

# 5th - How-To Setup Your Vehicle Communication Interface (VCI) Device - Aftermarket

657 Nate Skutt Wed, Apr 17, 2024 [wiTECH 2.0 Public Articles - Aftermarket](#) 61281

## **For Aftermarket Users ONLY**

### **Aftermarket Setup Process:**

For a video version of the Aftermarket wiTECH 2.0 Setup Process, please see [Video - How To Setup wiTECH 2.0 For Aftermarket Users](#) .

[1st - Getting Started with wiTECH 2.0 - Aftermarket](#)

[2nd - a - How-To Purchase a Vehicle Communications Interface \(VCI\) device - Aftermarket](#)

[2nd - b - How-To Register a Vehicle Communication Interface \(VCI\) Device to Your Account - Aftermarket](#)

[2nd - c - Registering a J2534 Device - Aftermarket](#)

[3rd - How-To Purchase and Assign a wiTECH 2.0 Subscription and Assign Users - Aftermarket](#)

[4th - How-To Setup Okta MFA for New Users - Aftermarket.](#)

[5th - How-To Setup Your Vehicle Communication Interface \(VCI\) Device - Aftermarket](#) (this article)

[6th - How-To Configure Wireless on a Vehicle Communication Interface \(VCI\) Device - Aftermarket](#)

[7th - How-To Purchase a TechAuthority Subscription - Aftermarket](#)

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4th - How-To Setup Your Vehicle Communication Interface (VCI) Device - Aftermarket

## **Introduction**

This article describes how to configure your VCI device for use with Aftermarket wiTECH 2.0. This guide will cover:


- How to Download and Install the VCI Setup Utility
- How to use the VCI Setup Utility
- How to update your VCI device

### **How-To Download and Install the VCI Setup Utility**

1. Navigate to the Mopar Technical Service Portal (MTSP) - <https://mopartsp.com/>
2. Select **Support**, then **Download the Setup Utility**.

MOBILITY TECHNICAL SERVICE PORTAL FCA EN / US

SUPPORT



Email Address  
[aftermarket.witech2@witechtools.com](mailto:aftermarket.witech2@witechtools.com)

Hours Of Operation  
Sunday 10:30PM through Friday 6:00PM EST

Help Desk Number  
1 (844) wiTECH-2

Need more information? Check out the KnowledgeBase articles below  
<https://kb.fcawitech.com/>

Useful Links

[Download J2534 Application](#)  
(Install the wiTECH 2.0 J2534 Application on your computer)

[Download the Setup Utility](#)  
(Configure your microPod/MDP device)

[Launch wiTECH 2.0](#)  
(Once subscription and users are assigned to a tool please follow this link to access wiTECH)

**Note: The VCI Setup Utility requires the Windows PC Operating System.**

3. When the download is complete, double-click the file to install the **VCI Setup Utility**.

You may receive a User Account Control prompt on your screen that says, **Do you want to allow this app to make changes to your PC?**

You must click **Yes** to allow the program to be installed on your computer.

The software setup wizard will then begin walking you through installing the program on your computer. Complete the steps to install the VCI Setup Utility on your PC.

4. After the application is finished installing, click **Finish**, and you will now have a **VCI Setup Utility** icon on your desktop.

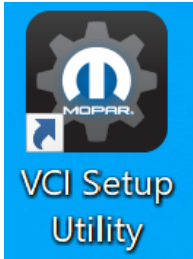
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## How to Use the VCI Setup Utility

**Note:** Make sure your VCI device is connected via USB cable to your computer through this whole process.

**IMPORTANT NOTICE:** Do not run the application unless your VCI is registered to your account.

1. Now that the Setup Utility is installed, double-click the Setup Utility Icon on your desktop to begin configuring your VCI device.



2. If the Setup Utility requires an update, you will be prompted with an update window. Click the **Continue** button to proceed with the update.

