



Continental HHT Update Client

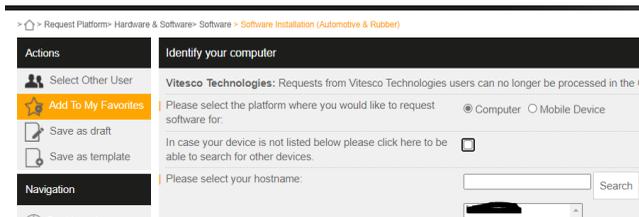
Instructions to Update the
Hand-Held Tool

(only for Continental Internal
employees)

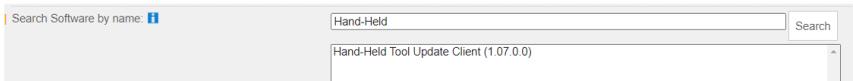
Download and Update Installation Instructions

1. Installation

- › Request software installation in SSP7, in the following link:
 - › <http://ssp.auto.contiwan.com/SSP6/Forms/form.aspx?id=1942>
- › Select your laptop hostname.



- › Search with “Hand-Held Tool Update Client”, select the software and submit the ticket.

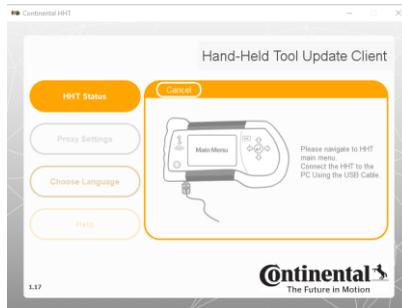


- › After IT ticket is completed, go to Portal Manager and launch “Hand-Held Tool Update Client”.

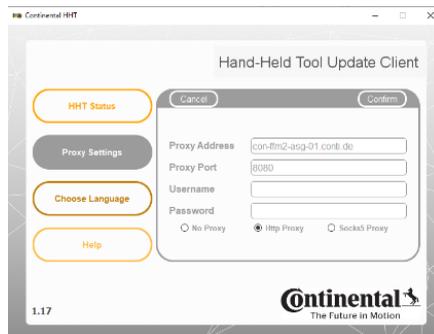


2. Update Process

- › Open “Hand-Held Tool Update Client” software and follow the instructions displayed by the tool.



- › During the first time you perform the update process of the Hand-Held Tool, the update client will automatically download the latest hand-held tool software version.
- › In case the Hand-Held Tool is not detected, please check menu “Setup” and then sub-menu “Release” on your Hand-Held Tool device. If the Firmware version is inferior to 6.8, they shall first update the Hand-Held Tool using the zip file available in following link: <https://www.continental-tires.com/transport/products/overview-product-lines/contipressurecheck/contipressurecheck-handheld-tool>
- › Proxy settings:
 - › In case the user is in the Continental network or connected via VPN, the default proxy settings are applied.



- › In case the user is outside the Continental network, the use shall select “No Proxy” and press “Confirm”.

3. Troubleshooting

- › The client can hang due to the following reasons:
 - › Application is run without drivers being installed.
 - › Defective USB cable
 - › Unstable USB connection due to some software issues on the computer.

- › Resolve the problem:
 - › The user should close the application and restart it again.
 - › Try a different USB port.
 - › If the behavior is still the same, please open an IT ticket, to support group: TI WW ContiConnect DEVICE and CONNECTIVITY RnD / Category TI ContiConnect (BMC service).

4. Uninstall old version

(only if you have previous tried to install HHT Update Client and you were not successful)

- › Uninstall the previous version, by:
 - › Go to Control panel app → *Programs and features*
 - › Call IT and ask to remove “*Continental HHT Update*” and “*Window USB drivers Tecnomotor...*”
 - › If you don't have admin rights or IT hotline wants you to raise a uninstall request in SSP7 then follow this link:
<http://ssp.auto.contiwan.com/SSP6/Forms/form.aspx?id=1263>
 - › Delete C:\Continental folder if it still exists.

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