Refer to the following steps in the event the RTune software does not connect to your PowerTRONIC unit.

1. Download the appropriate software for your PowerTRONIC ECU. You can download the software from here. http://powertronic.racedynamics.com/download/r-tune/
2. If your unit has a serial port, it would have to be connected to the bike while attempting to connect to the PC with the bike in ignition on mode.
3. Only use cables supplied by Race Dynamics.
4. Once the unit is connected to the PC, the LEDs should glow. The Green LED is a map status indicator (one blink map1, two blinks map2), and the Red LED is a power status LED which would always stay on when the unit is powered on.
5. Verify if the correct drivers are installed. If the device has a USB type B port, the device name in Device Manager is Silicon Labs CP2014, the driver version to be installed is v6.7.5. If driver v10 and above is installed, proceed to uninstall the driver and install the one available here.
   https://www.silabs.com/documents/public/software/CP210x_Windows_Drivers.zip
6. Identify the correct COM Port in Device Manager and locate the same COM Port in the RTune software before clicking on Connect. Refresh the list if necessary.

If the above laid out steps do not resolve your issue, drop in a mail to support@racedynamics.com with the serial number of your device and any additional information that could help us.