

Frequently Asked Questions

November 11, 2014

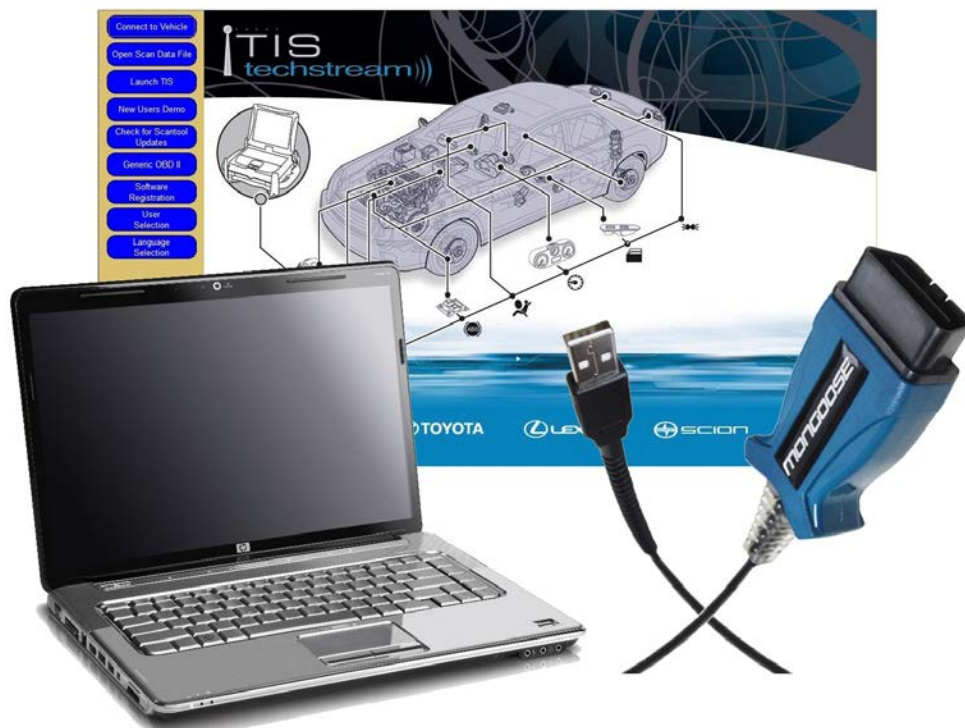




Table of Contents

What is Techstream Lite?3

What do I need to operate Techstream Lite?.....3

What is included in the Techstream Lite Kit?4

How do I purchase a Techstream Lite Kit?4

How quickly can I expect my order to ship?.....4

I already have an annual Standard TIS subscription. Can I convert it to a Professional Diagnostic subscription?.....5

What does it cost to convert my current Standard subscription to a Professional Diagnostic subscription?5

I already have a Professional Diagnostic subscription but would like to convert to a Security Professional subscription. How do I make this change?.....6

Can I download the Techstream software on multiple PCs?6

What is the warranty on Techstream Lite?6

What support is offered with the Techstream Lite?.....6

How does Techstream Lite connect to a PC/Laptop?.....6

Is Techstream Lite functionally equivalent to a full TIS Techstream 2.0 system?.....7

Can I use any PC with Techstream Lite?.....8

Who should I contact if I have issues?.....8

What is a Vehicle Interface Module (VIM)?.....9

What is J2534?9

Why did Toyota select the Mongoose/MongoosePro MFC J2534 VIM for the Techstream Lite Kit?9

Can the Mongoose/MongoosePro MFC VIM work on other manufacturer’s vehicles/software? ..9

Will other J2534 devices work with Techstream software?.....9

Toyota has approved other J2534 devices, can I use those?9

Toyota no longer offers the Flash Reprogramming DVD. How do I access calibration information?9

