D-Motor International bvba

Houtekiestraat 11

B-8540   Deerlijk, Belgium

Tel. +32 56 49 81 49

Info@d-motor.eu

<div style="border:1px solid">

INFORMATION BULLETIN D-MOTOR

</div>

Information Bulletin NO. 2019-013

SUBJECT : PC/Laptop Remote assistance D-Motor Helpdesk

Dear Dealers/OEM's,

At D-Motor, a lot of the magic is in our Engine Computer Unit. The Unit contains the core software that operates the LF26 and LF39 engine. Ignition, RPM control, starting sequence, Governor functions, etc…

D-Motor has a unique concept, the ECU unit is redundant ! That means that two independent computer units are getting the input form your engine and process that data in order to command the parts in your engine. A third computer unit (the commander) will receive the information from the two processing computers and decide what to do!

The PIC (Pilot in Command) can switch of/on ECU1 and/or ECU2 from the cockpit.

Our fine engine is controlled by algorithms. Algorithms that were designed and tested in our engineering centre in Belgium. All the necessary data is stored in ECF's (Engine control Files). Mapping tables, starting sequence, etc… Those files are binary uploaded to your ECU unit by our D-Motor Management software (Optimex).

That software has tob e installed on a Windows laptop or PC, and communicates with the ECU unit by a special cable (Order Part N° ECU/CABLE) that has two connections : a Serial RS422/CAN connection and a USB connection. The USB connection belongs in the USB port of the laptop/PC, the DB9 connector (RS422) belongs in the DB9 female connector on the ECU unit.

Once you have connected the ECU Unit to your laptop, and you have the ECU D-Motor Management software installed (Can be downloaded for free from our DropBox System http://drop.d-motor.eu)), you will be able to :

Information Bulletin 2019 - 013							
ISSUED			REVISED			Pages	Rev.
Day	Month	Year	Day	Month	Year	3	1
19	06	2019					

- Upload a new ECU Version Core software (see our website and dropbox for the latest version)
- Download or Upload a mapping file
- Download or Upload the 'black box data' or the ELF (Engine Log File) of the last 29 minutes of flight.

The ELF contains ALL data from the two ECU processing computers in raw data and (MS EXCEL) graph data.

The ELF file provide the helpdesk engineers @ D-Motor the neccesary information to analyse in case of a problem !

The sampling rate of our ELF-files is 10 samples per second !

HOW DO I OPERATE THE MANAGEMENT SOFTWARE ?

If you did not follow a training session @ D-Motor, you can always give control of your laptop/PC tot he D-Motor engineers.

We have a tool, named AnyDesk, that gives us control of your laptop/PC (unattended) in order to operate the management software for you.

You have to give clearance to our helpdesk ! Our Helpdesk CAN NOT take control of your laptop/PC, without your consent!

The Procedure :

Anydesk is like TeamViewer, it offers screen and keyboard/mouse control on your laptop/computer to our engineers.

Remote Desktop Software

AnyWhere. AnyTime. AnyDesk

Connect to a computer remotely, be it from the other end of the office or halfway around the world. AnyDesk ensures secure and reliable remote desktop connections for IT professionals and on-the-go individuals alike.

Information Bulletin 2019 - 013							
ISSUED			REVISED			Pages	Rev.
Day	Month	Year	Day	Month	Year	3	1
19	06	2019					

The AnyDesk software is available for all kind of platforms :

https://anydesk.com/en/downloads

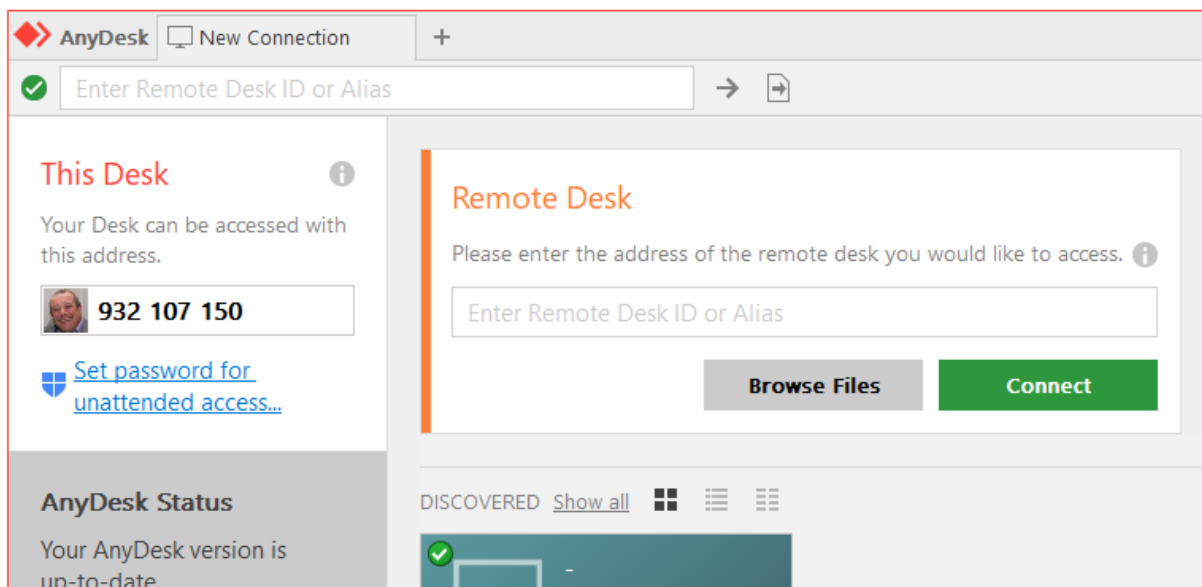| Windows | macOS | Android | iOS | Linux | FreeBSD | Raspberry Pi | Chrome OS |

1. Install the AnyDesk Client on your Laptop/PC
2. Call our helpdesk and give them your Anydesk ID number (XXX XXX XXX)
   see figure below : This Desk number
3. Our helpdesk will try to connect, you will see a screen asking you to allow access
4. Our helpdesk will take control of your laptop/pc and perform the analysis

At all time, you will be able to SEE what our helpdesk is dooing !
At all time you can disconnect the session!

Information Bulletin 2019 - 013							
ISSUED			REVISED			Pages	Rev.
Day	Month	Year	Day	Month	Year	3	1
19	06	2019					