



**Multiloader
Software
Australia**



Revised 1/09/2007



Sniper Delta Forces

Installation Instructions & User Guide

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Thank you for your purchase of the Sniper, Inc. Multiloader & software. This software will provide you the ability to manage performance files for your stock or modified vehicle. This software is compatible with IBM based pc's running Windows XP software.

Some items listed are not legal for sale for use on any pollution controlled motor vehicle. Legal in California only for racing vehicles which may never be used upon a highway.

IMPORTANT NOTES ABOUT THE USE OF THIS SOFTWARE:

This software must be registered. During installation, you will be asked to enter a User Name and Key. You will find the User Name and Keys on Page 3 of this manual. There will be two (2) that you need to enter.

On your desktop or laptop computer, you must turn off all anti-virus protection and spy ware protection software prior to and during the installation process. Failure to do so may cause a problem with installation. Once installation is complete, you may turn the protection software back on.

If you choose to "flash" the performance file into your vehicle via a laptop pc, you must make sure that your laptop battery is charged at least 50% of maximum charge.

You cannot use any power inverters while you are "flashing" your vehicle's computer. This may cause interference with the "flashing" process and could cause the performance file being installed to not work.

Some laptop brands perform slower than others. We have found that the "flashing" process can be as quick as 30 seconds with some brands and as long as 3 minutes with other brands. On the same note, a laptop with poor ventilation (cooling fans being blocked underneath) will perform slower because of heat build up.

When outside temperatures are below 30 degrees Fahrenheit, you MUST warm up your vehicle (to operating temperatures) before you flash your vehicle's computer with the Sniper Interface box. If you're using a Sniper chip, then this doesn't apply.

During the hardware installation of the Sniper Interface box, your laptop/desktop pc CANNOT be connected to the Internet. This WILL cause the hardware to not install properly. Once installed, you may reconnect to the Internet.

Installing Multiloader CD on your laptop / desktop pc

1. Turn your laptop pc or desktop pc power on. You MUST make sure that the laptop or desktop pc "time & date" are accurate.
2. Insert CD. It will start to perform on its own. Wait until you're prompted to respond.
3. Double click on the Sniper Special Forces Installer icon. It will start to do something. This may take a few minutes. A Sniper End User License Agreement (EULA) will appear. Choose appropriate answer.
4. Shortcut Icons (chip burner, Multi Loader, Bullet Utility & Special Forces) should appear on your desktop screen.
5. Remove the CD from your laptop.
6. Double click on the Multiloader icon on your desktop screen.

Registering and getting your software passwords

You will need to enter the supplied Name & Key:

Multi Loader

Actual:

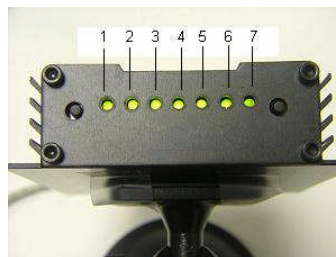
Name: Sniper Customer

Key: C137-1664-0549-BEC2

LED definitions / meanings

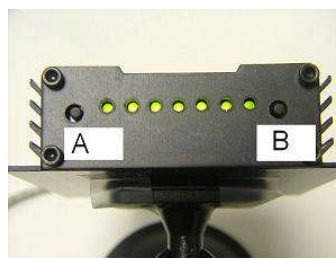
The LED's are designed to give you feedback which informs you of what's happening with the Interface box. This feedback will inform you of what the Interface box is currently in the process of doing, what the Interface box wants you to do, any error codes that have been set and display the multiple file positions. To help clarify this...

1. LED 1-6 represents a file position.
2. Performance files can only be loaded into positions 1-5.
3. When only LED 1, 2, 3, 4, 5 or 6 is lit up solid, the Interface box is ready to "flash" that position into the vehicle.
4. When only LED 1 & 2 are flashing at the same time, turn key on if vehicle's pcm is CAN Bus.
5. When only LED 3 & 4 are flashing at the same time, turn key on if vehicle's pcm is EEC-V.
6. When only LED 5 & 6 are lit up solid, the Interface box is ready to "Read" the vehicle's stock file.
7. Position 7 is only an indicator letting you know when a "Read" or "Flash" is in progress or has been completed. If green, box is ready for a command. If red, box is performing a task. **NEVER UNPLUG OR TURN OFF IGNITION KEY IF LED #7 IS RED.**
8. When LED 1-6 are scrolling across the Interface box and LED 7 is lit up Red, the Interface is in the process of "Reading" or "Flashing" the vehicle (Do not turn off the ignition key or disconnect the OBD-II cable).
9. When LED 1-6 flash ON & OFF simultaneously (at the same time) and LED 7 is lit up Green, the Interface has completed its "Reading" or "Flashing". It is now safe to turn off the ignition key and unplug the OBD-II cable from the vehicle.
10. When LED 1 & 2 flash back and forth, a error code has been set. Count the number of flashes and check the "Interface error code" section of this manual.