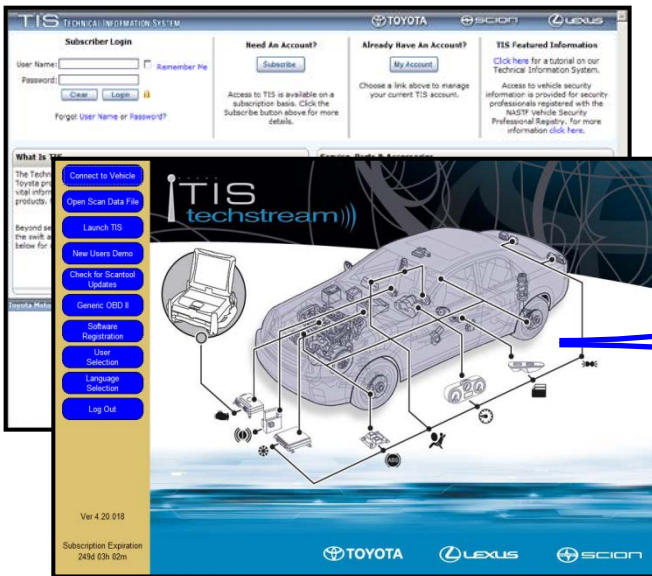
Can I use a USB extension cable with the Mongoose/MongoosePro MFC VIM?10



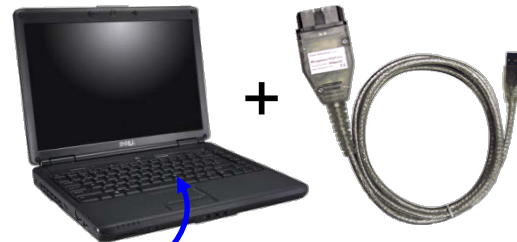
What is Techstream Lite?

Techstream Lite is a supplemental, low cost diagnostic platform comprised of Techstream diagnostic software, a generic Laptop/PC and a Techstream Lite kit.

TIS & Techstream Diagnostic Software



Techstream Lite



Full TIS Techstream 2.0




What do I need to operate Techstream Lite?

- 1) PC – Obtain a PC that meets the Techstream Lite minimum requirements and ensure proper connection to the internet. A persistent internet connection is not required but a weekly connection to TIS is necessary.
- 2) TIS Access – <http://techinfo.toyota.com>
- 3) Techstream Lite Kit – Purchase a Techstream Lite Kit from Approved Dealer Equipment. Please review kit options and order details on the next page to determine which kit you will need.



What is included in the Techstream Lite Kit?

There are two options available. Techstream Lite Kit order details are below.

Part Number	Recommended	
	TSLITEPSW01	TSLITEPAM01
Normal Price (plus S&H and sales tax):	\$1590	\$495
Introductory Price (plus S&H and sales tax):	\$1345	Call for Price!
MongoosePRO MFC VIM	Yes	Yes
One Year Diagnostic Professional Subscription to TIS* - Library Access (Repair Manual, Wiring Diagram, etc) - Techstream Diagnostic Software subscription - ECU Reprogramming Calibrations access - Visit https://techinfo.toyota.com for additional details	Yes	No
 - Access to Direct Hit for Toyota/Scion/Lexus models - Visit www.identifix.com for additional details	Yes	No

\$1095 Value!

An active subscription to TIS (<https://techinfo.toyota.com>) is required to use Techstream Lite. We recommend that aftermarket customers purchase part number **TSLITEPSW01** as it includes the necessary access to Service Information, Techstream Software and Reprogramming Calibrations.

***Note:** Techstream Software use is limited to one registered Techstream Lite software installation per professional TIS subscription. You must purchase additional Professional Diagnostic TIS subscriptions to use Techstream software on additional PCs.

How do I purchase a Techstream Lite Kit?

Ensure the PC that you plan to use meets the minimum requirements. A secure internet connection is required to access and use the Techstream software.

To order, call Approved Dealer Equipment at **1-800-368-6787**

How quickly can I expect my order to ship?

