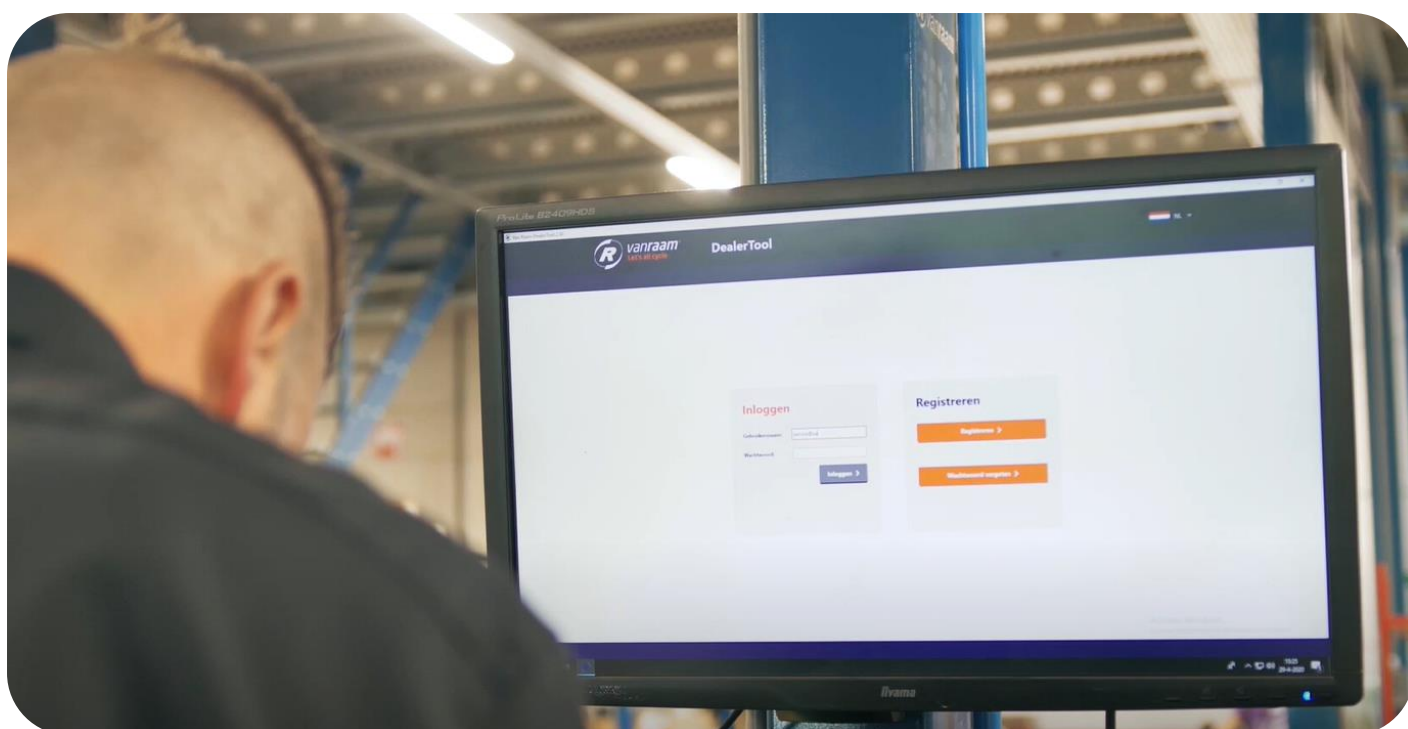


Manual Van Raam Dealer tool



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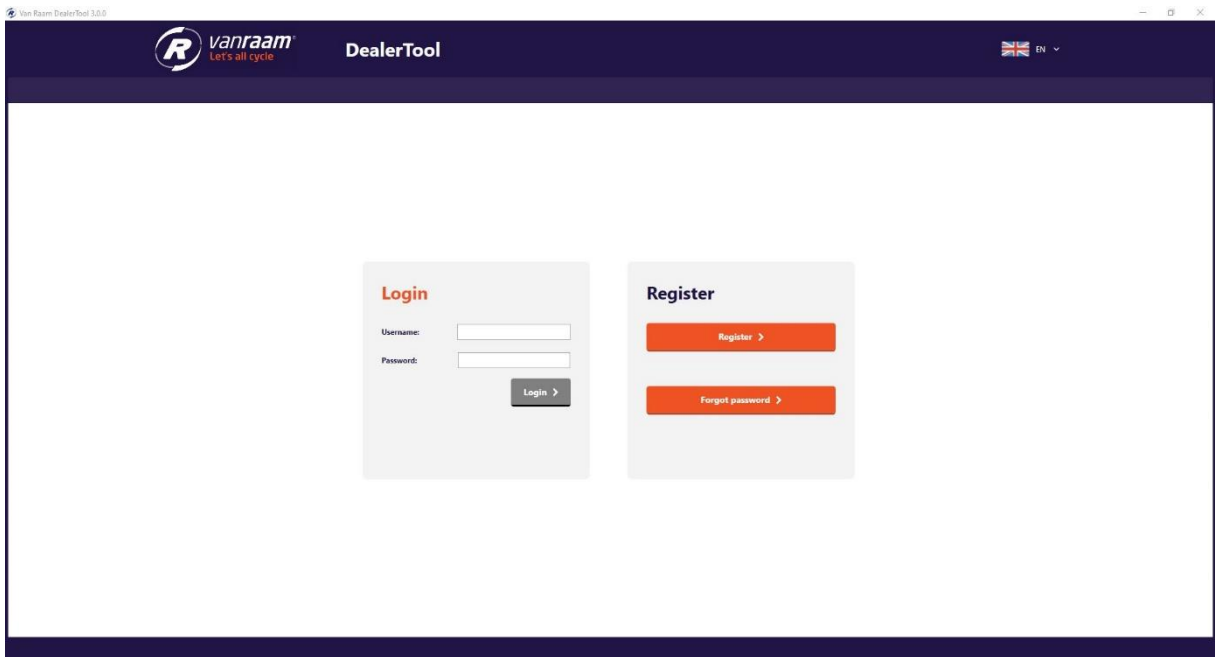
Introduction

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. 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.

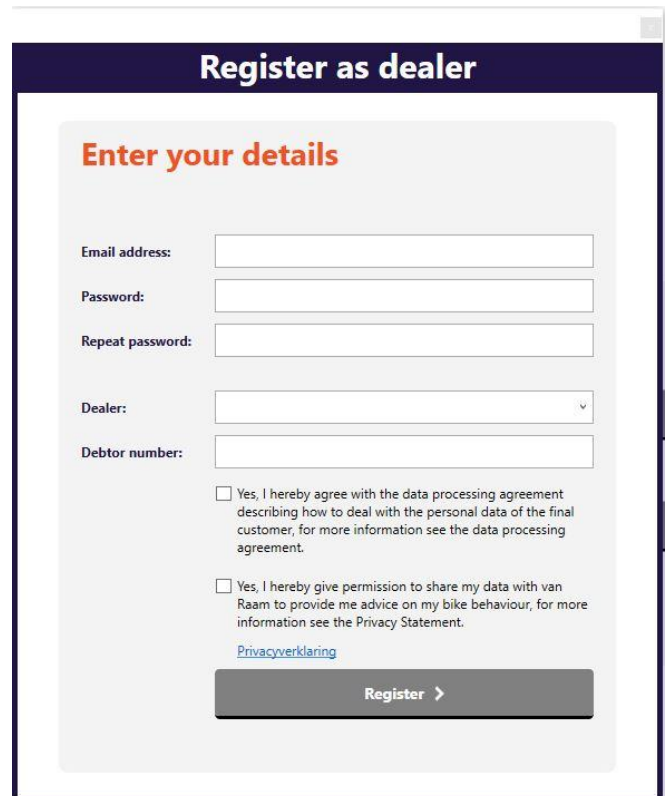


Register

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.



Register as dealer

Enter your details

Email address:

Password:

Repeat password:

Dealer:

Debtor number:

Yes, I hereby agree with the data processing agreement describing how to deal with the personal data of the final customer, for more information see the data processing agreement.