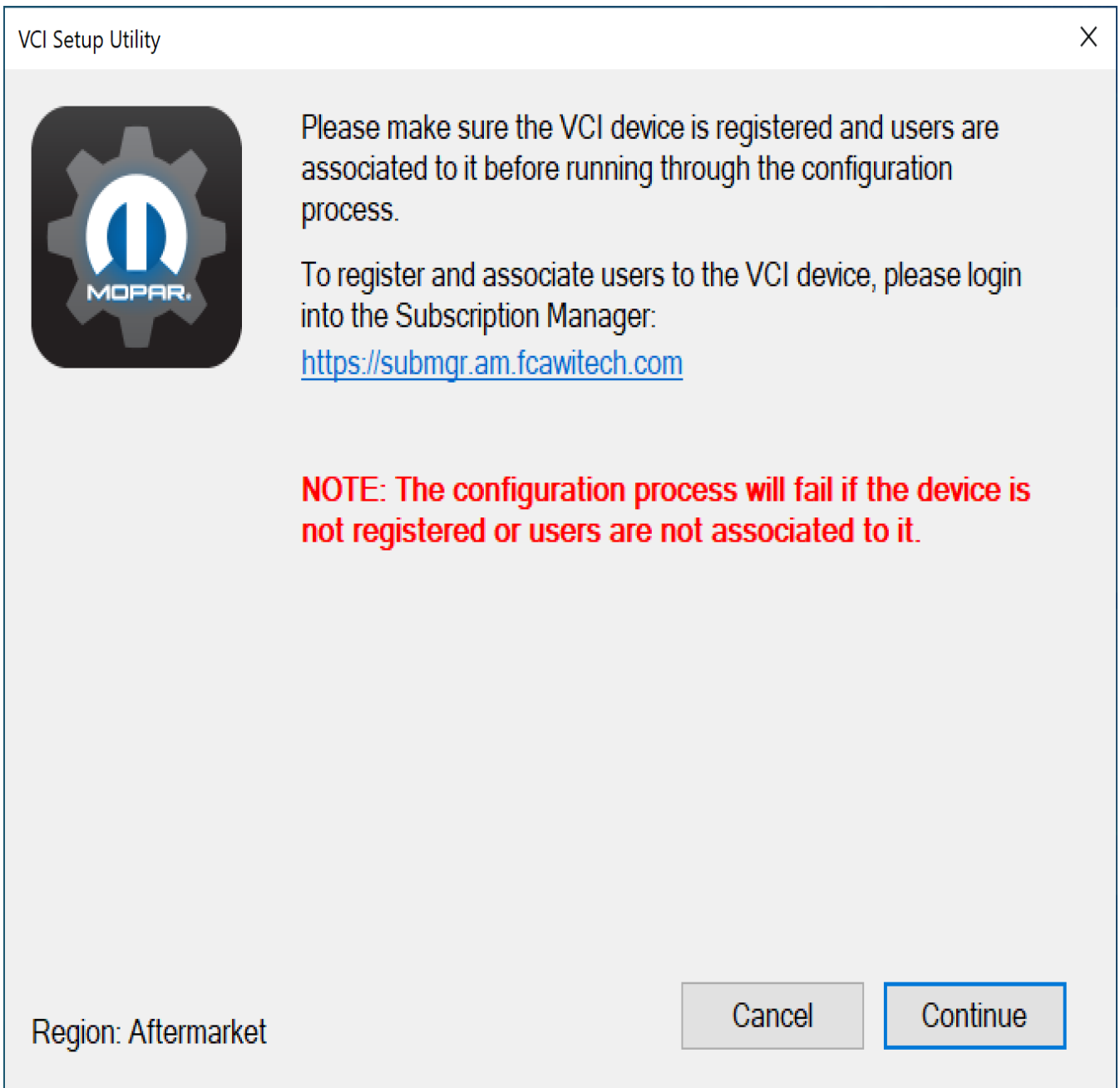
3. Click **Next >**. The Setup Utility will be updated to the most recent version.

4. Once the Setup Utility opens, you must first click the Continue button before configuring your device for a wireless network. The VCI device will need to be setup with the correct version of software before it will be usable on the Aftermarket network. Click the **Continue** button to proceed.

