Banner
Battery
Service Tool

Suite Installation Guide

V1.2

BBST PC Suite Download Application

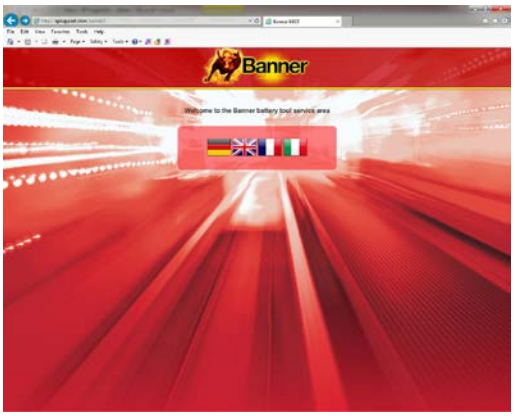
Follow this procedure to download the latest PC Suite from the www.spsupport.com/banner website.

Please visit the www.spsupport.com/banner website to download the user manual in other languages.

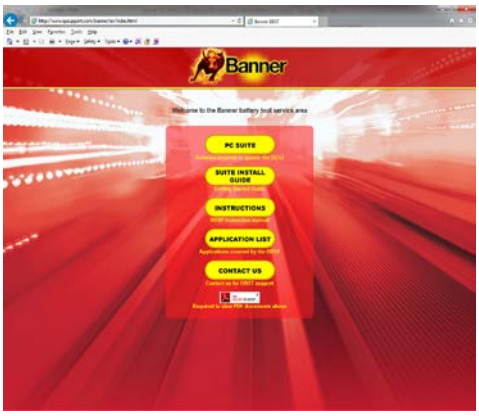
System Requirements:

Microsoft Windows XP/Windows Vista/Windows 7/Windows 8 (Administrator permission may be required for installation)
Internet access (it may be necessary to allow outgoing connections via port 1433 in your firewall)
5MB free disk space
100MB free RAM
1 free USB port

1. Select your country flag to view the files in your relevant language.

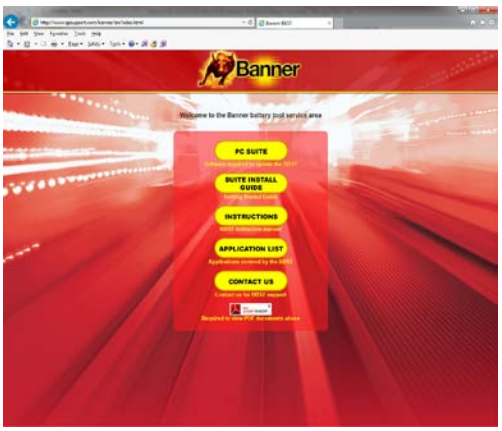


2. Select PC Suite from the available options. If you do experience problems please use the contact us form on the current page.



3. Select Run or Save. If you Save first then ensure you Run the application before continuing.

.



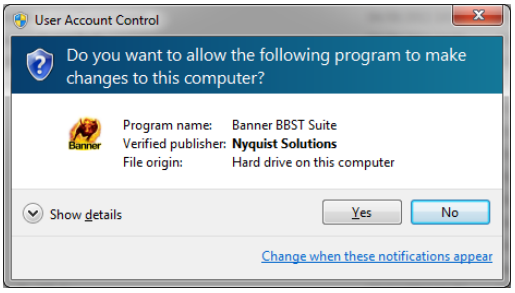
SD Card Updates

If you do not have internet access then you can opt for Card updates (additional cost). Please use the Contact Us form at www.spsupport.com/banner to register your Handset.

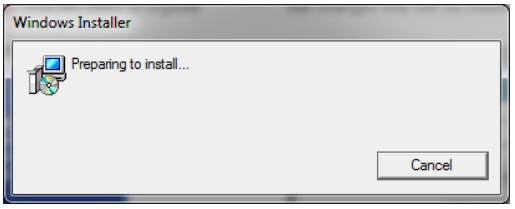
BBST Installation Procedure

Follow this procedure if you are installing the Banner BBST PC Suite for the first time. If you experience problems with the installation then please ensure you have Administrator rights on your PC. If you are still experiencing problems then please use the Contact Us web form on the Website to contact us.