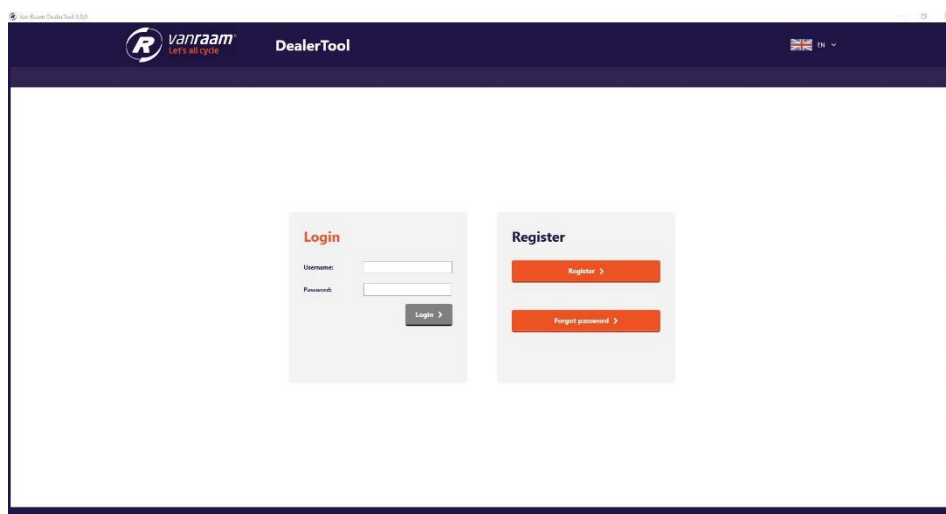
Yes, I hereby give permission to share my data with van Raam to provide me advice on my bike behaviour, for more information see the Privacy Statement.

[Privacyverklaring](#)

Register >

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.



vanraam DealerTool

Login

Username:

Password:

Login >

Register

Register >

Forgot password >

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.

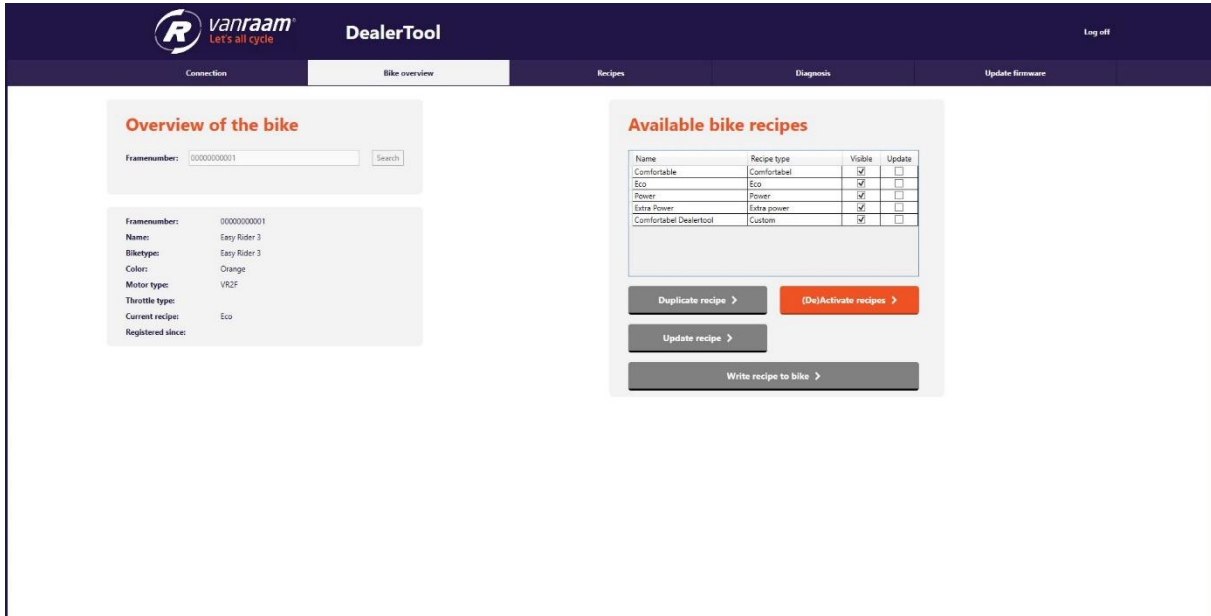
The battery is dead and must be charged.

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.



Overview of the bike

Frame number:

Frame number: 0000000001
 Name: Easy Rider 3
 Biketype: Easy Rider 3
 Color: Orange
 Motor type: VR2F
 Throttle type: Eco
 Current recipe: Eco
 Registered since:

