. The app indicates that it is about to set up your interface device.



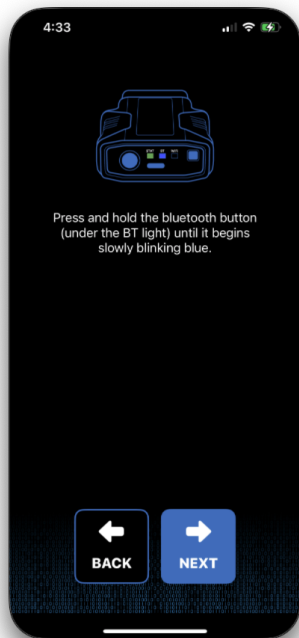
5. Tap **NEXT**.



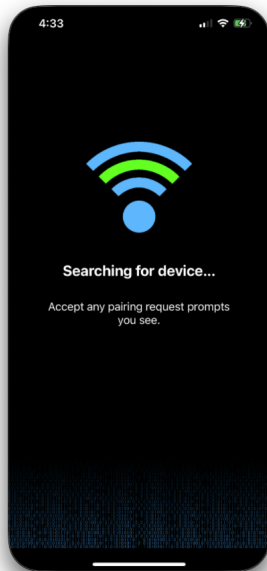
6. The TDN app prompts you to connect your interface device to your vehicle's OBD-II port and turn the vehicle's ignition on. Go ahead and do so.
7. Tap **NEXT** and wait for the STAT light on the front of the device to turn green.



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

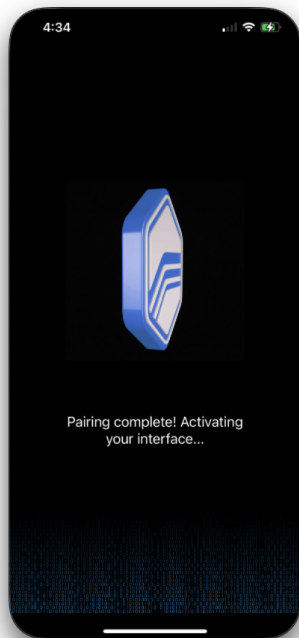


9. Tap **NEXT**. The app will begin scanning for compatible devices.

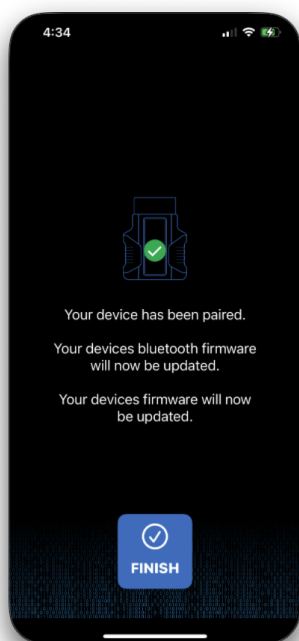


NOTE: If issues persist, exit the setup wizard page and login to your HP Tuners account and enter in your credentials by tapping the  button and entering your email and password, Re-try the process once you have successfully logged into your HP tuners account. Refer to ***Account Creation and Configuration (Page 56)*** , if you do not have an HP tuners account.

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



12. When the sync process is finished, the app will indicate that setup is complete. Click **Done** to exit the setup wizard.
13. If there are any firmware updates that need to be applied to your interface device, they will be downloaded and applied now. Depending on the size of the updates, this may take several minutes. Be sure to keep your phone connected to the internet and near the device until this process is complete.
14. When all firmware updates have been applied, the initial setup process is complete, ensure to press **Finish**.



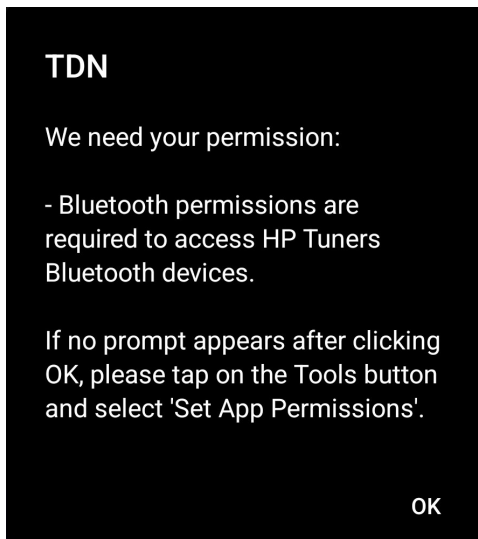
NOTE: If you do not yet have an HP Tuners account, see *Account Creation and Configuration* (Page 56).



NOTE: We recommend re-syncing IMMEDIATELY after pairing your device to bluetooth, By tapping the  and tapping **Resync RTD4**.

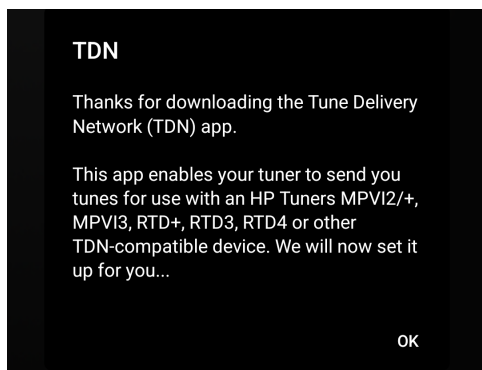
INITIAL DEVICE SETUP (ANDROID)

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

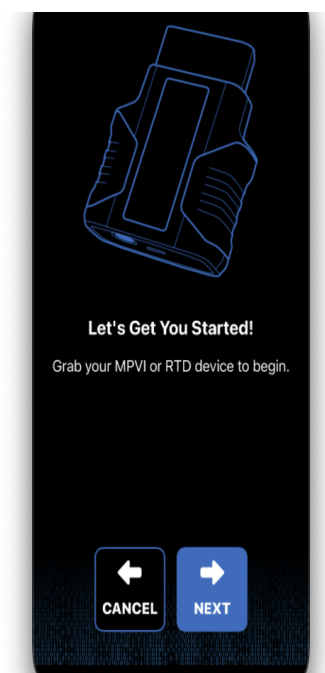


3. Your phone may respond by prompting you to confirm that the TDN app is allowed to access Bluetooth®. Grant access if prompted.

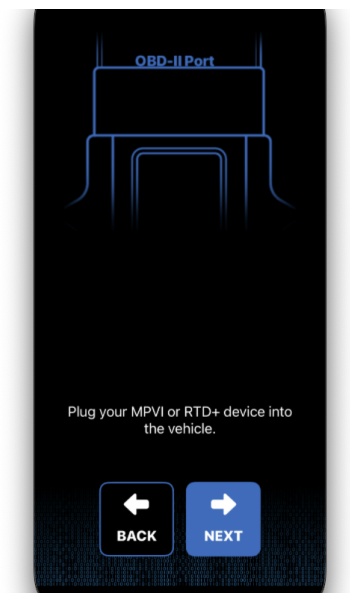
4. The app will inform you that it is going to begin configuring your TDN-compatible device. Tap **OK** to proceed.