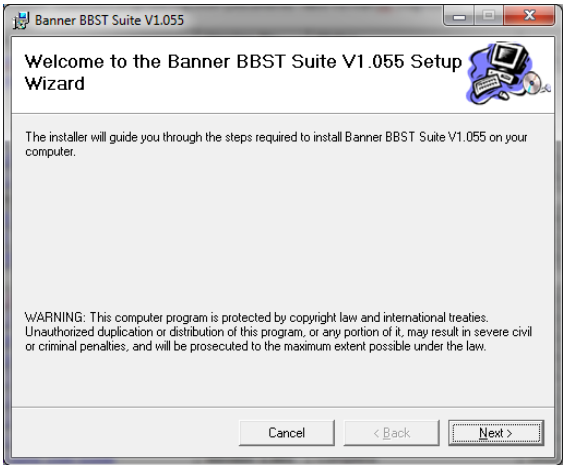
1. When you run the installer you are presented with a User Account Control message warning you that the application you are installing will make changes to your computer. It is imperative that you ensure that you have Administrator rights on the PC before continuing



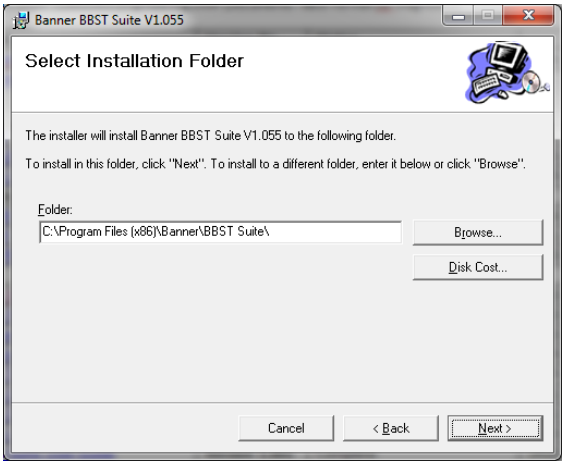
2. Wait while the PC prepares to install.



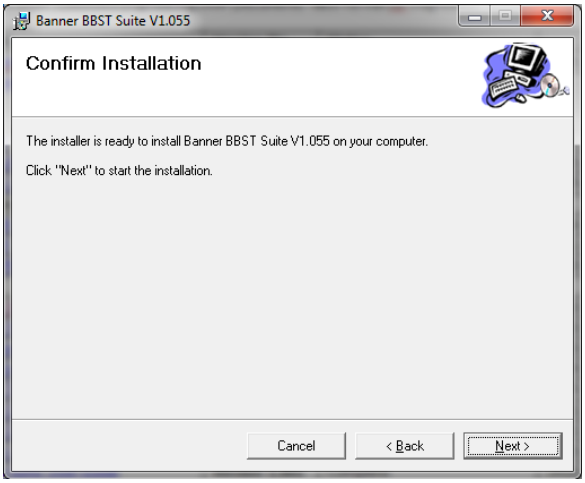
3. After you have run the BBST suite application, the ***'Welcome to the 'BBST Suite Setup Wizard'*** will be displayed, select ***'Next'***.



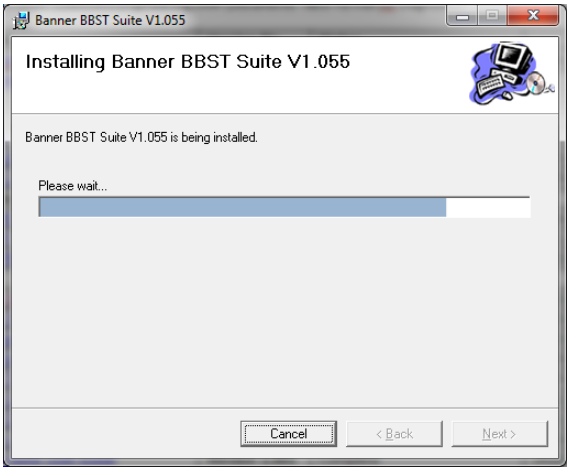
4. The ***'Select installation Folder'*** screen will appear, accept the folder if appropriate and select ***'Next'***.



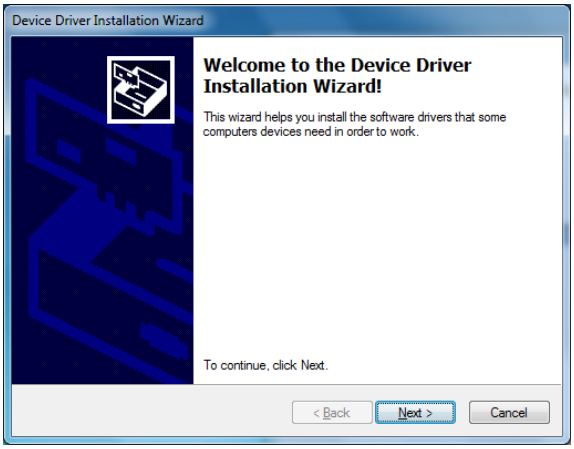
5. When the ***'Confirm Installation'*** screen appears select ***'Next'***.