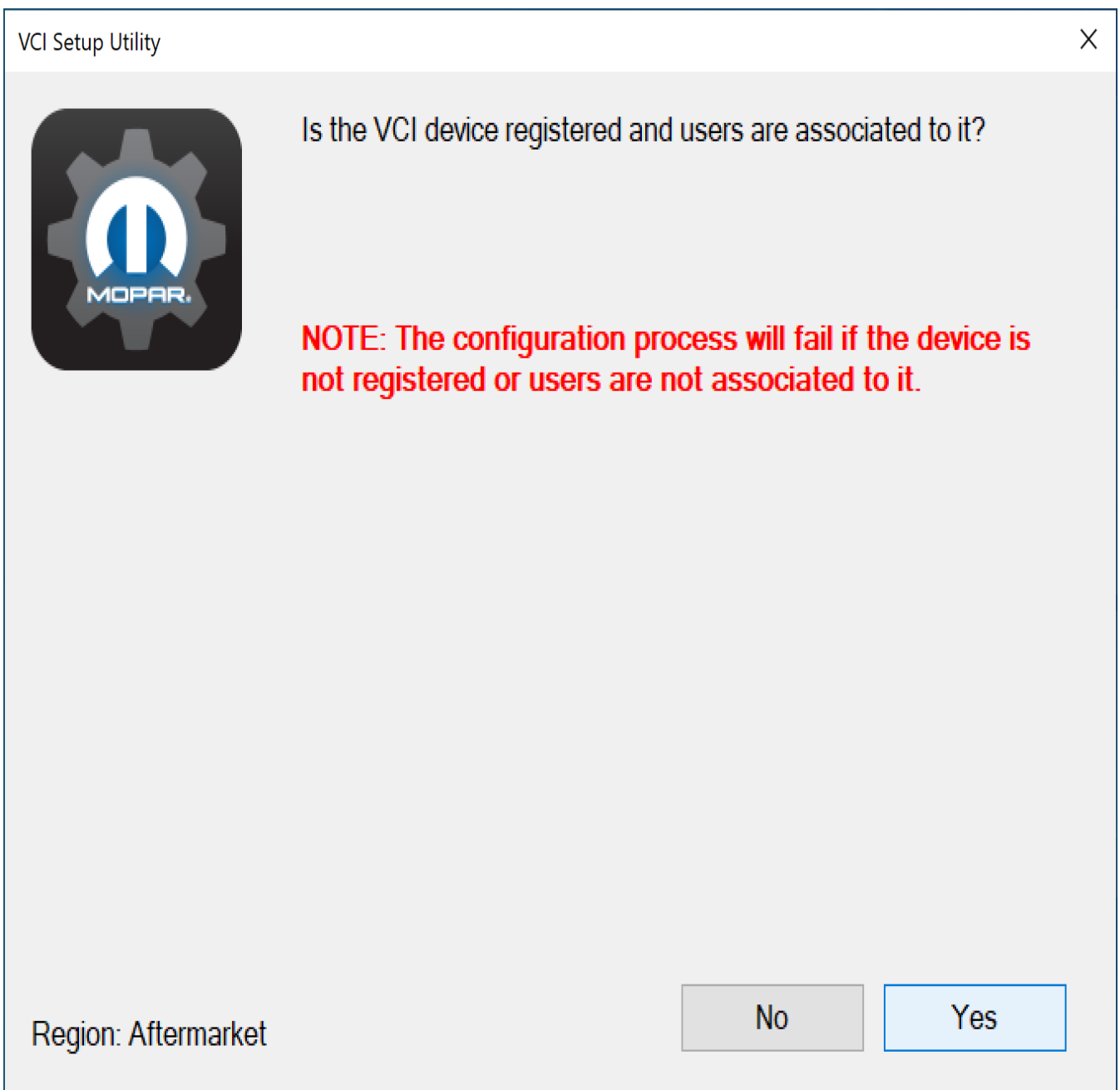


5. If you are using a VCI that is already configured for use on a network, performing this operation will reset the device to factory settings, and erase any saved wireless networks. You can reconfigure the networks after completing the software setup. If this is your first time using the VCI on Aftermarket, you must complete the software setup before you can use the device.