Typically your order will ship within 3 business days by ground delivery. Orders can be express shipped for an additional charge.



<https://techinfo.toyota.com>



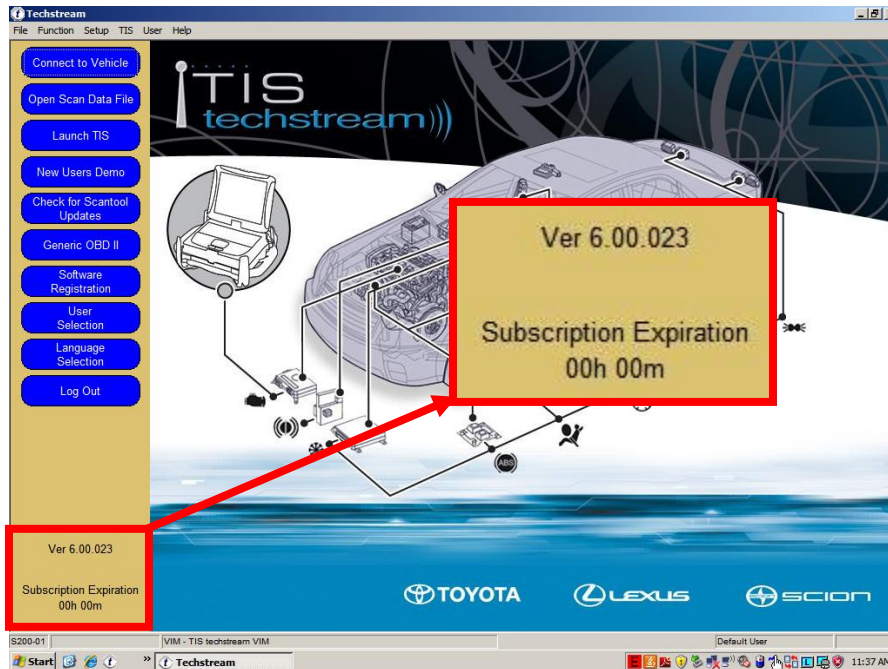


I already have an annual Standard TIS subscription. Can I convert it to a Professional Diagnostic subscription?

The Techstream Lite Kit includes a one year Professional Diagnostic subscription. If you already have an annual Standard TIS subscription, please call Techinfo Support at 1-877-762-7666 so we can help upgrade your account.

Techstream software use is limited to one registered Techstream Lite software installation per professional TIS subscription. You must purchase additional Professional Diagnostic TIS subscriptions to use Techstream software on additional PCs.

***NOTE:** The Techstream Software expiration is determined based on the duration of your Professional Diagnostic TIS subscription. When your TIS subscription expires, your Techstream software will no longer connect to a vehicle. Once your subscription is renewed, you will need to obtain a new registration key to enable the Techstream application.



What does it cost to convert my current Standard subscription to a Professional Diagnostic subscription?

The upgrade charge is based on a straight prorate of the remaining days on the existing Standard subscription. A standard subscription is \$400 / 365 days or \$1.10 per day. A Professional Diagnostic subscription is \$1095 / 365 days or \$3.00 per day. The difference of \$1.90 per day is the prorated fee.





Example:

If you have 180 days of an annual Standard subscription remaining and you would like to upgrade to a Professional Diagnostic TIS subscription you would be charged \$342.00 (\$1.90 x 180 days) for the upgrade. See below for the calculation.

<<180 (days remaining) x \$1.90 (prorated fee per day) = \$342.00 (prorated fee for 180 days)>>

I already have a Professional Diagnostic subscription but would like to convert to a Security Professional subscription. How do I make this change?

Please call Techinfo Support at 1-877-762-7666 for special instructions.

Can I download the Techstream software on multiple PCs?