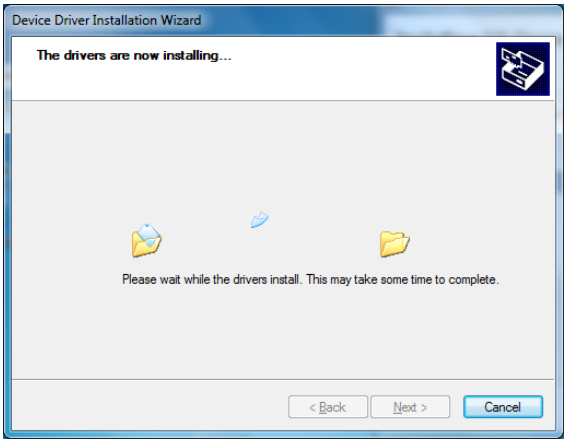
6. The ***'Installing Banner BBST Suite'*** screen will be launched, once the software has been successfully installed select ***'Next'***.



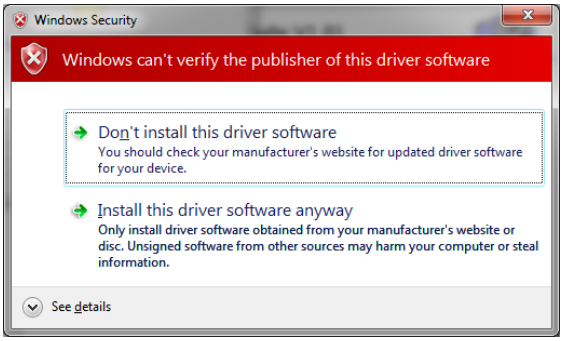
7. As this is the first time that your BBST has been connected to your PC, the **'Device Driver Installation Wizard'** popup will be displayed.



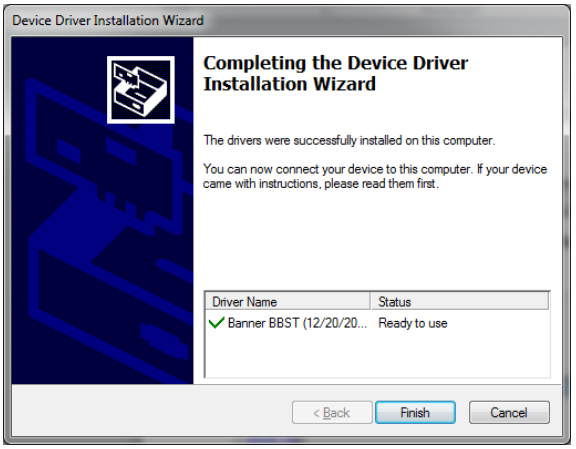
8. The installation will take a short time to complete; the screen below will be displayed during this process.



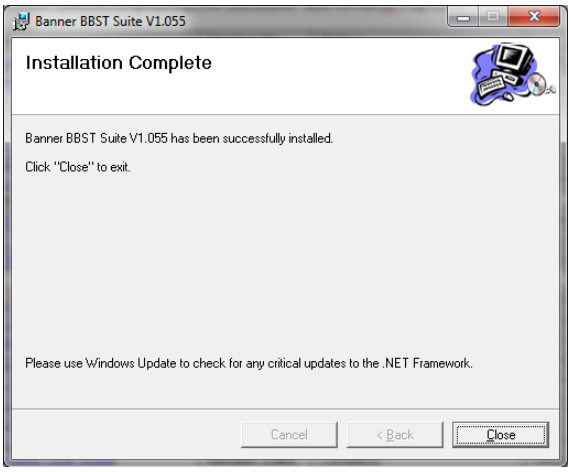
9. Your PC may give you a warning saying the Publisher is unknown. Select **'Install the driver software anyway'** to accept the changes that will be made.



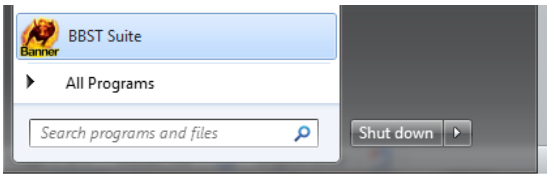
10. The ***'Completing the* Device Driver Installation Wizard'** screen is displayed, when your BBST has been detected. Select **'Finish'**.

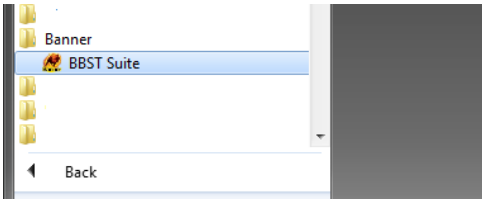


11. You will see the screen ***'Installation Complete'*** that confirms that the installation was successful, select ***'Close'***.



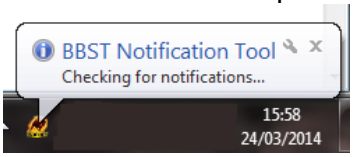
12. Run the BBST Suite Application from the start menu, select ***'Start' – 'Programs' – 'Banner – 'BBST Suite'*.** (There will also be an icon installed onto your desktop).