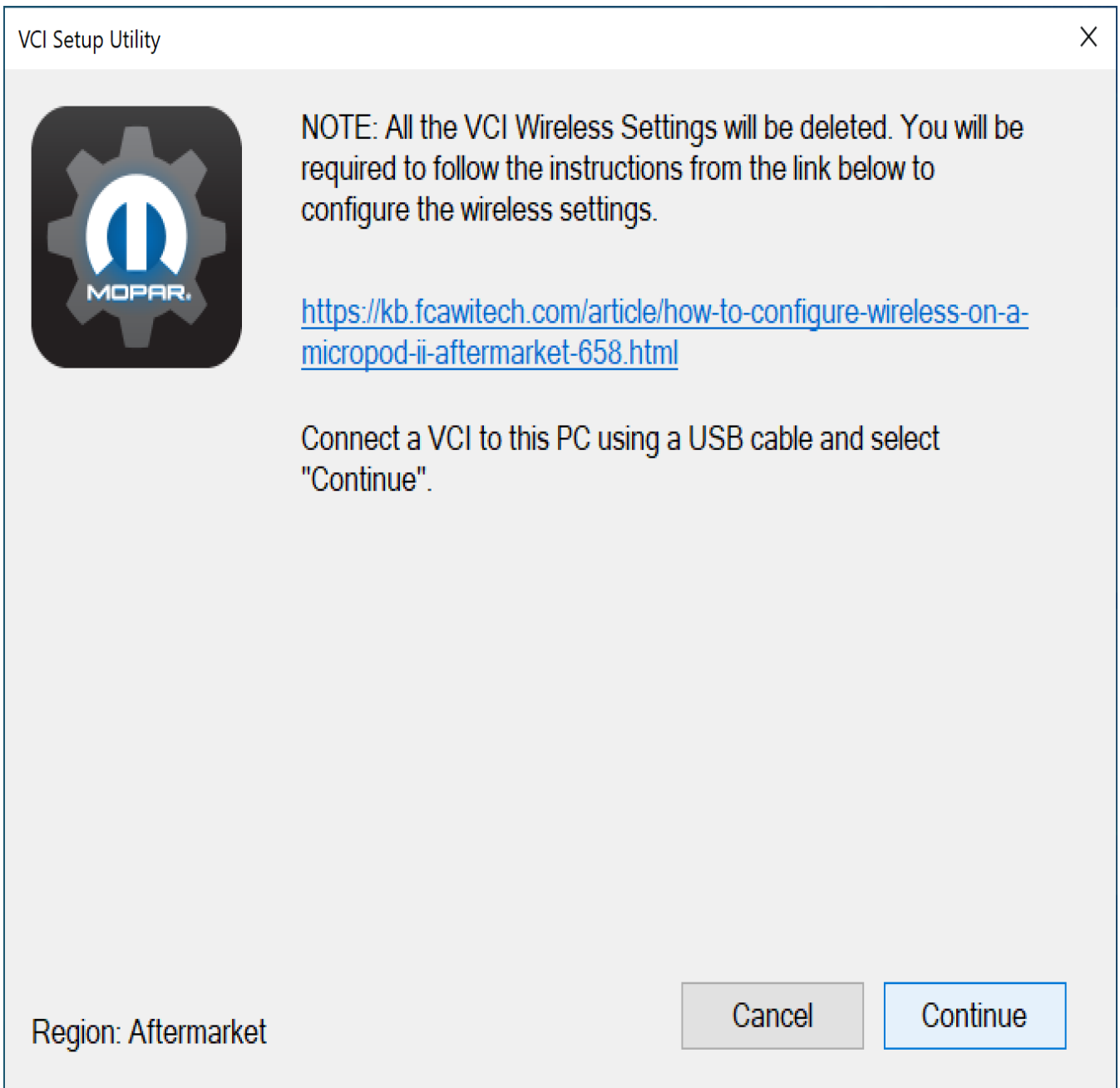
6. Confirm users have been associated to the VCI device and select **Continue**.