Interface buttons / meaning

There are two buttons located at either end of the Interface. One will be positioned towards the Left side of the box (A) and the second will be positioned towards the Right side of the box (B). The Right button (B) allows you to Navigate through the different positions. The Left button (A) will activate (Enter) the selected position (read or flash).



First time using the Sniper Interface box (install new hardware)

This task only needs to be performed one time per laptop/pc. Your laptop/pc **CAN NOT** be connected to the Internet. If it is, then you must **DISCONNECT** it. Once you plug the USB cable to the Interface box and your pc, after a few seconds you will get a window that opens up that says: **"Found New Hardware"**. You need to select

- Search by specific location (DO NOT search automatically), click Next
- Select search best driver by specific location
- Click on the "Browse" button
- Navigate to the "Drivers" folder located at: C:\Program Files\Sniper Performance\Drivers
- Click Ok, then click Next

When completely installed, you will get a message that says: "New drivers found are installed and ready to use". At this point, you may reconnect to the Internet.

Retrieve & backing up your vehicle's stock file

Make sure that your vehicle's computer is in its original condition and has the factory calibration installed. If you have any other performance computer modifications or programs installed (chip or programmer), you risk the chance of harming your vehicle's engine. You must make sure your vehicle has its original factory calibration installed and that there are not any pending trouble codes (they must be cleared). Sniper, Inc. will not be responsible for damage to your vehicle as a result.

Retrieving your stock file with the Interface box as a "stand alone"

1. Plug OBD cable into the Sniper Interface box and into the vehicle's OBD port (located under the dash). All LED's should be lit up.
2. Press the right button (B) until only LED # 5, 6 & 7 are lit up.
3. Press the left button (A) to activate (positioned towards the outer edge of the box).
4. Two LED's (3-4) will start to flash on the Sniper Interface box. Turn the ignition key to the ON position. Do not start vehicle!
5. Once you turn the key to the ON position, the LED's will start to move in a single file across the box. This may take 30 seconds to 3 minutes.
6. Once the read is complete, LED's 1-6 will start to flash simultaneously (same time). The read is complete. You may turn the key off and unplug the Interface box. See note below about saving this file to your laptop or desktop pc.

* **NOTE:** Saving the "stock" file to your laptop / desktop pc

Stock files will always be saved in Position 6 when in the Interface box.

1. Plug the USB cable into the Sniper Interface box and your pc
2. On your desktop screen, open the Sniper MultiLoader software
3. Select "Position 6" on the drop down box.
4. Click on "Read Interface"
5. A window will pop open which will say "Look In" at the top left corner. You will be asked to name the file. It can be the customer's name, a Invoice number (some type of distinction so you can "tie" the file to your customer). A folder will automatically be created and saved in the "Customer's Reads" folder which is located at: C:/Program Files/Sniper/Customer's Reads.
6. Click on "Save". The progress bar will move across the screen to show you the status.

Transferring / Flashing a performance file from PC to Interface to Vehicle

1. The performance file must be made before proceeding
2. Make sure the USB cable is plugged into the Sniper Interface box and your pc.
3. Open the Sniper MultiLoader software on your desktop screen (opens in 6 seconds)
4. In the drop-down box, select a position between 1-5 you wish to load your performance file (position 6 is only for stock vehicle reads).
5. Click on "Write Interface". A window will pop open. You need to navigate to where the performance file is saved. It will be located in the "PCM" folder which is located at C:/Program Files/Sniper Performance/Tunes/PCM
6. Select the file name you wish to install
7. The status bar will begin to move and will prompt you when it's completed.
8. If you wish to load multiple files in the Interface box, repeat steps 4-7.

Now that you have the performance file(s) loaded into the Sniper Interface box...

To flash your vehicle using the Interface as a "Stand Alone" (without your laptop)...

9. Unplug the Sniper Interface box from your desktop PC (disconnect the USB cable)
10. Plug the Sniper Interface box into the vehicle's OBD port with the OBD cable
11. Once plugged in the vehicle, 6 lights will be lit up.
12. Press the Right button (button - B) until the Position you wish to install is lit up
13. Once the correct position is lit up, Press the Left button (button - A) to activate your choice.
14. Two LED's (3 & 4) will start to Flash simultaneously. This means: TURN THE IGNITION KEY ON. Do not start the vehicle!