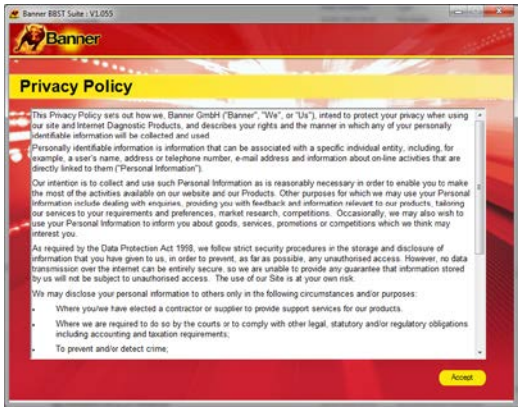
BBST Notification Tool

As part of the installation you will see a Banner Icon within the system tray. This is used to display notifications of new updates.



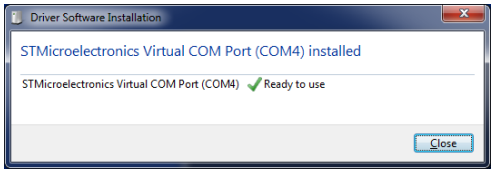
BBST Registration Procedure

1. Read the Privacy Policy and accept before continuing.



2. Connect the USB cable supplied to the BBST and then to a USB port on the PC. A main USB port (on the rear of the PC) is preferable to an extension port (on the front of the PC)

3. The Driver should indicate that it is fully installed and ready to use. If this does not happen, go to the Installing Driver section.



4. When you press the **'Next'** button, the BBST will be detected by the BBST Suite.

5. The Suite will then check the internet connection is present. If you experience problems at this point you will be directed to the Tests & Checks section of the BBST Suite.

6. Complete the **'Product Registration'** ensuring you complete all sections marked with a **'*'**. Once complete press the **'Next'** button.

7. Once the information has been submitted, the Subscription Number, Postcode, Email address and subscription expiry date will be displayed back. Although these details are stored on your PC, it would be worthwhile making a note of these details in case you require them in the future.

Subscription Number:

(Will be displayed at point of registration of the unit on the BBST Suite)

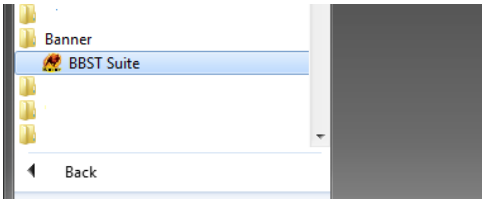
Serial Number & PIN:

(Supplied on a sticker with the BBST)

First Time Use Procedure

BBST Update Procedure

1. Run the BBST Suite Application From the start menu, select ***'Start'*** – ***'All Programs'*** – ***'Banner'*** – ***'BBST Suite'***. (There will also be an icon installed onto your desktop).

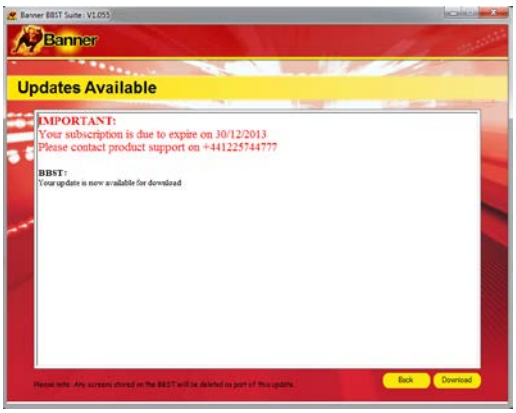


2. Select the option ***'Registration*** (see BBST registration process) ***or Get Updates'***.

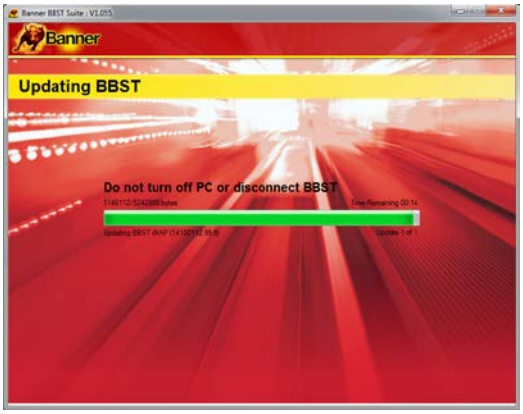
3. Connect the BBST to the PC via the USB cable**.**