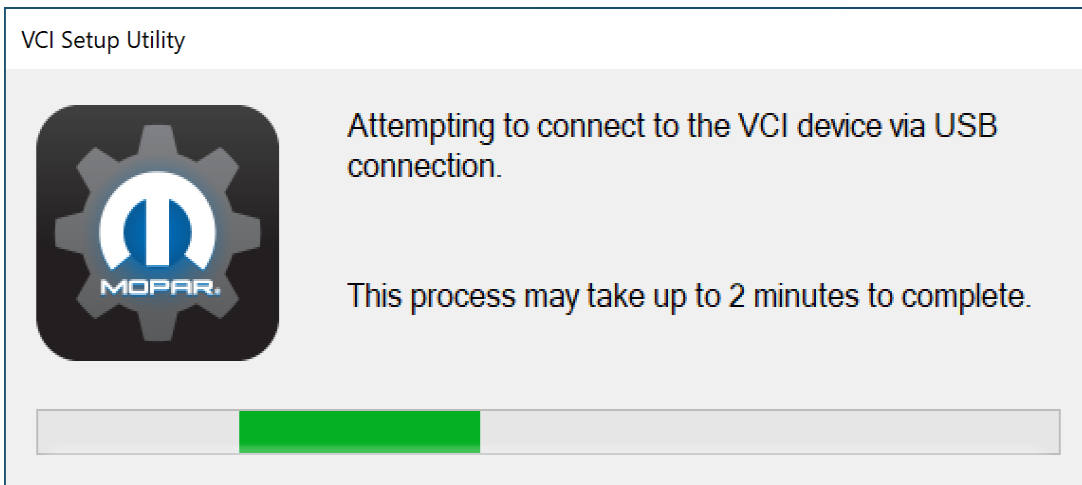
7. Again, confirm the VCI device is registered and users are associated to it. The configuration will fail if the device is not registered with users associated to it. Once confirmed, select **Yes**.



8. Make sure that the VCI device is connected to the computer via a USB cable, and click **Continue**.



9. The Setup Utility will then attempt to connect to your VCI device. If it does not discover it immediately, allow a couple of minutes for the device to connect.



If you receive an error message stating that the device could not connect, ensure that the VCI is connected correctly to your computer with the USB cable, and click **Refresh** to try again.

**10.** After a successful connection, you will see a message that asks if you wish to configure your VCI device. Select the **Continue** button to begin configuring your device for Aftermarket wiTECH 2.0.



**11.** Your device will now be configured for Aftermarket wiTECH 2.0. This process may take up to 15 minutes to complete.

Note: Make sure that you do not disconnect the VCI device while the software update is being performed.