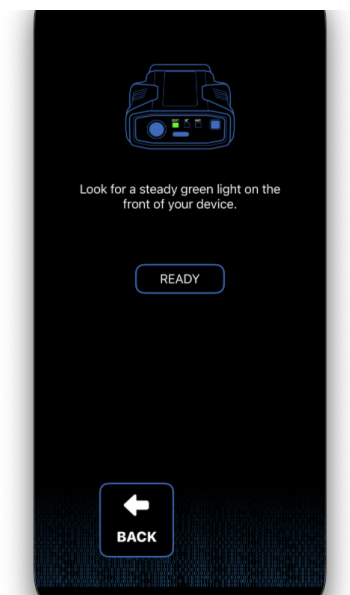
5. The app indicates that it is about to set up your interface device.



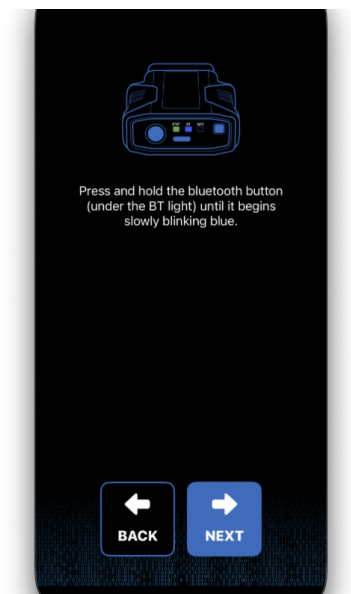
6. Tap **NEXT**.



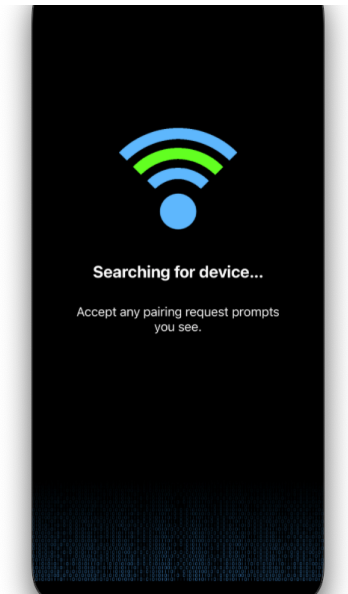
7. The TDN app prompts you to connect your interface device to your vehicle's OBD-II port and turn the vehicle's ignition on. Go ahead and do so.
8. Tap **NEXT** and wait for the STAT light on the front of the device to turn green.



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

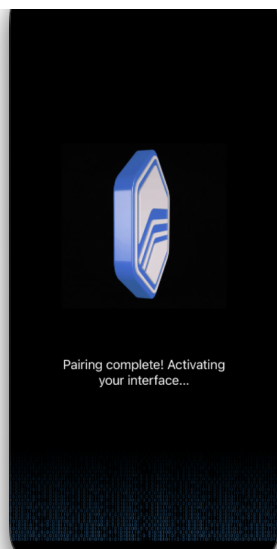


10. Tap **NEXT**. The app will begin scanning for compatible devices.

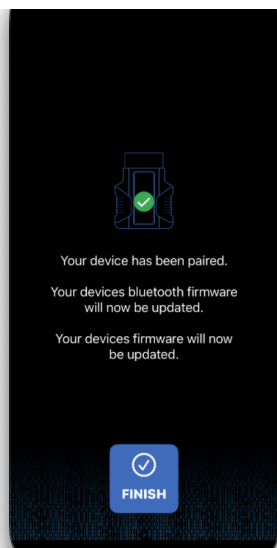


NOTE: If issues persist, exit the setup wizard page and login to your HP Tuners account and enter in your credentials by tapping the  button and entering your email and password, Re-try the process once you have successfully logged into your HP tuners account. Refer to ***Account Creation and Configuration (Page 56)***, if you do not have an HP tuners account.

- 11.** Once the app has detected your device, it will attempt to establish a Bluetooth® pairing with the device. If your phone prompts you to pair with the device, be sure to confirm.
- 12.** After successful pairing, the app will attempt to synchronize the device with the server, which may include downloading and applying firmware and resource updates to the device. Depending on the size of the updates, this may take several minutes. Be sure to keep your phone connected to the Internet and near the device until this process is complete.



- 13.** When all firmware updates have been applied, the initial setup process is complete, ensure to press **Finish**.





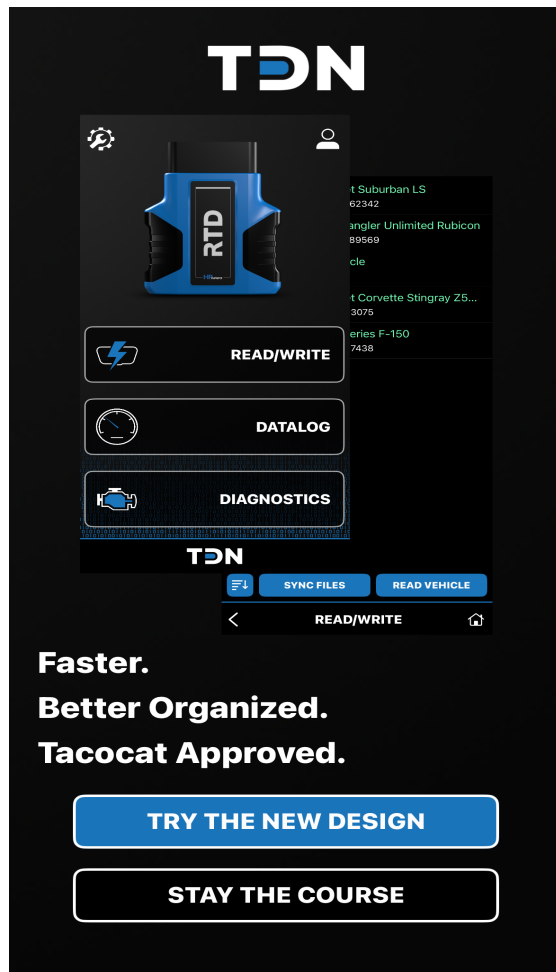
NOTE: If you do not yet have an HP Tuners account, proceed to *Account Creation and Configuration* (Page 56).



NOTE: We recommend re-syncing IMMEDIATELY after pairing your device to bluetooth, By tapping the  and tapping **Resync RTD4**.

