BCC Service Tool | User guide
Update, Refurbish & Service

1. INTRODUCTION

This document describes the installation and the use of the Beijer CAN Controller (BCC) Service Tool, which is designed to update, refurbish or service a Beijer CAN Interface (BCI). Note: only products with a BCS-Ready logo are supported by the BCC Service Tool.

2. REQUIREMENTS

- The BCI's you want to service must have the BCS-Ready logo printed on the silver sticker.

- Windows 10 PC or laptop with a USB and internet connection

- USB-A (2.0) to Micro-USB (2.0) cable
 (carrying power *and* data!)

3. INSTALLATION

- Use the download link in the e-mail you received, or click here to download the BCC Service Tool.

- Click on the downloaded "bccservicetool_setup" file. When installing the BCC Service Tool, Windows 10 might show a "Windows protected your PC" pop-up screen where you need to select "More info" and finally click on "Run anyway".

- Once the installation is complete, start the application by clicking the icon "BccServiceTool" on your desktop. A window will open that shows four tabs: "Main", "Settings", "Logging" and "About".
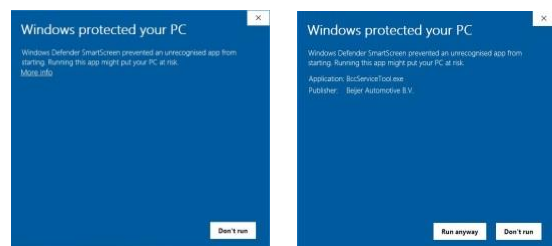
- The first time you start the application you have to enter your Beijer CAN Server credentials which were sent to you by e-mail. Click therefore the 'Settings" tab, enter the data in the corresponding fields "Client name" and "API key" and click on "Check connection".
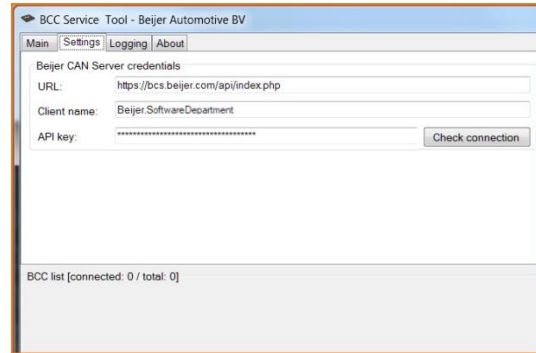
- When there is a successful connection with our Beijer CAN Server, a confirmation pop-up will show. Click "OK". Your credentials are now saved and the next time you start the BCC Service Tool, you can immediately start updating or refurbishing BCI's.
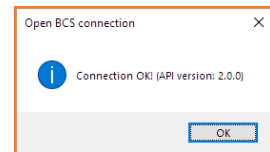
4. BCI LED STATUS

Every BCI is equipped with three LED's: PWR, CAN and COM. The status for each LED, when a BCI is connected to a computer or laptop, is as follows:

| BCI LED	LED STATUS
PWR	Will lit when a BCI is successfully connected to a computer or laptop.
CAN	Will flash when programming a BCI and will go off when programming has been finished.
COM	Will be off when a *new* BCI is updated and will lit when a *used* BCI is refurbished to the latest software version for the agreed fee.

5. UPDATE/REFURBISH

The BCC Service Tool is designed to update your unused BCI stock or refurbish used BCI's. Before you start, verify that the BCI's you want to update or refurbish bear the BCS-Ready logo on the silver top sticker. *Note: with a USB-HUB you can connect multiple BCI's simultaneously, please make sure that you use a USB-HUB with an external power supply.*

- Make sure the "Main" tab is active. The latest universal configuration is shown by default.

- Connect all the BCI's you want to update or refurbish with the required cable or HUB to your computer or laptop. Each connected BCI will appear in the "BCC list". *Note: the first time you connect a BCI to your computer, Windows might have to install the appropriate driver. This proces will automatically stop and the connected BCI's will be shown in the BCC Service Tool.*
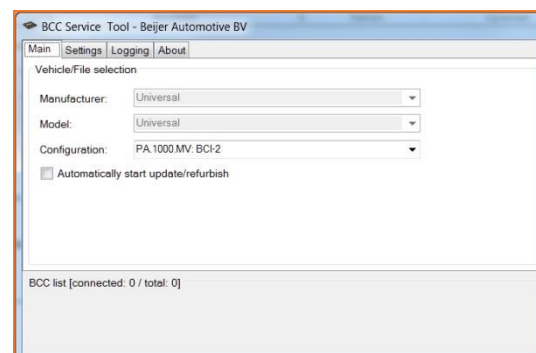
- Before you start the update/refurbish proces, you can see the Application List for each BCI individually by a right click on the specific BCI and choose: "Application List".

- By default, the option box "Automatically start update", is *not* checked. You can start updating/refurbishing BCI's individually by a right click on a BCI and choose: "Update/Refurbish BCC". If you check the option box "Automatically start update/refurbish", all connected BCI's will automatically start updating/refurbishing. *Note: don't forget to uncheck this box when a service request (see chapter 7) comes in between, because then our engineers won't be able to make a correct diagnosis of the problem.*
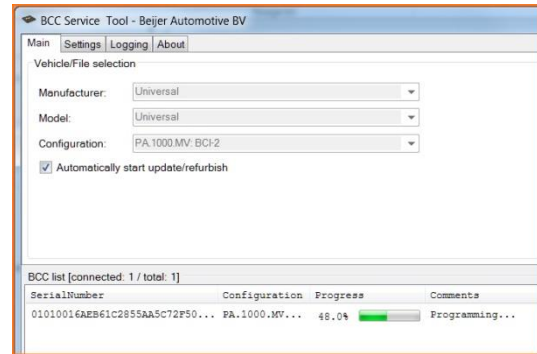
- As soon as you have started the update/refurbish proces, a bar will show the programming progress in percentage (%).

- When the update/refurbish process is almost finished (approx. 98%), the interface will reboot. This reboot process takes a few seconds. Please wait until the column "Comments" shows 'Finished activation', only then the programming is complete. Now the new software version for each connected BCI is shown in the column "Configuration". Right click on a BCI to see the new Application List if you wish. *Note: if for some reason an interface gets stuck during updating/refurbishing, you need to reconnect it and update it to 100%.*

- Now that the update/refurbish process has ended you can disconnect all the BCI's.

6. LOGGING TAB

The tab "Logging" shows you all the actions from the BCI and the BCS.

7. SERVICE REQUEST

It rarely occurs but if your BCI does not recognize the car or a certain signal output does not function as it should, you can use the BCC Service Tool to send a service request. This option enables our engineers to support you remotely when necessary. To do this, start the BCC Service Tool and make sure the "Main" tab is active. Verify that "Automatically start update/refurbish" is *unchecked* and connect the BCI with the required cable or HUB to your computer or laptop. It will appear in the "BCC list". Once you right click the BCI in the list and choose "Service Request", a Service Request Form will open. Please fill out all required fields and give us as much information as possible. As soon as you press 'Ok" your request is send to our engineers. They will respond as soon as possible during opening hours.

8. CONTACT

Please feel free to contact us when you need additional support.
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