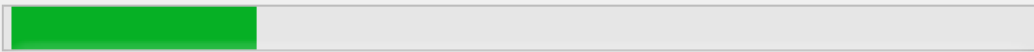
VCI Setup Utility



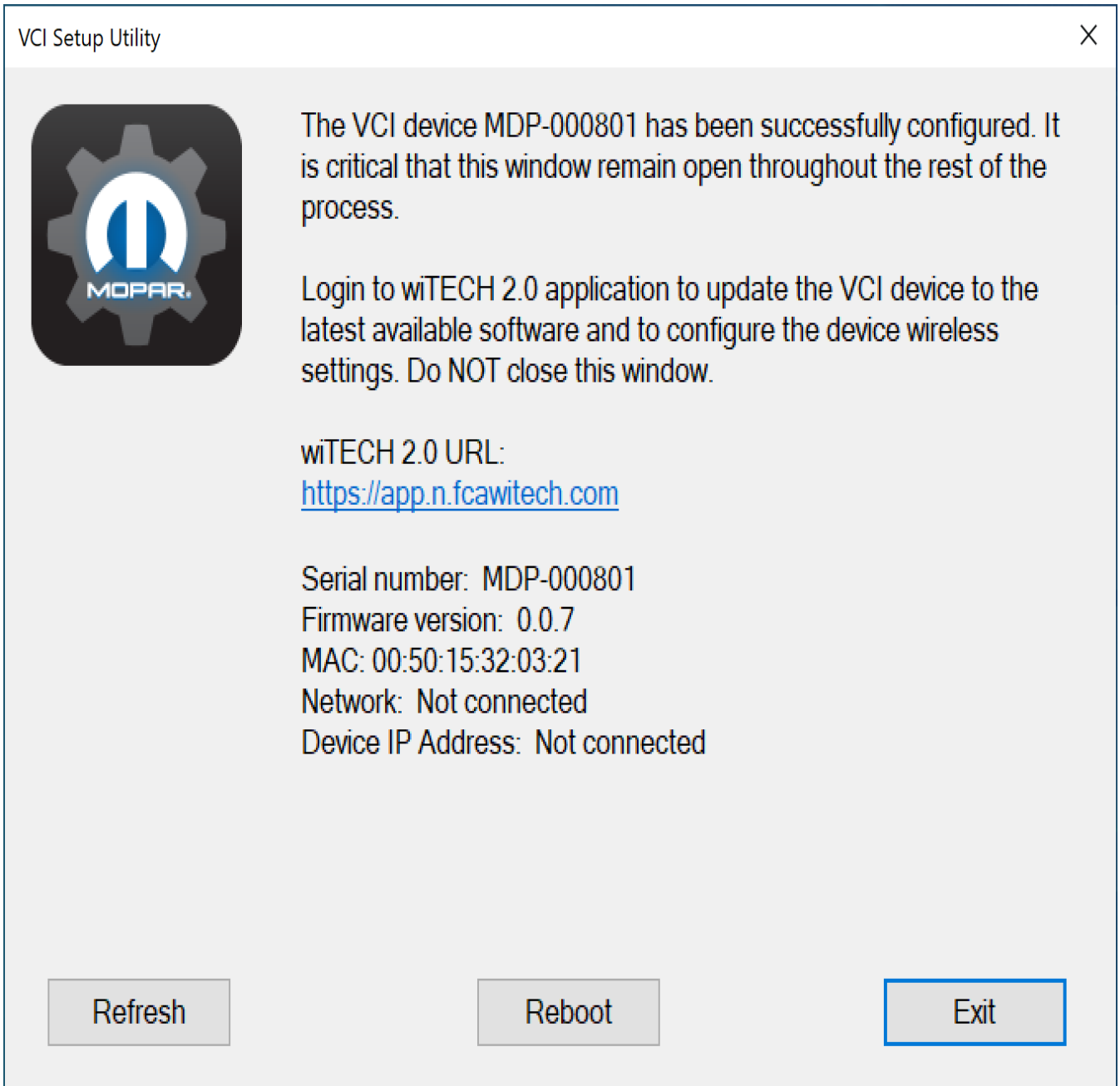
Please wait while the device is being configured.

**Do not disconnect the device.**

Configuration may take up to 15 minutes to complete.



12. After the Setup Utility has finished, you will receive a message that verifies that your device is now configured for wiTECH 2.0.



Note: In order for your VCI to display in the wiTECH 2.0 Application you must leave this application open.

**12a.** If the Setup Utility finishes, and you receive the following message "Unable to configure...", first

attempt to run the application again and if that doesn't work submit a ticket to the support staff.