USER INTERFACE

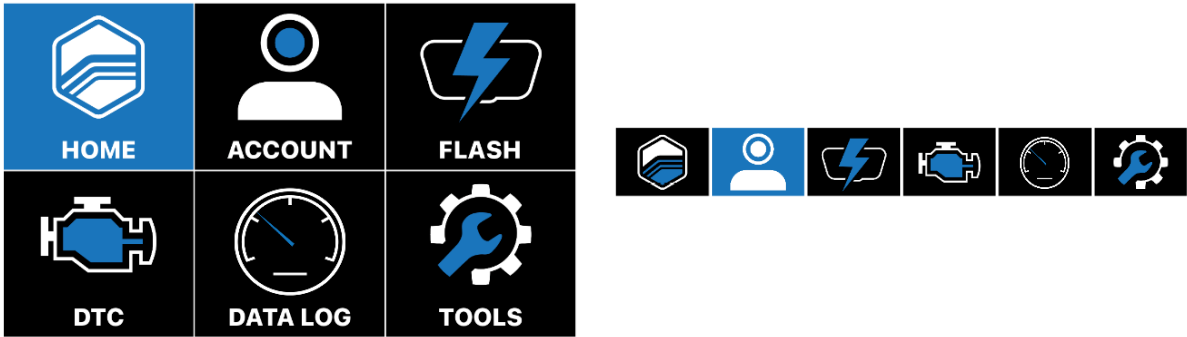
Once initial device setup is complete, the TDN app will give you the option to try two different user interfaces, click **TRY THE NEW DESIGN** to try a newer more simplistic user interface, click **STAY THE COURSE** to use the more familiar pro user interface.



NOTE: Refer to the *New User Interface design ("Try the new design")* (Page 55) to learn more about the new design.

NAVIGATION BAR

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



The individual buttons in the navbar have the following functions:



Returns to the home screen.



Displays the TDN Account Login screen. HP Tuners accounts can be created and modified on this screen. See *Account Creation and Configuration* (Page 56).



Displays the Tunes screen. From this screen, the user can read a car's current tune, send it to a tuner, and apply tuning files received from tuners. See *Reading and Writing Tunes* (Page 61).



Displays the DTC screen, which allows the user to read Diagnostic Trouble Codes (DTCs) from the vehicle. See *Reading Diagnostic Trouble Codes* (Page 79).



Displays the Data Log screen, which gathers live performance data from the vehicle. This data may be useful to a tuner in creating a new tune, or in validating a preliminary tune. See *Data Logging* (Page 73).



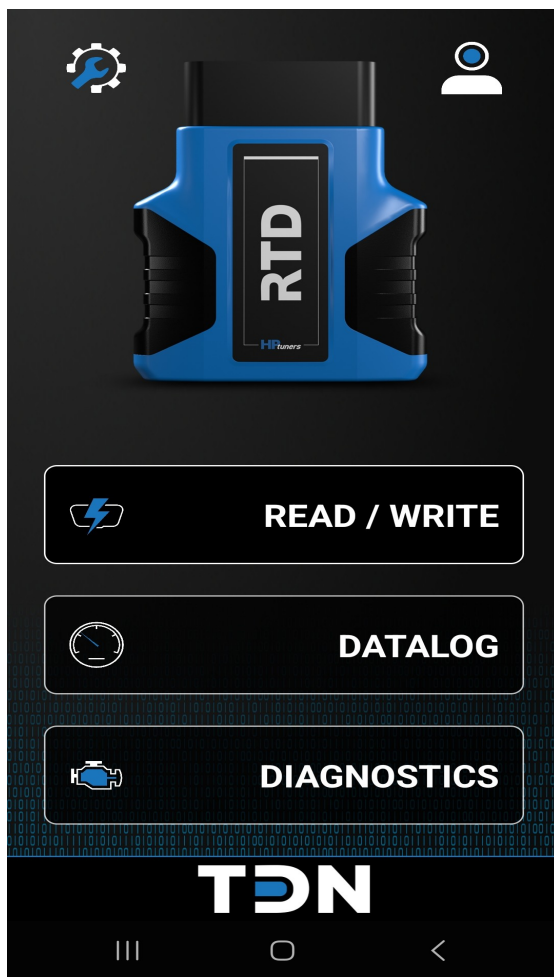
Displays the Setup / Tools Menu, which contains a handful of additional utilities and informational resources. See *The Setup / Tools Menu* (Page 81).

NEW USER INTERFACE DESIGN ("TRY THE NEW DESIGN")

The new, redesigned user interface (UI) delivers a cleaner, more intuitive, and efficient way for users to engage with the TDN app.



NOTE: All functionality remains the same as the previous user interface.



NEW USER INTERFACE NAVIGATION BAR

- **READ / WRITE** - allows users to easily work with their preferred tuners to read and write tunes to their vehicle.
- **DATALOG** - allows users to easily obtain and generate a datalog whenever one is requested from their preferred tuner.
- **DIAGNOSTICS** - allows users to easily track and read active DTC's.
-  - Displays the Setup/ tools menu, which contains a handful of additional utilities and informational resources. See *The Setup / Tools Menu* (Page 1).
-  - Displays the TDN Account Login screen. HP Tuners accounts can be created and modified on this screen. See *Account Creation and Configuration* (Page 1).



NOTE: To refer back to the previous user interface, click the  icon on the top left hand corner click **Change To Pro Interface**.

ACCOUNT CREATION AND CONFIGURATION

FILLING OUT THE ACCOUNT PROFILE

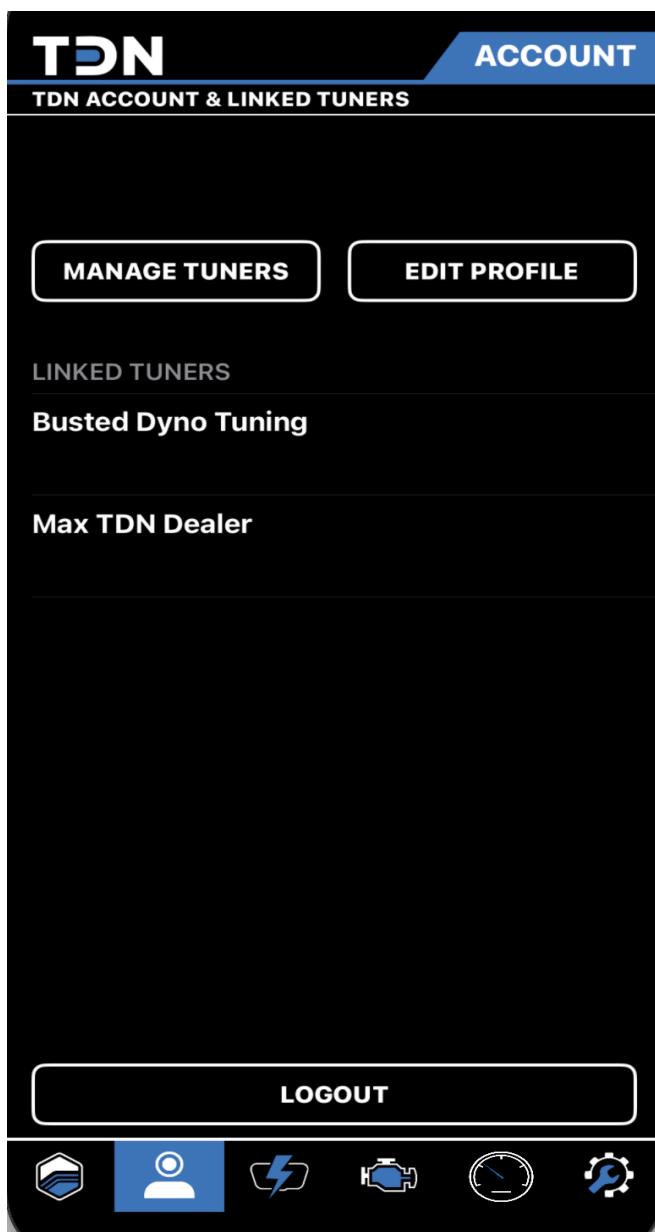
It's a good idea for customers to make sure that their account profiles have the information about themselves that they would like tuners to see.