4. The Suite will now connect your BBST to the download portal.

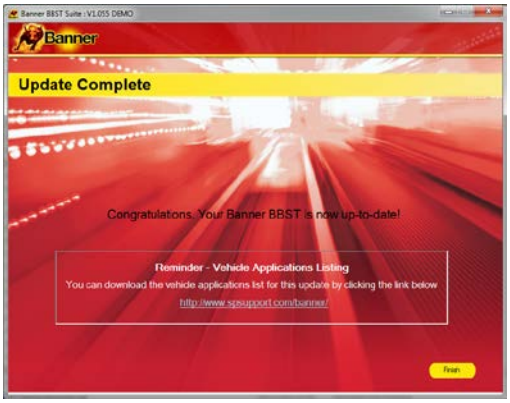
5. If updates are available they will now be displayed on the screen for you to ***'Download'***, Select ***'Download'*** to update your BBST, your subscription(s) will be updated with the latest software and unlocked at the same time.



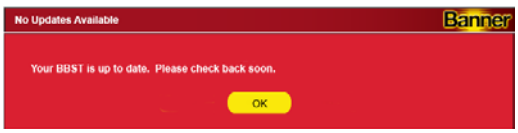
6. Follow the on screen instructions.



7a. Once the update process is complete you will receive the 'Update Complete' Screen. This also gives you the opportunity to go to the website to download the latest application list as a PDF for you to print out.

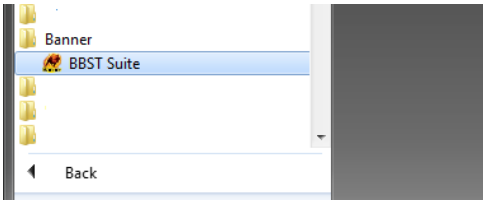


7b. If the BBST is fully up to date then you will be advised that there are no current downloads. The handset will have automatically been unlocked during the checking process and is now ready to use.



BBST Update Procedure

1. Run the BBST Suite Application From the start menu, select ***'Start'*** – ***'All Programs'*** – ***'Banner'*** – ***'BBST Suite'***. (There will also be an icon installed onto your desktop).



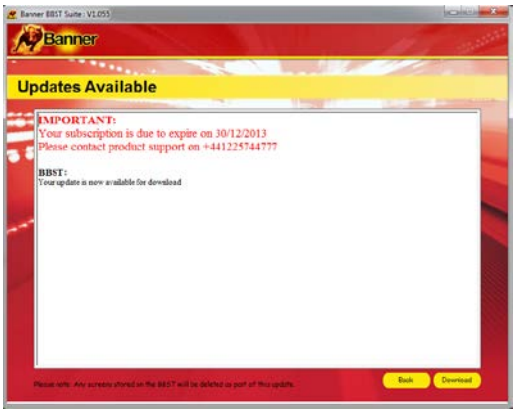
2. Select the option ***'Get BBST Updates'***.

3. Power off the BBST if running on Battery.
Connect the USB cable supplied to the BBST and then to a USB port on the PC. A main USB port (on the rear of the PC) is preferable to an extension port (on the front of the PC)

4. When you press the **'Next'** button, the BBST will be detected by the BBST Suite.

5. The Suite will then check the internet connection is present. If you experience problems at this point you will be directed to the Tests & Checks section of the BBST Suite.

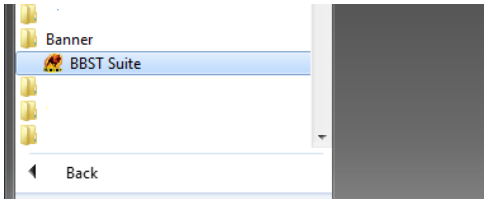
6. Follow the on screen instructions to update your tool to the latest version. A description of the updates will also be shown on screen.



Note: Please take care to follow any on-screen instructions to unplug and plug the BBST back in to the USB cable.

Options

1. Run the BBST Suite Application from the start menu select ***'Start' – 'All Programs' – 'Banner' – 'BBST Suite'***. (There will also be an icon installed onto your desktop).

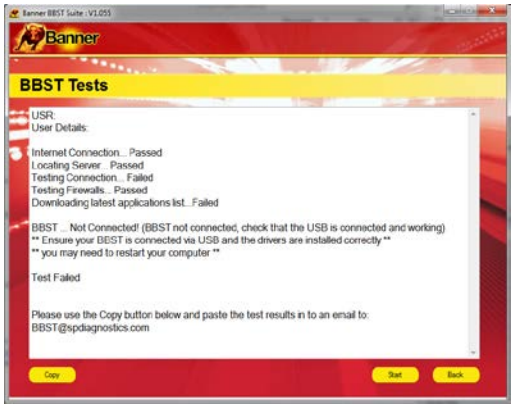


2. Select ***'Options'*** from the menu.

3. If you are advised by technical support to change your **Subscription Number & Postcode** you can do this from here. Note. Technical support will advise the details if they require changing.