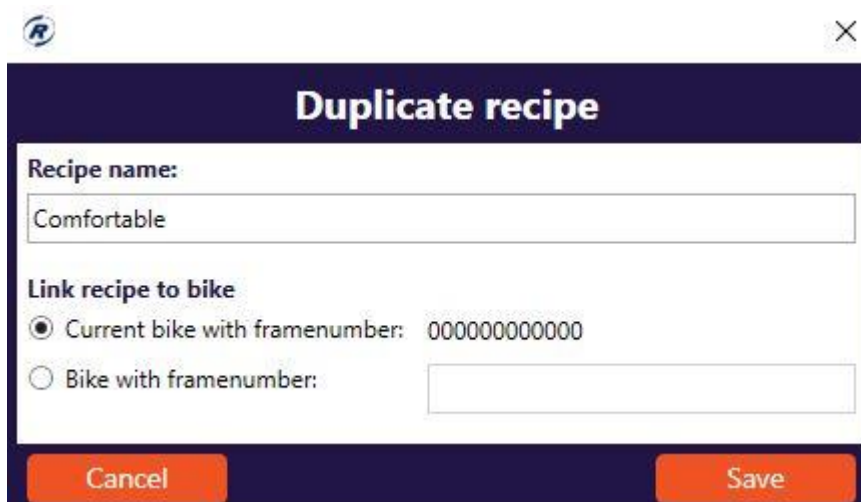
Available bike recipes

Name	Recipe type	Visible	Update
Comfortable	Comfortabel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Eco	Eco	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power	Power	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extra power	Extra power	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comfortabel DealerTool	Custom	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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.



Duplicate recipe

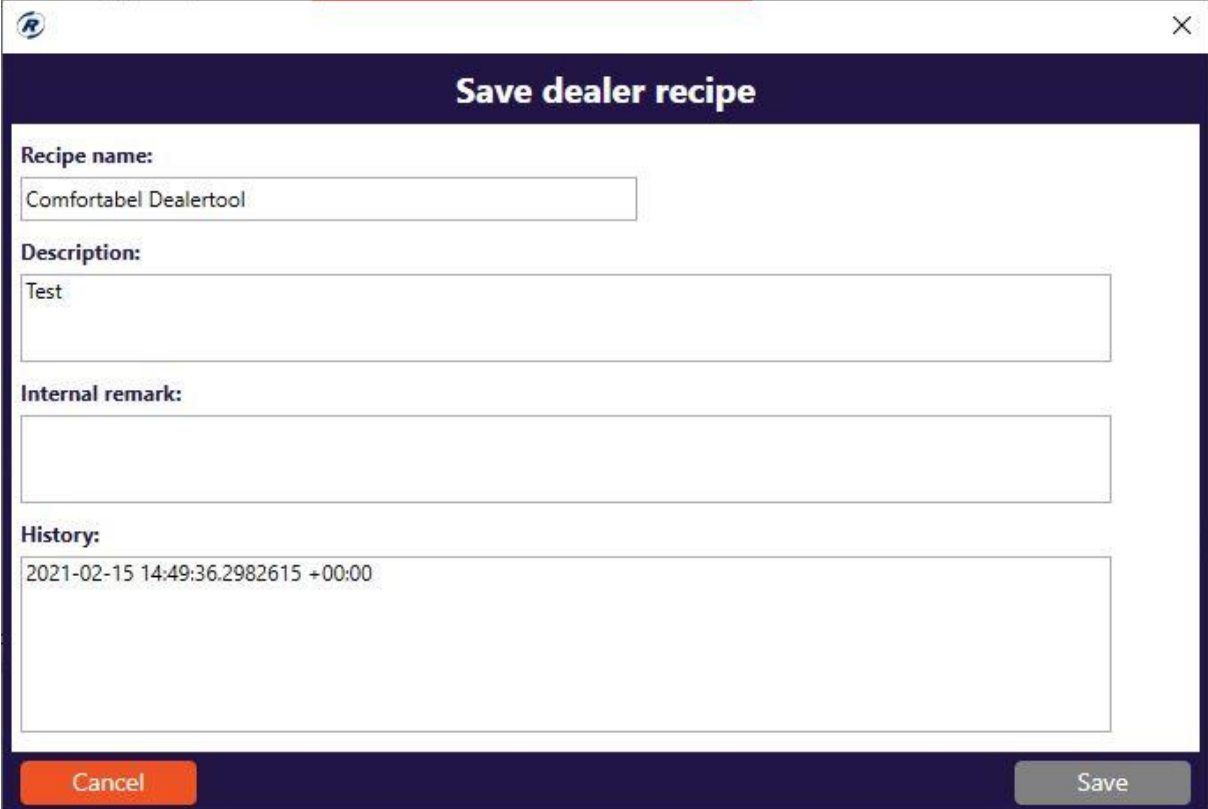
Recipe name:

Link recipe to bike

Current bike with framenummer: 000000000000

Bike with framenummer:

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

Recipe name:
Comfortabel Dealertool

Description:
Test

Internal remark:

History:
2021-02-15 14:49:36.2982615 +00:00

Cancel Save

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.