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

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

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



2. Tap the **EDIT PROFILE** button in the upper-right corner of the screen. The Account Profile page will appear.

TDN

PROFILE

TDN ACCOUNT PROFILE

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

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

NAME:

COMPANY:

E-MAIL:

PHONE:

MAILING ADDRESS:

WEBSITE:

ABOUT YOURSELF:

SAVE PROFILE











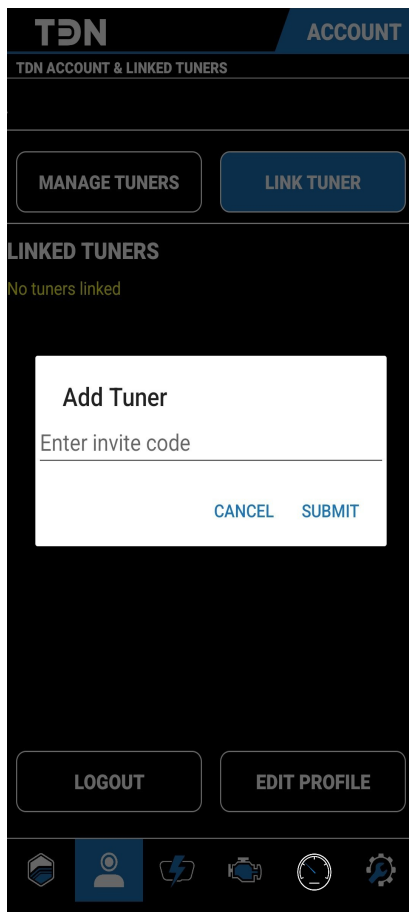


- 3. Enter the contact information that should be displayed to tuners.
- 4. Tap **SAVE PROFILE**.

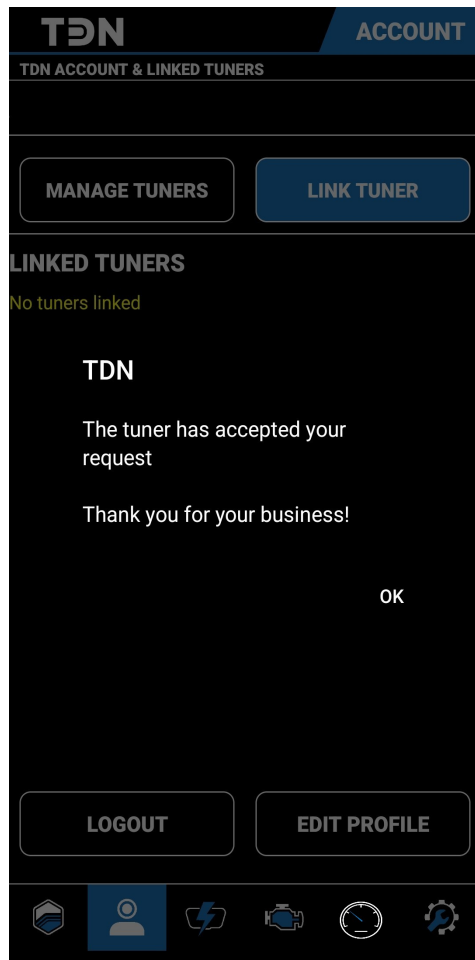
JOINING A TUNER'S NETWORK

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

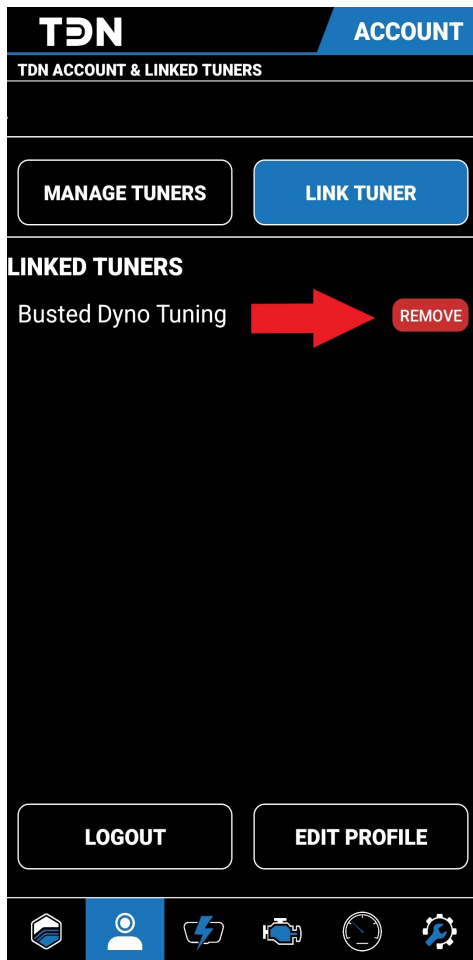
1. An invite code from the tuner is required. If the customer does not already have an invite code from the desired tuner, they should contact the tuner and ask for one.
2. If the Account screen is not already displayed, select the **ACCOUNT** button in the navigation bar.
3. Tap the **LINK TUNER** tab.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



4. The below screen will appear, select **OK**.



5. If the tuner automatically accepts requests to join their network, you should receive a confirmation popup almost immediately. Otherwise, you will have to wait for the tuner to manually approve your request.
6. Once the tuner has accepted your request, they will appear under the **LINKED TUNERS** list.
7. Tap **JOIN**.
8. If you no longer work with any tuners under your **LINKED TUNERS** list, select **REMOVE** next to the tuners name on the right.



READING AND WRITING TUNES

READING THE CAR'S CURRENT TUNE

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

1. Before you begin, ensure that:
 - The car has a fully charged battery.
 - The phone has a fully charged battery.

- The phone has a good Internet connection and its Bluetooth has been switched on.