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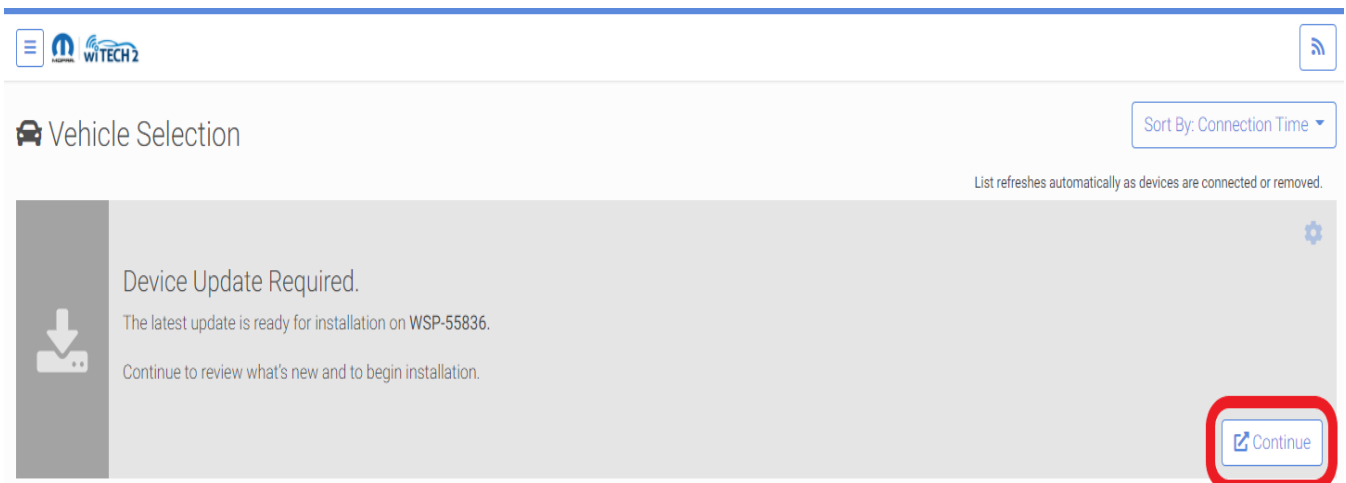
## How to Update a VCI Device

1. With the VCI device now configured with the correct factory settings, you will be able to continue with updating your VCI device. If the VCI Setup Utility is not open with the VCI device connected to the PC via USB, please launch the VCI Setup Utility and connect the VCI to the PC via USB.

**WARNING: DO NOT CLOSE THE VCI Setup Utility OR DISCONNECT YOUR VCI device. YOU WILL NEED BOTH OF THESE ITEMS CONNECTED/RUNNING IN ORDER FOR YOUR DEVICE TO DISPLAY IN **wiTECH 2.0**, AND COMPLETE THE UPDATING PROCESS.**

2. Navigate to [AM FCA wiTECH 2.0](#), and fill in your Okta username and password. Then click **Sign In**.

3. Your VCI device should show up if you have completed running the VCI Setup Utility (steps above) on the device and still have the VCI Setup Utility open with the VCI connected to the PC via USB. If your VCI device doesn't display in discovery after a few minutes, please power cycle your VCI device by unplugging it and plugging it back into your computer, you may have to rerun the VCI Setup Utility steps on the VCI device. Click **Continue**.



4. Click **Update Now**. This step may take upwards of 9 minutes. It is normal activity for the VCI to reboot during the updating procedure.



## Device Update Information

### Release Notes:

This OS update:

- Contains improvements to security.

WSP-55836

Operating System:

- Installed: 0.4.0
- Available: 5.6.2
- Release Date: 2020-10-22

Firmware:

- Installed:
- Available: 8.11\_31
- Release Date:

Update Now

5. The update will proceed. Do not disconnect the VCI device during the update process.



## Device Update Progress



### DO NOT DISCONNECT

Disconnecting a device during the update process may render it inoperable.



### EXPECT POWER CYCLES

It is normal for a device to restart single or multiple times during the update.



### DEVICE LEDs

The LEDs will reflect various activity during the update process.

WSP-55836

Now updating: Operating System  
Status: Downloading install image...

Elapsed Time

00:02

6. When the update is finished, click **OK**.



## Device Update Complete



WSP-55836

Your device is up-to-date and ready for usage in wiTECH 2.0. Press OK to close Device Manager and to release the lock on the device.

OK

Operating System

5.6.2

Firmware

8.11\_31

Congratulations. Your VCI is now updated with the latest OS.

If you have not done so already, the next step is to configure a wireless connection on your VCI. For information on how to do this, visit the following article: [6th - How-To Configure Wireless on a Vehicle Communication Interface \(VCI\) Device - Aftermarket](#)

Online URL: <https://kb.fcawitech.com/article/5th-how-to-setup-your-vehicle-communication-interface-40%3bvci-41%3b-device-aftermarket-657.html>