NOTE: Older EEC-V vehicles (112k file size – 1996 thru 1997) this process will occur twice. Once you turn the key on, 5 seconds later the two LED's (3 & 4) will start to flash again. Turn the key off and then back on (cycle).

15. The LED's will start to flash in order across the box and LED 7 will be RED. This may take 30 seconds to 3 minutes.
16. When completed, LED's 1-6 will start to flash on & off simultaneously and LED 7 will be GREEN. This means you're done.
17. Turn the key off, unplug the OBD cable and start your vehicle.

Returning a vehicle back to stock

1. Connect your Interface box to your laptop/desktop pc via USB cable
2. Double click and open the Sniper Multiloader ICON.
3. Choose a file position (in the drop down box) that you want the Stock file to go into. If only one vehicle has ever been read with the Sniper Interface box, then the stock file will still be in Position 6 (proceed to step 7). If the Sniper Interface box has read multiple vehicles, you will need to load the stock file back into the Interface box (proceed to step 4).
4. Click on "Write Interface".
5. A window will pop open that says "Open" in the top left corner. You need to navigate to the "**Customer Reads**" folder which is located at: C:/Program Files/Sniper Performance/Customer Reads. Select your stock file then Click Open.
6. The status bar will begin to move across the screen. It will prompt you when completed.
7. Connect to the vehicle via Stand Alone (refer to page 9 of this manual). Once programmed back to stock, you will get your Bullet returned to the Interface box.

Managing / obtaining Sniper Bullets

The Sniper Delta Forces Interface has the ability to program more than one vehicle without having to return the previously programmed vehicle back to stock (over 3000 vehicles). In order to program multiple vehicles, you will need to purchase one Sniper Bullet for each vehicle programmed.

To obtain additional bullet(s):

1. Contact your Sniper dealer and supply him with your "Hardware Fingerprint". To get this, follow these instructions:
2. Make sure the Sniper Interface box is plugged into your laptop or desktop PC via the USB cable. All 6 lights should be lit up.
3. Click on the Sniper Bullet Utility ICON on your desktop screen.
4. Click on "Get Hardware Fingerprint". This will give you a long number that you must provide to your Sniper dealer.
5. Your Sniper dealer will give you a "key number" in return. Type that number in the boxes provided on your Bullet Utility screen (exactly as it's given to you). Once typed in, click on "Reload".
6. Close and reopen your Sniper Bullet Utility to confirm Bullets have been added.

Sniper Interface Error codes

The Sniper Interface box is designed to produce error codes in case something goes wrong with the hardware or software. To determine what code is being set, LED position 1 & 2 will start to flash. LED position 1 will flash a number of times and then LED position 2 will flash a number of times. Example: If LED position 1 flashes 5 times and then LED position 2 flashes 1 time, then you are getting error code 51. This sequence will keep repeating itself until you reset the Sniper Interface box (unplug and plug the OBD cable).

Error Code Possible Reason

- | | |
|----|------------------------------------------|
| 12 | Unable to ID PCM |
| 51 | Out of Bullets |
| 52 | Already read this car |
| 61 | Not lock to car but trying to flash |
| 62 | Vehicle software revision doesn't match |
| 71 | File type is not known for file transfer |
| 73 | Stock file hasn't been transferred to pc |

Correction

- | |
|-------------------------------------------------|
| Does the car start? If not, send in |
| Buy more bullets |
| Return to stock to be able to read again |
| Read stock file & save before trying to flash |
| Verify the file that was put in tool is correct |
| Verify file going in is a correct Sniper file |
| Transfer the stock file (pos 6) to pc |

Trouble Shooting

Multiloader

Problem 1: I click on the MultiLoader icon and it will not open up.

Fix 1: Make sure the Interface box is plugged into your PC via the USB cable.

Fix 2: Make sure there isn't any other software running on your PC that uses the USB port.

Fix 3: Cycle the Interface power by unplugging the USB cable and plug it back in.

Fix 4: Make sure that you have installed the Interface driver (see p. 5).

Problem 2: When I click on one of the MultiLoader buttons, a button pops up that says "Interface is busy".

Fix: Make sure you are only clicking on the MultiLoader button once. If you double click on the button it may cause the software to lock up. At this point you may need to re-start your pc.

Problem 3: When I open MultiLoader, the Available Vins and Used Vins say: -1 & -1.

Fix: The Interface drivers have not been installed. You need to do so (see p. 5).