2. Tap the **FLASH** button in the navigation bar.



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



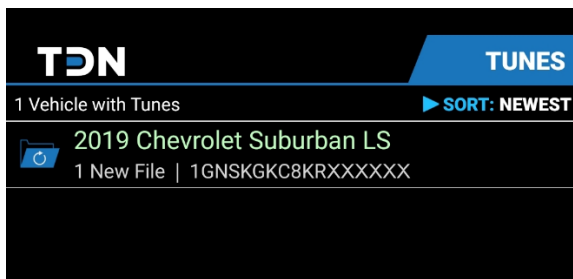
4. The app will prompt you to connect the MPVI to the vehicle and turn the ignition to the on position (but do not start the engine). Do so now.
5. Tap **OK** to start the read process. The process is automated, but it will take several minutes, with actual time depending on the number of updates required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



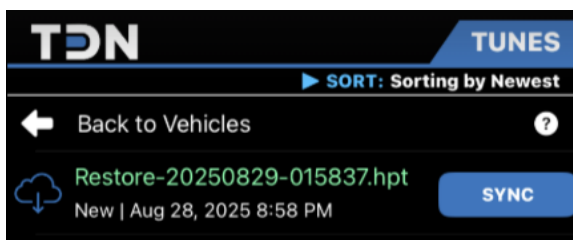
CAUTION: While the read is in process, do not start the vehicle's engine, turn the ignition off, or unplug the interface device. Keep the phone close to the interface device and connected to the Internet.

The process has several steps:

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



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



8. Verify that a green check icon appears to the left of the scan you just performed.
- If the scan is listed here, but the green check is missing, it means the scan was successful, but the upload to the server failed. Follow these steps to resend:

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

APPLYING THE LATEST TUNE

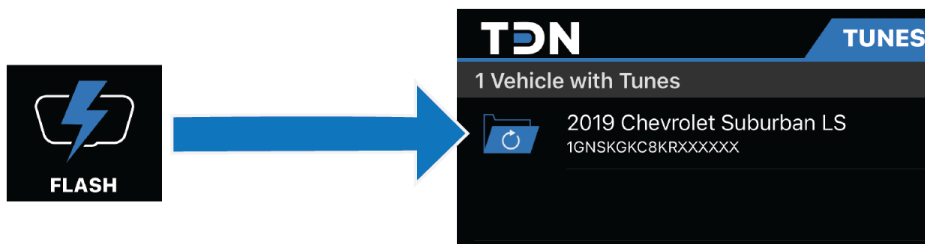
When you send the customer a new tune file, the customer can use the TDN App to flash the tune to their vehicle:



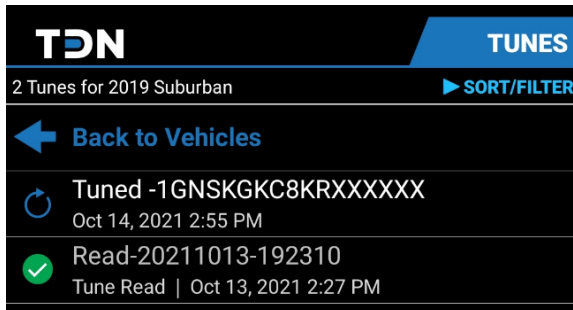
NOTE: The TDN software is licensed per vehicle tuned. If the interface device is flashing a particular vehicle for the first time, either the tuner or the customer must have purchased enough credits for that vehicle. Otherwise, the TDN App will not flash the vehicle. Many tuners will take care of this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

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

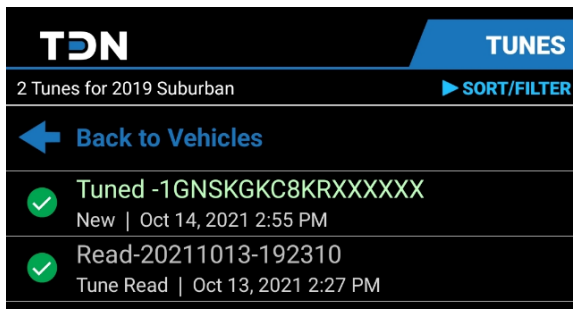
1. Before you begin, ensure that:
 - The car has a fully charged battery.
 - The phone running the app has a fully charged battery.
 - The phone has a good Internet connection and its Bluetooth has been switched on.
2. Tap the **FLASH** button in the navigation bar. The Tunes screen appears.