Available bike recipes

Name	Recipe type	Visible	Update
Comfortable	Comfortabel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Eco	Eco	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power	Power	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extra Power	Extra power	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Comfortabel Dealertool	Custom	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Duplicate recipe >

(De)Activate recipes >

Update recipe >

Write recipe to bike >

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.



Name	Recipe type	Visible in app
Comfortable	Comfortabel	<input checked="" type="radio"/> Yes <input type="radio"/> No
Eco	Eco	<input checked="" type="radio"/> Yes <input type="radio"/> No
Power	Power	<input checked="" type="radio"/> Yes <input type="radio"/> No
Extra Power	Extra power	<input checked="" type="radio"/> Yes <input type="radio"/> No
Comfortabel Dealertool	Custom	<input checked="" type="radio"/> Yes <input type="radio"/> No

Cancel Save

Updating a recipe

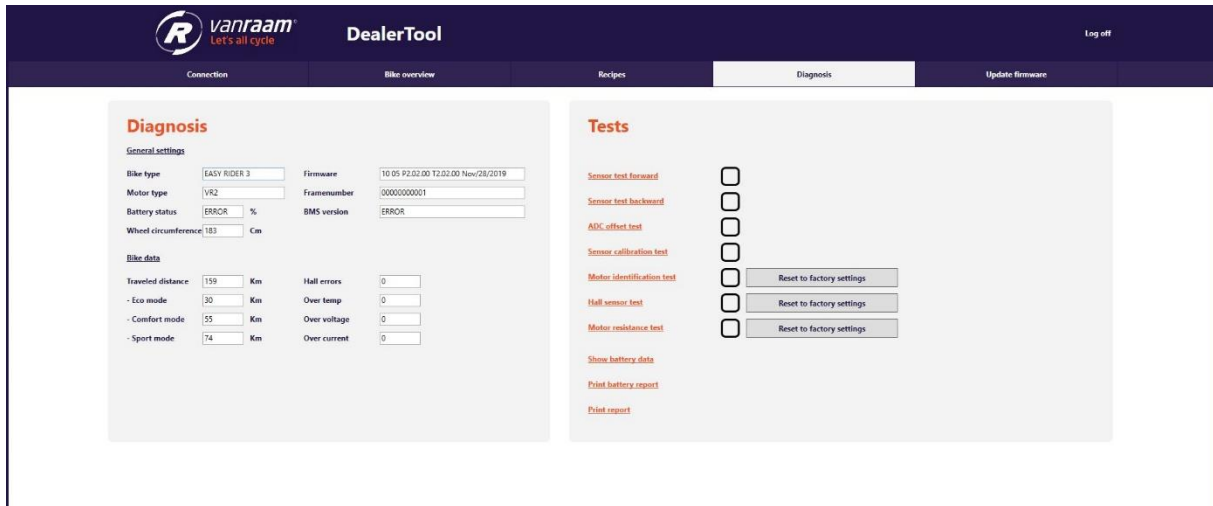
When a recipe has the 'Update' checkbox on, there is an update ready for this recipe. By clicking 'update recipe' the recipe is updated. This updated version can then be written to the bike.

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.