4. Selecting the ***'Tests and checks'*** button allows you to perform tests to verify that your BBST is functioning correctly and that you are able to connect to the website and download the latest software.

5. You will be asked to perform these tests if you experience problems and need to contact a customer services representative or engineer. This information is also reported back to the website in order for the engineer to assist you in resolving your problem.



6. Selecting the ***'BBST re-install'*** button allows you to force the BBST to download your latest update again. This can be used if you think there is a problem with your last update.

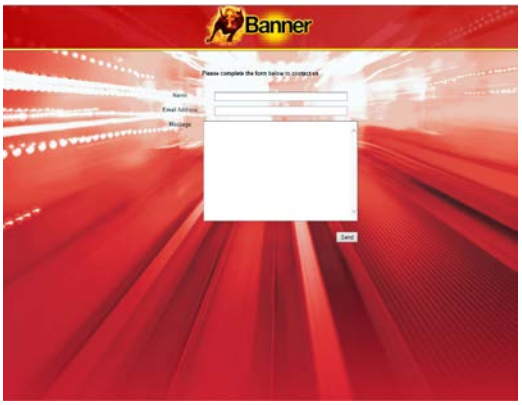
7. Connect your BBST as per the instructions within the BBST update suite. Connect mini USB to BBST and USB to PC. Refer to the ***'BBST Update Procedure'*** for more information.

Contact us

If you are experiencing problems with your BBST or you are not sure if a vehicle is currently supported, you can contact us for help and advice. We will respond to the email address provided with answers to your question as quickly as we can.

1. Go to the website, www.spsupport.com/banner and select Contact us

2. Enter your name and email address, and then provide us details of the problem you are experiencing and we will get back to you. The more information you can provide us with about the vehicle you are working on and the problem, the easier it will be for us to try to resolve your problem.



Please can you also provide information of the software/firmware version and build currently running on your BBST Battery Replacement Tool.

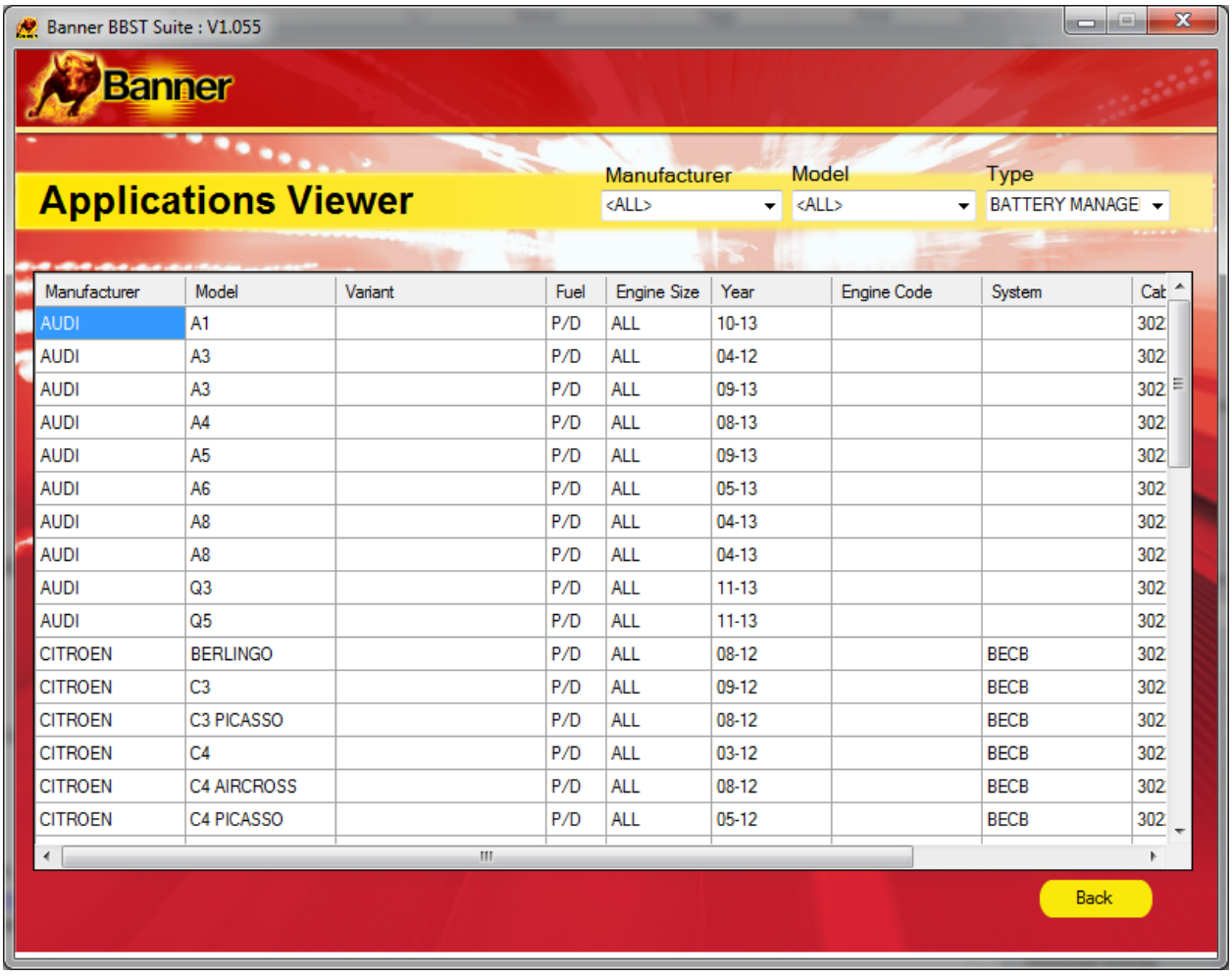
To do this you need to power up the BBST and select the 'Spanner' icon and then the 'i' icon.