Software use is limited to one registered Techstream Lite software installation per professional TIS subscription. You must purchase additional Professional Diagnostic TIS subscriptions to use Techstream software on additional PCs. If your PC is damaged or if you need to change PCs, please call Techinfo Support at 1-877-762-7666.

What is the warranty on Techstream Lite?

The Mongoose/MongoosePro MFC VIM is warranted for 12 months from the point of purchase. Click [here](#) for warranty details. PC warranty will depend on the PC you select.

What support is offered with the Techstream Lite?

Our support team will help with Techstream Lite installation, software configuration and Mongoose/MongoosePro VIM hardware issues. Due to the potential differences in PCs, operating systems, and configuration, it is impossible for us to guarantee that we can resolve all issues. You may need to work with your PC manufacturer to resolve some issues.

How does Techstream Lite connect to a PC/Laptop?

The Mongoose/MongoosePro MFC VIM connects with a standard USB port. Installation requires the following simple four step process. Detailed instructions are available on TIS.

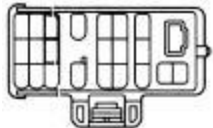

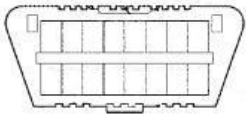
- 1) Run Mongoose/MongoosePro MFC Setup Software (available from TIS)
- 2) Connect Mongoose/MongoosePro MFC to the laptop/pc via a USB port
- 3) Perform Mongoose/MongoosePro MFC driver installation
- 4) Install Techstream software and confirm VIM selection. From the Techstream main menu select Setup>VIM Select> select Mongoose/MongoosePro MFC from the Interface setup file menu
- 5) Use Techstream software normally



Is Techstream Lite functionally equivalent to a full TIS Techstream 2.0 system?

From a diagnostics and reprogramming perspective – almost. Techstream Lite will support most DLC3/J1962 based diagnostic functions on 1996 and later Toyota/Lexus/Scion vehicles. The full TIS Techstream 2.0 system continues to provide support for all 1989 and later vehicles.

Please refer to our Known Bugs List for known issues. We are actively working to address any Techstream Lite bugs found when using the Mongoose/MongoosePro MFC VIM.

Function	Full TIS Techstream 2.0	Techstream Lite
Support for all new models/systems	At launch	At Launch
Legacy Model Support with DLC1  <input type="checkbox"/> DTC <input type="checkbox"/> Data List <input type="checkbox"/> Active Test	Yes	No
Legacy Model Support with DLC2  <input type="checkbox"/> DTC <input type="checkbox"/> Data List <input type="checkbox"/> Active Test	Yes	No
Legacy Model Support with DLC3/J1962 (OBD-II)  <input type="checkbox"/> DTC <input type="checkbox"/> Data List <input type="checkbox"/> Active Test <input type="checkbox"/> Monitor <input type="checkbox"/> Utility	Yes	Yes
Reprogramming	Yes	Yes
Health Check	Yes	Yes (DLC3 only)
Customize (C-BEST)	Yes	Yes
Part Number / Price (call 1-800-368-6787 to order)	TS2UNITM3AMP \$5,799 (with 2 year TIS access)	TSLITEPSW01 - \$1590 Introductory Price - \$1345 (with one year TIS access) TSLITEPAM01 - \$495 (VIM hardware only) Call for special Introductory Price!



Can I use any PC with Techstream Lite?

You can use any PC that meets the minimum requirements listed below.

PC Minimum Requirements		
Supported Operating Systems	Windows 7 32-bit or 64-bit From Techstream v4.21	Windows 8 (MongoosePro MFC ONLY) 32-bit or 64-bit From Techstream v8.00
System Memory	2 GB	4 GB
Available Disc Space	5 GB	
Processor Speed	1.5 GHz	
Network Connection	A secure internet connection to TIS (https://techinfo.toyota.com) is required to operate Techstream Software. While a persistent connection is not required to operate Techstream, the application must connect to TIS weekly.	
USB	1.1/2.0/3.0	
USB 2.0/3.0 Extension length	Should not exceed 16 feet (Note: An active USB extension cable allows for greater extension length)	
Display Color	24-bit	
Display Resolution	1024x768	
Browser	Internet Explorer v8/9/10 Firefox 21 Google Chrome	
TIS Plug-Ins	Adobe Flash Player v11 Adobe Reader v7 Adobe SVG v3.03 Java v7	

Who should I contact if I have issues?