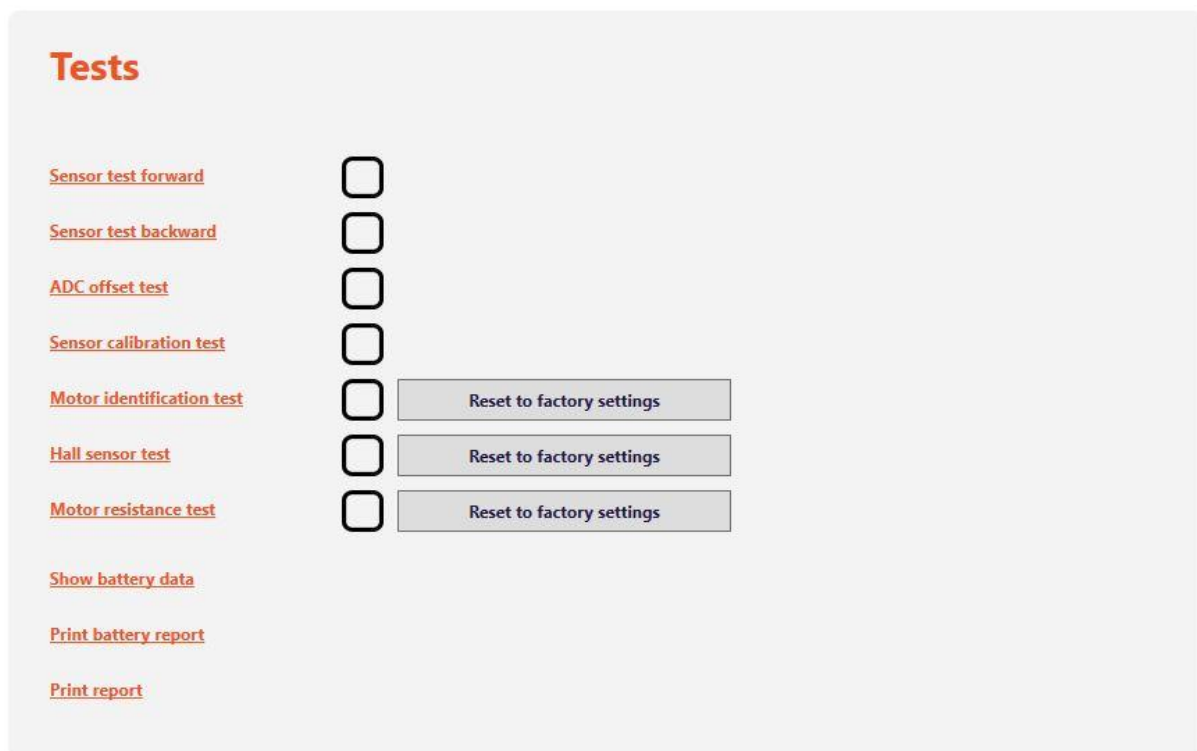


The screenshot shows the 'Diagnosis' tab in the DealerTool interface. The top navigation bar includes 'Connection', 'Bike overview', 'Recipes', 'Diagnosis', and 'Update firmware'. The 'Diagnosis' section is split into two columns:

- Diagnosis (Left Column):**
 - General settings:**
 - Bike type: EASY RIDER 3
 - Motor type: V92
 - Battery status: ERRCR %
 - Wheel circumference: 153 Cm
 - Firmware: 10 05 P2.02.00 T2.02.00 Nov/28/2019
 - Frame number: 0000000001
 - BMS version: ERRCR
 - Bike data:**
 - Traveled distance: 159 Km
 - Eco mode: 30 Km
 - Comfort mode: 55 Km
 - Sport mode: 74 Km
 - Hall errors: 0
 - Over temp: 0
 - Over voltage: 0
 - Over current: 0
- Tests (Right Column):**
 - Sensor test forward:
 - Sensor test backward:
 - ADC offset test:
 - Sensor calibration test:
 - Motor identification test: [Reset to factory settings](#)
 - Hall sensor test: [Reset to factory settings](#)
 - Motor resistance test: [Reset to factory settings](#)
 - Show battery data: [Show battery data](#)
 - Print battery report: [Print battery report](#)
 - Print report: [Print report](#)

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.



This close-up view of the 'Tests' section shows the following items:

- [Sensor test forward](#)
- [Sensor test backward](#)
- [ADC offset test](#)
- [Sensor calibration test](#)
- [Motor identification test](#) [Reset to factory settings](#)
- [Hall sensor test](#) [Reset to factory settings](#)
- [Motor resistance test](#) [Reset to factory settings](#)
- [Show battery data](#)
- [Print battery report](#)
- [Print report](#)

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 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.

Framenumber:	0000000001
Name:	Easy Rider 3
Biketype:	Easy Rider 3
Color:	Orange
Motor type:	VR2F
Throttle type:	
Current recipe:	Eco
Registered since:	

A firmware update is available.

You can click on 'Update firmware' in the page. An update of the bike will then be performed.

Search bike

Framenumber:	<input type="text" value="0000000001"/>	<input type="button" value="Search"/>
---------------------	---	---------------------------------------

Framenumber:	0000000001
Name:	Easy Rider 3
Biketype:	Easy Rider 3
Current firmware:	P2.02.00 - T2.02.00
New firmware:	P2.01.00 - T2.02.00

Update firmware >

If the update fails to complete and the bike is disconnected, try connecting immediately through the 'Update firmware' page by clicking 'Test controller firmware'.

Search bike

Framenumber:

Framenumber:
Name:
Biketype:
Current firmware:
New firmware:

[Update firmware >](#)

[Test controller firmware >](#)

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