Interface box

Problem 1: When plugged into the vehicle via OBD or plugged into my laptop PC, the LED's don't light up

Fix 1: Cycle the USB cable or cycle the OBD cable.

Fix 2: Need to check your cigarette lighter fuse. The OBD port runs on the same fuse.

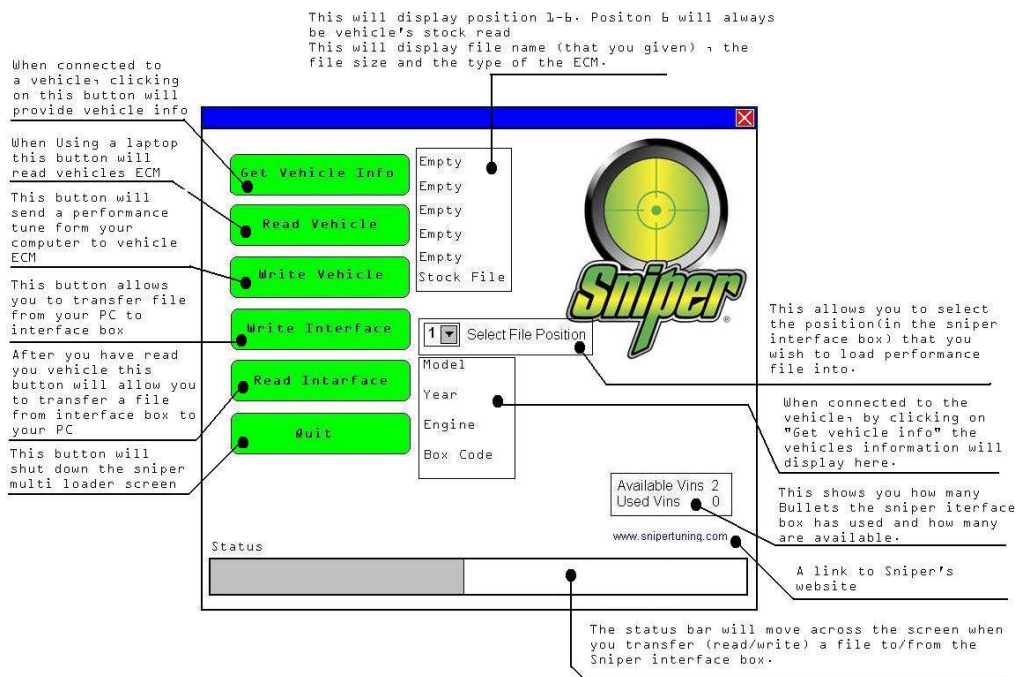
Problem 2: When I open the Multiloader software I get a message that says "Cannot find import. DLL may be missing, corrupt or wrong version file "FTD2XX.DLL". Error 126".

Fix 1: You will need to navigate to the "Drivers" folder, which is located at: C:\Program Files\Sniper Performance\Drivers. Once there you will see the missing file (FTD2XX.DLL). Right click on it and select COPY. Now click on the BACK button at the top of the screen. This will put you in the "Sniper Performance" folder. Somewhere in that folder (in a blank location), Right click your mouse and select PASTE. Disconnect the USB cable from the Interface box and then reconnect it and try to open the Multiloader software again.

Problem 3: When I try to open the Multiloader software, I get a message that says, "There was a problem reading the file names from the Interface".

Fix 1: The Interface box is not connected to your PC via the USB cable.

Fix 2. You need to wait at least 4 seconds after connecting the USB cable to the Interface before trying to open the Multiloader software.



Returning Delta Forces for warranty / refund

Warranty

You may have warranty issues handled two ways.

1. Return the product to the dealer/distributor that you purchased the Delta Forces from. However, you must call them first and explain the problem and get a return authorization number from them.
2. You can return the Multiloader to Sniper, Inc. (whether you purchased directly from Sniper or not). However, you must call Sniper, Inc first and explain the problem you are having and only then you will get a return authorization number from them. No packages will be accepted that do not have a return authorization number. You will be responsible for shipping charges so please enclose a check or money order for \$35.00aud

Refunds

Refund policies may differ between Sniper dealers/distributors. It is important for you to check with your dealer/distributor to determine what their policy is. No refund will be issued until Sniper or its dealers have confirmed that your vehicle has been returned to stock. Sniper will not refund any Sniper product that was not purchased from Sniper directly.

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TUNING NOTES:

A series of 32 horizontal lines, evenly spaced, intended for writing tuning notes. The lines are black and span the width of the page.