Issue	Contact
TIS (Techinfo) Website	Techinfo Support at 1-877-762-7666
Full TIS Techstream 2.0 System	
Mongoose/MongoosePro MFC VIM	
Techstream Software	Send error report using "F12" key or call Techinfo Support
Generic Laptop/PC	Laptop/PC manufacturer or local PC support



<https://techinfo.toyota.com>





What is a Vehicle Interface Module (VIM)?

A Vehicle Interface Module is a protocol interpreter that allows a PC to communicate with the various vehicle systems through the DLC3 (J1962) diagnostic connector.

What is J2534?

J2534 is an SAE standard that establishes common VIM specifications across the automotive industry so that a single J2534 VIM can be used to reprogram any manufacturer's vehicle. Toyota is required by CARB/EPA to support specific J2534 functions. This SAE J2534 standard was originally focused on ECU reprogramming. Toyota has modified the Techstream software to use the J2534 standard for a majority of the diagnostic functions.

Why did Toyota select the Mongoose/MongoosePro MFC J2534 VIM for the Techstream Lite Kit?

The Techstream software has been modified to meet the SAE J2534 standard for vehicle interface modules. While there are many J2534 devices available, Toyota cannot validate all of them. The Mongoose/MongoosePro MFC is an elegantly packaged VIM that is competitively priced. We have done extensive pilot testing with the Mongoose/MongoosePro MFC and have received overwhelmingly positive feedback from technicians and regional office personnel. While we cannot claim the Techstream Lite will support all Techstream functions, we tracked over 2,000 Techstream Lite / Mongoose/MongoosePro MFC connections during pilot and we estimate the Techstream Lite / Mongoose/MongoosePro MFC set will perform 95+% of all functions. We are actively working to address any Techstream Lite bugs found when using the Mongoose/MongoosePro MFC VIM.

Can the Mongoose/MongoosePro MFC VIM work on other manufacturer's vehicles/software?

Toyota has not tested the Mongoose/MongoosePro MFC with other manufacturer's vehicles/software. For more information on the Mongoose/MongoosePro MFC capabilities, please contact Drew Technologies at 734-222-5228.

Will other J2534 devices work with Techstream software?

Likely, but Toyota has not tested other configurations. Techstream software validation is focused on the full Techstream system and the Mongoose/MongoosePro MFC VIM. At this time, we do not recommend or support other J2534 devices for diagnostics.

Toyota has approved other J2534 devices, can I use those?

Toyota has approved a number of J2534 devices for reprogramming only. Toyota has not validated or approved these devices for diagnostics. The Mongoose/MongoosePro MFC is the only J2534 device that Toyota recommends for diagnostic functions.

Toyota no longer offers the Flash Reprogramming DVD. How do I access calibration information?

Flash reprogramming or vehicle calibration files are now available for download from TIS. A two day or annual Professional Diagnostic TIS subscription is required to access the calibration file information. Please visit <https://techinfo.toyota.com> to learn more.



<https://techinfo.toyota.com>





Can I use a USB extension cable with the Mongoose/MongoosePro MFC VIM?

Yes, USB extensions can be used in conjunction with the Mongoose/MongoosePro MFC VIM. USB cable extensions are relatively inexpensive and can be purchased from a number of common electronics retailers. If you use a generic USB extension cable with the Mongoose/MongoosePro MFC VIM, ensure that you do not exceed a total length (device + extension) of 16 feet or communication errors may occur. Active USB extension cables are available if you need to extend more than 16 feet.

