



EASY TUNE - REMOTE SUPPORT

Thank you for contacting Just Autos for remote support via Easy Tune.

We trust you have received the tuning solution dongle.

Please ensure you have received the dongle along side of a USB connection.

To move forward with assistance you will require the following

- A Laptop in good working condition including Google Chrome browser
- Stable WiFi connection or Mobile Hotspot
- Access to the vehicle including the vehicles immobiliser key
- Vehicle with a cranking battery in good health

> How to install software driver for supplied dongle

- Access - <https://www.tactrix.com/index.php?Itemid=61>

> How to access self service tuning support via Easy Tune

- Log into - <https://app.easytune.com.au/login>
- Create your user profile
- Access the assistance page - Follow prompts to download Easy Tune's Vehicle Connect software
<https://app.easytune.com.au/docs/easy-tune-app>

> How do I access Easy Tune vehicle data logging

- Access - <https://app.easytune.com.au/docs/easy-tune-app/datalogging>

> How do I access Easy Tune vehicle ECU flashing

- Access - <https://app.easytune.com.au/docs/easy-tune-app/flashing>

**** If you are instructed you may be required to carry out the below ****

> How to access remote control support via Team Viewer

- Access Team Viewer - <https://www.teamviewer.com/>
- Download TeamViewer QuickSupport
- Once downloaded and installed please open application and send the TeamViewer ID and Password to support@justautosmechanical.com.au

If you require further assistance please call the office on 07 5476 0066

Remote Support
Powered By
EASY TUNE