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



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

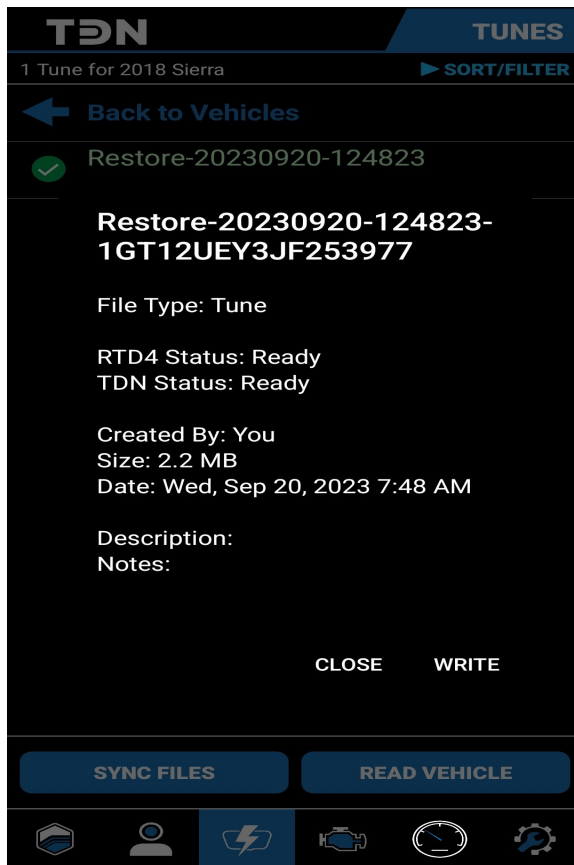


5. Tap the tune file to be applied to the vehicle. A popup that includes information about the selected file appears.

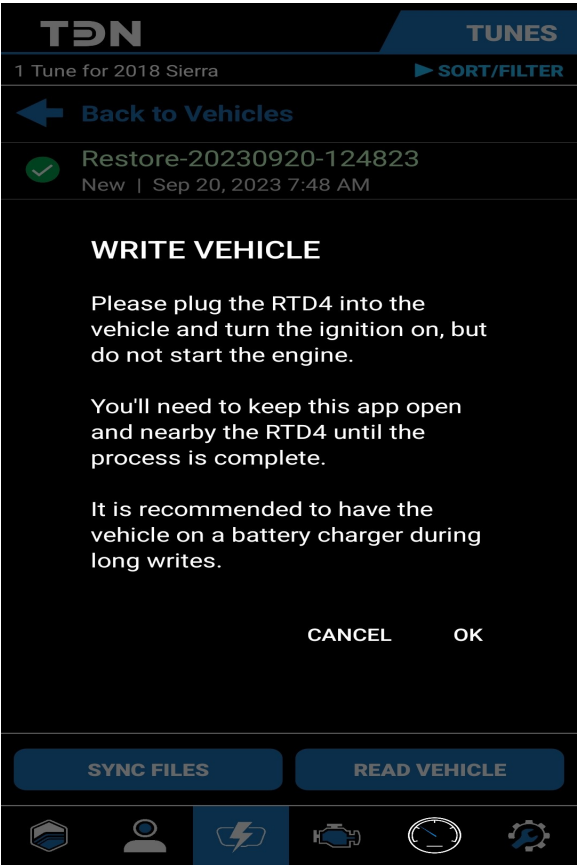


NOTE: A tune file that has just been read from the vehicle will have a name that starts with "Read-". Files with this name can't be flashed back to the vehicle. Once the file has been successfully transmitted to the TDN server, the name will be changed to begin with "Restore-". Files named this way can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

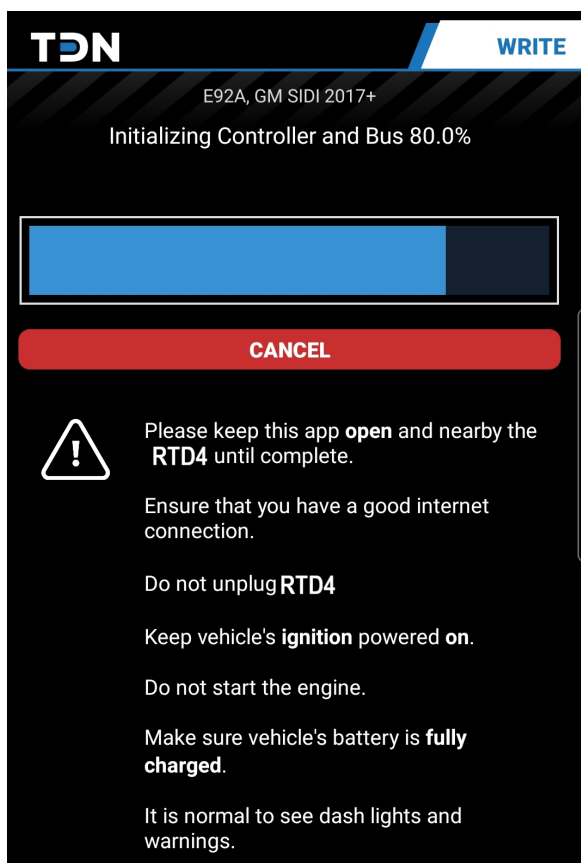
6. Tap **WRITE VEHICLE**.



7. A second popup appears. It prompts the user to connect the interface device to the vehicle and turn the ignition to the on position (but not start the engine). The user should do so now.
8. Click **OK** to start the write process. The process is automated, but it may take several minutes, depending on the number of updates required for the interface device and the type of vehicle being flashed.

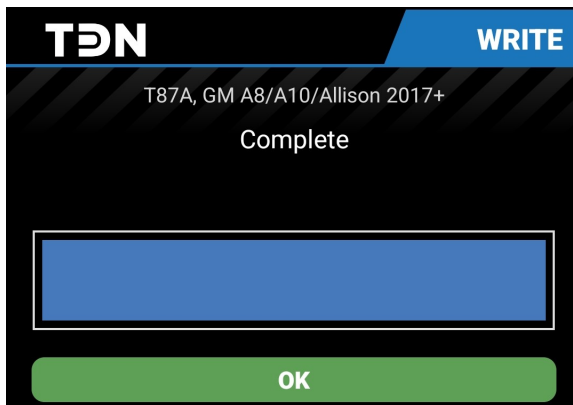


CAUTION: While the flash is in process, do not start the vehicle's engine, turn the ignition off, or unplug the interface device. Keep your phone close to the interface device and connected to the Internet.



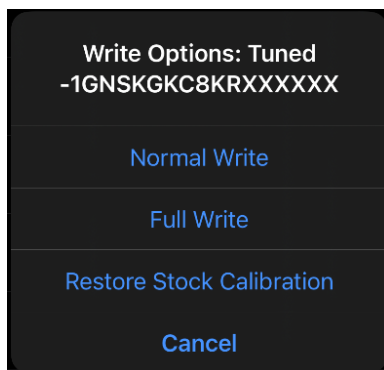
9. When the write process is finished, a Complete screen is displayed.

10. Click **OK**.



ADVANCED WRITE OPTIONS

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



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

The options in this menu include:

NORMAL WRITE

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

FULL WRITE

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

RESTORE STOCK CALIBRATION

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

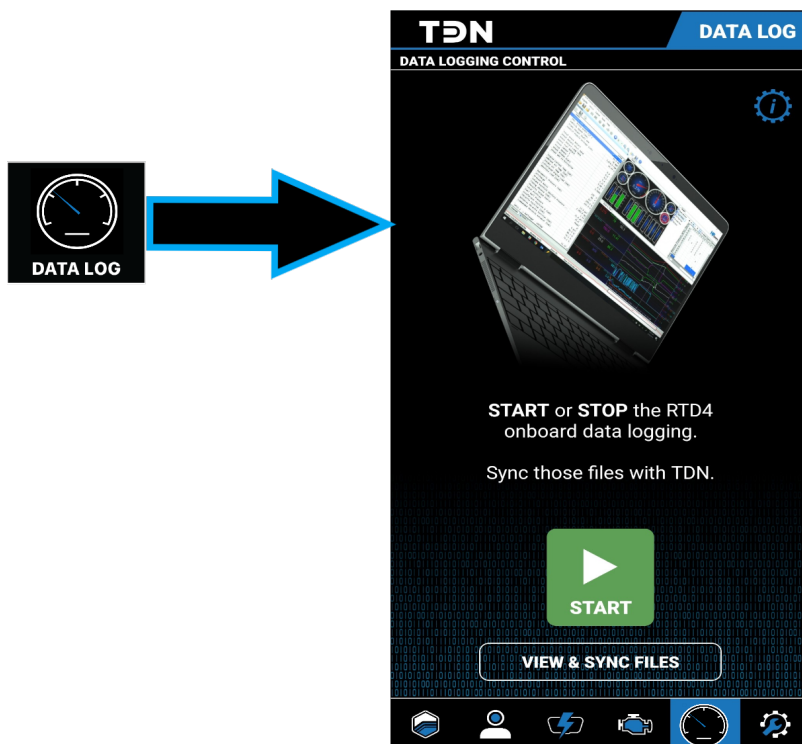
Although the option is displayed for all vehicles, it is only supported by a small number of vehicles. If not supported, this option does nothing.

