Manual Van Raam Dealer tool
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Introduction

In this manual, the basic functionalities of the Dealer tool are explained. The dealer tool is a program for Windows with which a Van Raam dealer can read out bicycles with a Silent Electrical system and change settings.

Please note: The program can only be used with Windows Vista, 7, 8 and 10. An internet connection is required.
Installation

The dealer tool can be downloaded from [www.vanraam.com/pedal-support](http://www.vanraam.com/pedal-support). After clicking the download link, a screen opens where the Dealer tool can be downloaded. When the download is complete, the installation can be started. Follow the installation steps as your computer indicates. When the installation is complete, the Dealer tool will open automatically.
Register

If you are using the Dealer tool for the first time, you will need to create an account. To do so, click on the ‘Register’ button.

Fill in the details and check the boxes to create an account. A password must consist of at least 8 characters, 1 capital letter, and 1 special character.

After the registration you will receive an email with which you can complete the registration. Now you can log in to the Dealer tool.

Login

When logging in, please enter your username and password. If you want to login but you don’t remember the password, click on ‘Forgot password’. Fill in your email address and you will receive an email with which you can change your password. Follow the instructions in the email. When you are logged in, the connection screens comes up.
Connecting to a bike

When you are logged in, the Dealer tool tries to connect to a bike. When you have connected a bike to your PC or laptop with the USB cable, the Dealer tool will connect to the bike. If this fails, first make sure that the USB driver of the USB cable is installed properly. Look for the instruction on www.vanraam.com/pedal-support and click on ‘Installation instructions Silent software USB Driver’. If it still doesn’t work after that, consult the instructions on the Connect page of the Dealer tool.

Instructions
- Disconnect the cable from the user interface.
- Connect the cable with the included USB cable.
- Please note that only one battery is connected to the bike.
- If the bike is equipped with the Slim-system, the battery must be selected using the switch.
- Connect the USB cable on the USB port of the computer.
- Press the button located on the USB cable when the red light isn’t on.
- Note: When the red light doesn’t light please search for help in ‘Possible causes’.
- Then click on the connect button.

Possible causes, when the red bulb does not light.
- Check if the round plug is connected
- Make sure the battery is selected using the switch
- The battery is in deep sleep, turn the wheel with the motor several times or shortly charge the battery. When the battery has an battery indication, press the button on the battery indication.
- The battery is dead and must be charged.

On the ‘Status’ page you can see if the bike is connected. Now you can click through to the following tabs: Bike overview, Recipes, Diagnosis and Update firmware.

Watch the video ‘Connect and read our Van Raam Dealer tool’ on our YouTube channel for extra information.
Bike overview

In the Bike overview you will see the specifications of the bike. See an example in the image below.

In addition to the overview of the bike, the bike recipes are also available. Here you can see the recipes that can be transferred to the bike.

Adapt and duplicate recipe

In case you want to copy the recipe. You can do this by selecting a recipe and clicking on ‘Duplicate recipe’. You can now give the recipe a name and create the recipe for the bike. It is also possible to create a recipe for another bike, please notice that this must be the same type of bike.
The recipe is duplicated once ‘Save’ is clicked. The Recipe page comes up automatically. Here you can find and modify your previously saved recipe. Once the recipe has been modified, you can click on ‘Save’ at the bottom of the page.

![Save dealer recipe dialog box]

You can now enter a description, which the customer can read in the app. It is also possible to add an internal remark. For example, you can note what has been changed in the recipe here. This can always be seen later.

The recipe can be published to the Van Raam App by checking the ‘Publish to App’ box at the top. Then soon, the customer will see this recipe in the Van Raam App.

Back in the Bike overview, the recipe you created is now visible.
In the video ‘Adapting and duplicating recipes as a Van Raam dealer’ on our YouTube channel you can find the instruction of this.
(De)Activate recipes

You can activate and deactivate recipes. This means that you can see the recipe in the app or not. By clicking on '(De)Activate recipes' you can choose which recipes are visible.

<table>
<thead>
<tr>
<th>Name</th>
<th>Recipe type</th>
<th>Visible in app</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfortable</td>
<td>Comfortable</td>
<td>Yes</td>
</tr>
<tr>
<td>Eco</td>
<td>Eco</td>
<td>Yes</td>
</tr>
<tr>
<td>Power</td>
<td>Power</td>
<td>Yes</td>
</tr>
<tr>
<td>Extra Power</td>
<td>Extra power</td>
<td>Yes</td>
</tr>
<tr>
<td>Comfortable Dealer tool</td>
<td>Custom</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Updating a recipe

When a recipe has the 'Update' checkbox on, there is an update ready for this recipe. By clicking 'update recipe' the recipe is updated. This updated version can then be written to the bike.

Write the recipe to the bike

When the bike is connected to the Dealer tool, it is possible to transfer a recipe to the bike. By clicking 'Write recipe to bike' the recipe is transferred.
Diagnosis

The ‘Diagnosis’ tab contains the general settings of the bike, the data and the tests.

Tests

In the diagnosis tab, there are a lot of tests. These tests can be performed to check the bike or make it work better.
At 3 tests, there is a button with ‘Reset to factory settings’. If you have run the tests and the motor is still not functioning properly, then the settings can be reset to factory settings by clicking on these three buttons. After that, all tests should be run again to re-identify the motor.

At the bottom you can choose ‘Show battery data’, ‘Print battery report’ and ‘Print report’.

**Show battery data**

When you click on this, the Dealer tool shows the data from the battery.

**Print battery report**

When clicking ‘print battery report’, a PDF file is with the battery data is generated. This file can easily be printed or sent in an email.

**Print report**

When clicking ‘print report’ a PDF file with the bike data is generated. This file can easily be printed or sent in an email.
Update firmware

If it is indicated in the Bike overview at the bottom that a firmware update is available, then on the 'Update firmware' page the firmware of the bike can be updated.

You can click on ‘Update firmware’ in the page. An update of the bike will then be performed.
If the update fails to complete and the bike is disconnected, try connecting immediately through the ‘Update firmware’ page by clicking ‘Test controller firmware’.

If updating the bike still does not work, please contact Van Raam.