Application Viewer

Overview of the Application Viewer

The Application viewer functionality allows you to view all of the vehicles supported.

The Application viewer allows you to narrow your search by Manufacturer, Model and Type and then shows you the coverage for different engine sizes and year. This allows you to identify if a vehicle will be supported prior to coming in to have work done.



Manufacturer	Model	Variant	Fuel	Engine Size	Year	Engine Code	System	Cat
AUDI	A1		P/D	ALL	10-13			302
AUDI	A3		P/D	ALL	04-12			302
AUDI	A3		P/D	ALL	09-13			302
AUDI	A4		P/D	ALL	08-13			302
AUDI	A5		P/D	ALL	09-13			302
AUDI	A6		P/D	ALL	05-13			302
AUDI	A8		P/D	ALL	04-13			302
AUDI	A8		P/D	ALL	04-13			302
AUDI	Q3		P/D	ALL	11-13			302
AUDI	Q5		P/D	ALL	11-13			302
CITROEN	BERLINGO		P/D	ALL	08-12		BECB	302
CITROEN	C3		P/D	ALL	09-12		BECB	302
CITROEN	C3 PICASSO		P/D	ALL	08-12		BECB	302
CITROEN	C4		P/D	ALL	03-12		BECB	302
CITROEN	C4 AIRCROSS		P/D	ALL	08-12		BECB	302
CITROEN	C4 PICASSO		P/D	ALL	05-12		BECB	302

Note: The coverage shows what is supported; there can be instances where the same vehicle has a different system fitted that isn't supported.

Saved Screens

Overview of Saved Screens

The saved screens functionality allows you to record an image of what is displayed on the BBST handset for viewing later. This can be used to record fault codes and descriptions or component readings without needing to write them down.

Screens that you save using the BBST are stored on the SD memory card and so are retained after the BBST is powered off. You can save as many screens as there is space for on the SD memory card (several hundred can be stored on the 4GB SD memory card provided as standard with the BBST).

Once screens have been saved on the BBST they can be recalled for viewing on the BBST screen (see above for Saved Screen menu function) or transferred to your PC (computer) for viewing using the BBST Suite PC software (available from *www.spsupport.com/banner*). These screens can then be saved on to your computer's hard drive as standard image files or printed out.

Saved screens remain stored on the SD memory card until they are deleted through the BBST Suite PC software or from the Saved Screens menu on the BBST.

Saving screens on the BBST handset

1. When the BBST handset is displaying a screen you wish to save press the Special Function "i" button.

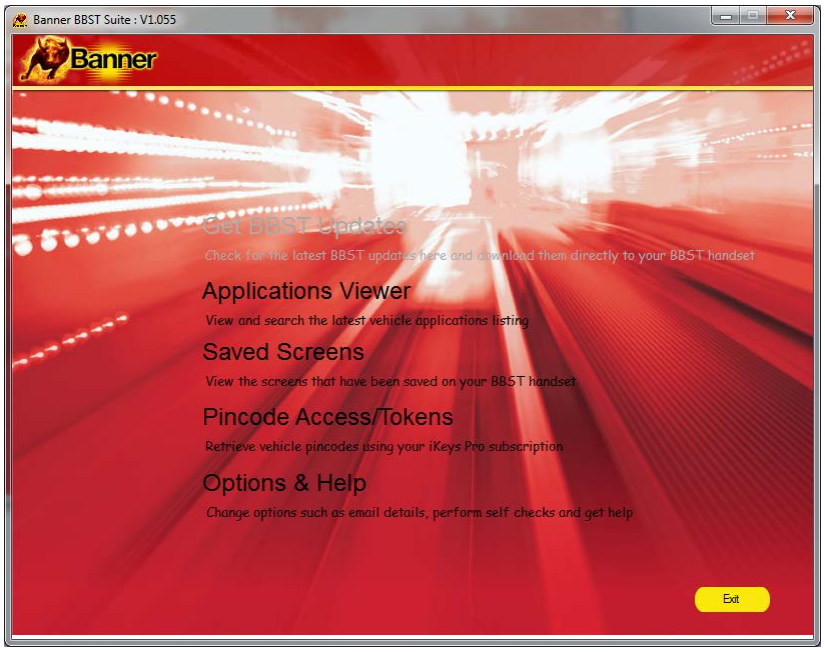
2. The BBST will then briefly display
   SAVING SCREEN
   in the top left corner of the screen.