DATA LOGGING

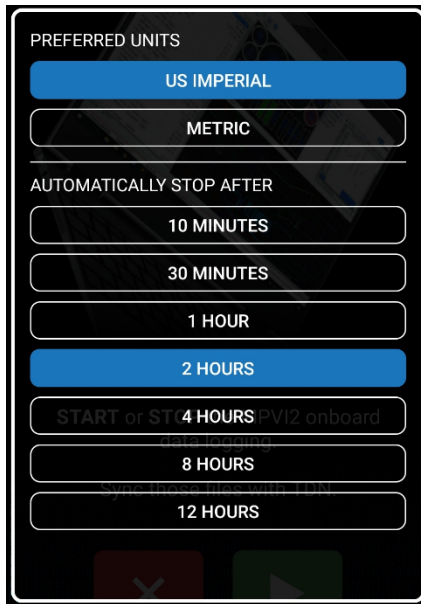
If you need a customer to generate a log file that can be viewed in VCM scanner, this can be accomplished on the Data Log screen, which can be reached by tapping the **DATA LOG** button.

GENERATING A DATA LOG

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



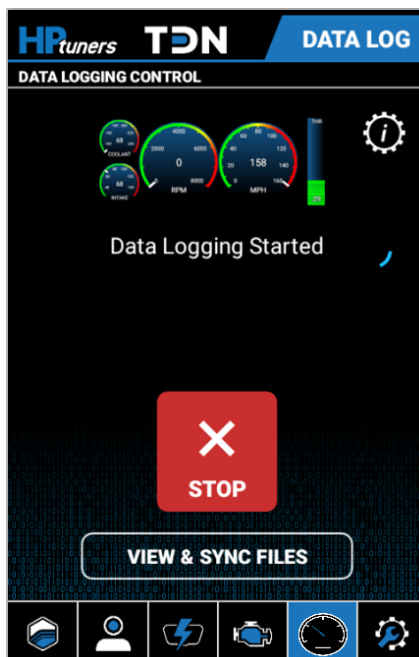
2. Tap the settings icon (gear in the upper-right corner). A popup containing settings for the data logging function appears.



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



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

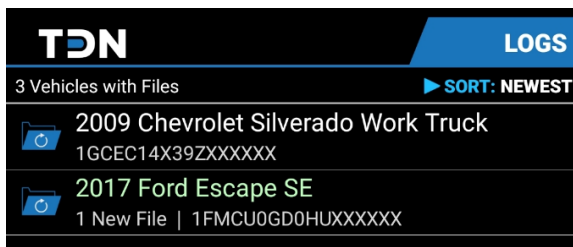


8. When enough data has been gathered, end the session by doing one of the following:
 - Tap the **STOP** button.
 - Wait until the time selected earlier is reached.

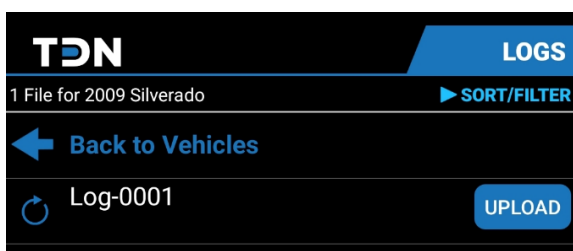
SENDING LOG FILES TO A TUNER

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

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



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



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

DELETING UNWANTED LOG FILES

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

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

ADDING A DESCRIPTION TO A LOG FILE

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

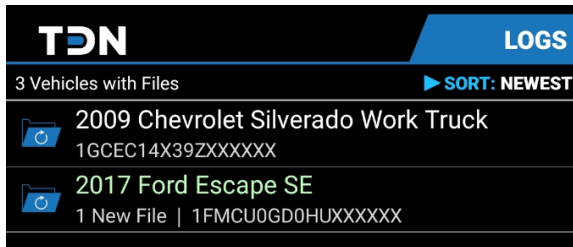
1. Tap the log file to which a description is to be added.
2. Tap **EDIT**.
3. Enter the description.
4. Tap **OK**.

SELECTING SCANNER CONFIGURATION FILES

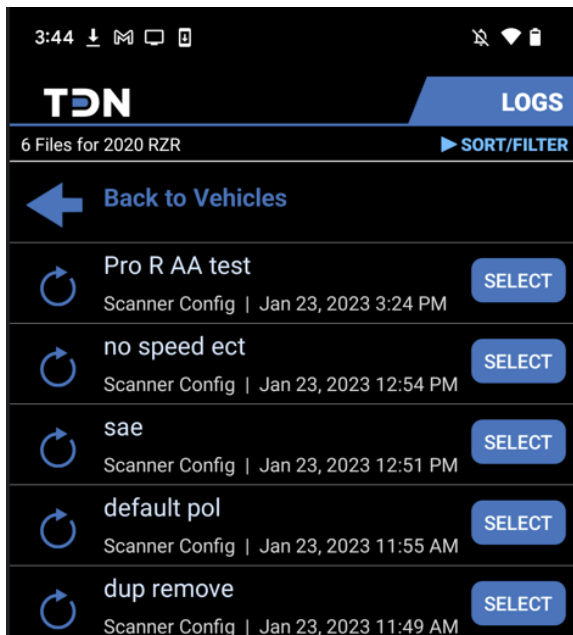
The TDN app is capable of gathering a broad range of data during the data logging process. The tuner may choose to specify exactly which data is being gathered by assigning a scanner configuration file to the vehicle.

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

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



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



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

- To select a different scanner configuration file, tap on the desired file and then tap **SELECT**.

READING DIAGNOSTIC TROUBLE CODES

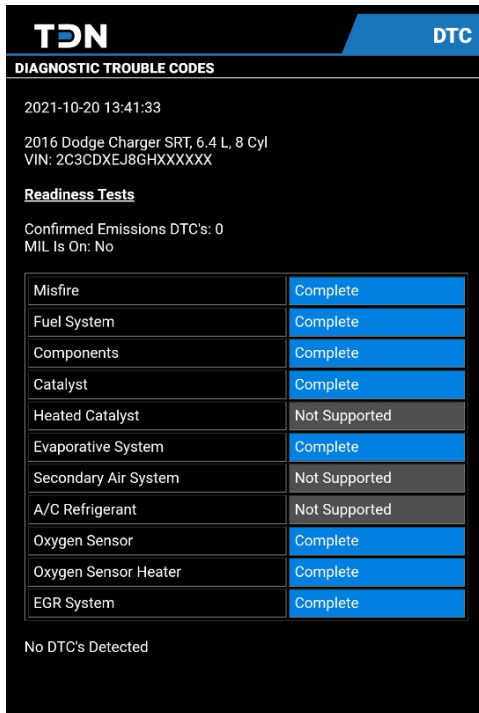
TDN can query vehicles for Diagnostic Trouble Codes (DTCs) and emissions readiness monitor statuses. Follow these steps:

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



2. Connect a supported interface device to the vehicle and start the ignition.

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



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

THE SETUP / TOOLS MENU

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



NOTE: Most of the tools listed in this menu are for troubleshooting potential issues with HP Tuners interface devices. In most cases, they should never be needed.

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



Items in this menu include:

USER GUIDE

Opens the TDN App's help system.

MPVI FIRST TIME SETUP

Reruns the TDN App's initial setup. May be useful if the user is having trouble connecting to the device with Bluetooth.

RESYNC MPVI CREDITS

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

GATHER INFO LOG FOR TECH SUPPORT

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

UPDATE MPVI FIRMWARE

Downloads and applies the latest version of the firmware appropriate for the vehicle with which you last used your interface device.

SWITCH MPVI FIRMWARE

Interface devices have limited memory available. Each time you change vehicles, the interface must load firmware appropriate to the new vehicle. If you are changing vehicles, manually switching firmware before a read or write operation may save a little time during the actual read or write.

UPDATE MPVI BLUETOOTH FIRMWARE

This option pushes the latest Bluetooth® firmware onto the interface device. It may be useful if you are having issues establishing or maintaining a connection to the device.

SET BLUETOOTH LE MODE

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

SET APP PERMISSIONS

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

RESET FILE SYNC DATA

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

ERASE FILES ON MPVI

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

ABOUT THIS APP

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

PRIVACY POLICY

Displays the HP Tuners privacy policy.

SUPPORTED CONTROLLERS

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

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

GM

ECM

- GM E38
- GM E40
- GM E41 (L5P) - Diesel
- GM E46 - Diesel³
- GM E67
- GM E67A
- GM E78
- GM E78A
- GM P59
- GM E86 - Diesel
- GM E86A - Diesel
- GM E90
- GM E92
- GM E92A
- GM E98 - Diesel
- GM E98A
- GM E99 (C7 ZR1)
- GM P01
- GM P59

³ Requires RTD3 or MPVI3

TCM

- GM T42
- GM T43
- GM T87
- GM T87A - Gas/Diesel
- GM T 93 - Gas/Diesel (Global A)³
- GM A40 - Diesel*
- GM A40b - Diesel*
- GM A50 - Diesel

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

³ Requires RTD3 or MPVI3

FSCM/CCM

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

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

FORD

ECM

- Ford Tricore 277
- Ford Tricore 298
- Ford Tricore 298 B
- Ford Tricore 1791
- Ford Tricore 1791B 3M*
- Ford Tricore 1797
- Ford Tricore 1797 EDC17 - Diesel
- Ford Tricore 1797A EDC17 - Diesel
- Ford Tricore 1797B EDC17 - Diesel
- Ford Tricore 1793 EDC17 - Diesel
- Ford Tricore 1793A EDC17 - Diesel
- Ford Copperhead 2048K
- Ford ESYS 2048K
- Ford Oak 448K - Diesel*
- Ford Oak 1024K
- Ford Oak 1472K - Requires 5.3.29 Alpha FW (or newer)³
- Ford Oak 1536K
- Ford Oak 1856K - Requires 5.3.29 Alpha FW (or newer)³
- Ford Oak 2048K
- Ford OAK2048K DSL - Diesel
- Ford Oak 2368K - Requires 5.3.29 Alpha FW (or newer)³
- Ford MED17.0.1
- Ford MED17.0.7*
- Ford MD1CP006- Requires 5.3.29 Alpha FW (or newer)³
- Ford MG1CS036³

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

³ Requires RTD3 or MPVI3

TCM

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

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

FSCM/CCM

- Ford FICM 60 DSL - Diesel

FCA / STELLANTIS**ECM**

- Dodge GPEC2
- Dodge GPEC2A (14 trucks)³
- Dodge GPEC2, 15
- Dodge GPEC2A, 15
- Dodge GPEC2A, 18
- Dodge NGC4A
- Dodge CM849 - Diesel
- Dodge CM2100 - Diesel
- Dodge CM2200 - Diesel
- Dodge EDC 17C69 - Diesel*
- Dodge EDC 17C79 - Diesel

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

³ Requires RTD3 or MPVI3

TCM

- EGS52
- EGS53
- Dodge ZF8HP
- Dodge ZF8HP2

VAG**ECM**

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

TCM

- VAG DQ2500D9*
- VAG ZF8 HP*

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

PORSCHE**ECM**

- Porsche MED17.1.11 TC1797 (GT3)

MERCEDES**ECM**

- Mercedes MED40AMG
- Mercedes MED177*

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

POWERSPORTS (CANAM/SEADOO)

ECM

- BRP ME17.8.5
- BRP ME17.8.5 B
- Polaris ME17.9.74
- Polaris M17.8.7
- Polaris MG1CA007
- Polaris MG1CA007³

³ Requires RTD3 or MPVI3

CUSTOMER SUPPORT

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

HP TUNERS SUPPORT TICKETS



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



NOTE: When troubleshooting issues with a customer device or with the TDN app, be sure to also send us an Info Log from the app whenever a support ticket is submitted. See ***Sending a TDN App Info Log (Page 91)*** for instructions. The Info Log contains vital information that will help us in resolving your problem.

HP TUNERS KNOWLEDGE BASE

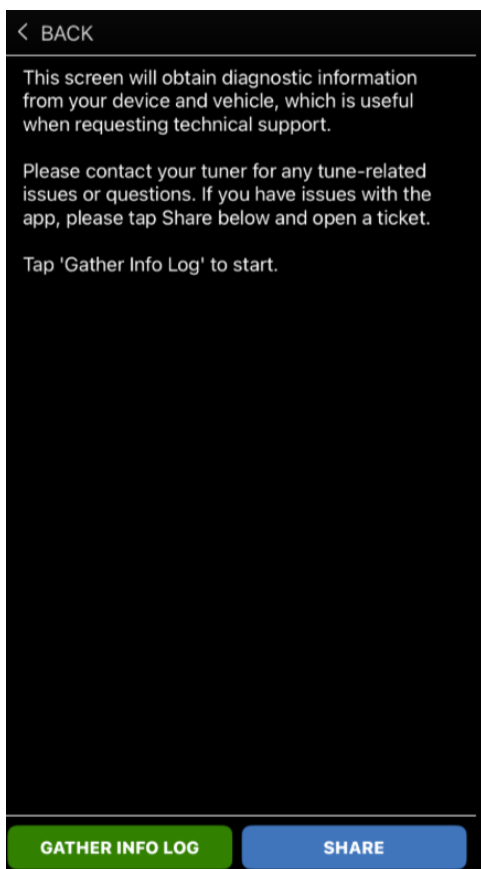


Explore our knowledge base articles at:
support.hptuners.com

SENDING A TDN APP INFO LOG

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

1. Turn the vehicle key to the on position.
2. Connect the HP Tuners interface device 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.

- a. You can share your infolog via email by selecting **Share via Email/Messaging**.