3. If the screen has saved successfully the message
   SAVING SCREEN
   will disappear and a short double beep will be audible.

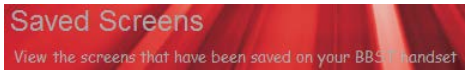
4. If the screen does not save successfully a message
   FAILED TO SAVE SCREEN
   will be displayed. If this occurs then it could be that the SD memory card is full.

Accessing screens saved on the BBST handset

1. Start the BBST Suite using either the Banner *BBST Suite* icon on your desktop or on your start menu (***Start > All Programs > Banner> BBST Suite***).

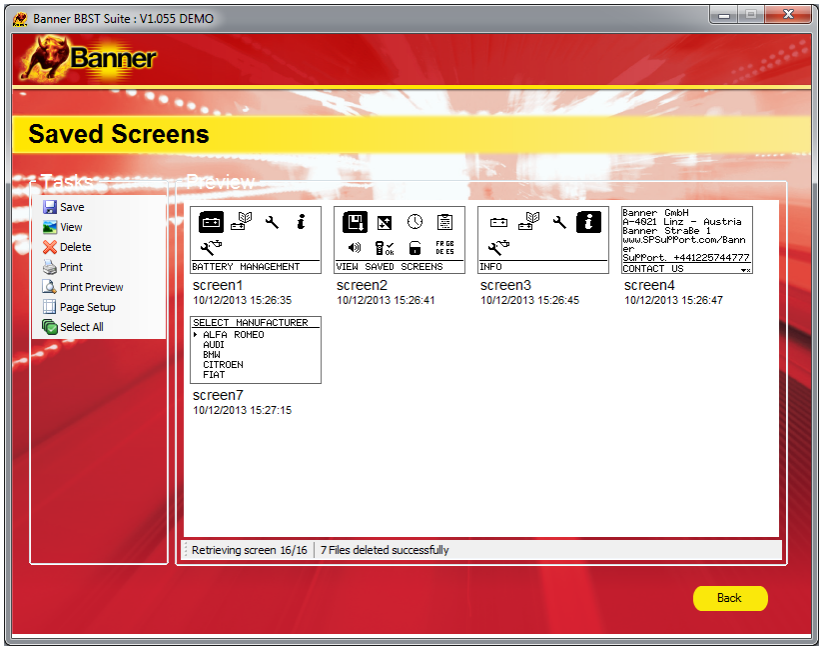


2. From the main screen click:



3. Connect your BBST as shown and click

4. The screen below will be displayed and any screens saved on the BBST will be loaded one at a time into the *Preview* area:



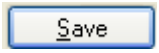
5. Once all the screens have loaded the status bar will display the number of screens loaded:

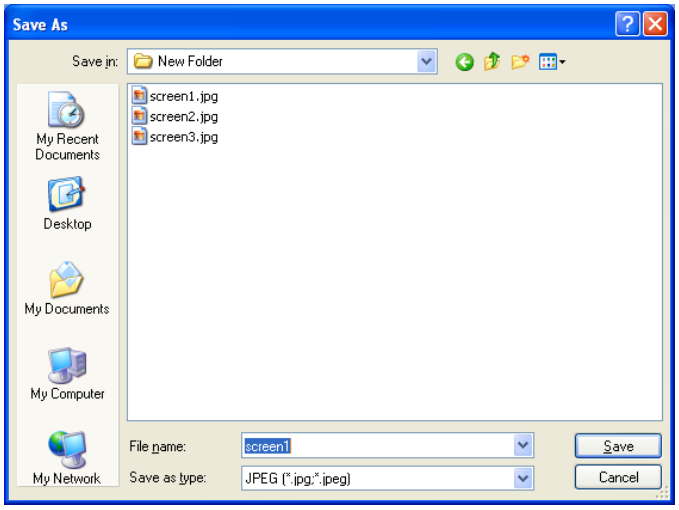
6. If there are no screens saved on the BBST handset the *Preview* area will remain blank and the status bar will display:

Saving a single screen

1. Right click on the screen you wish to save, a menu will appear:

2. Click

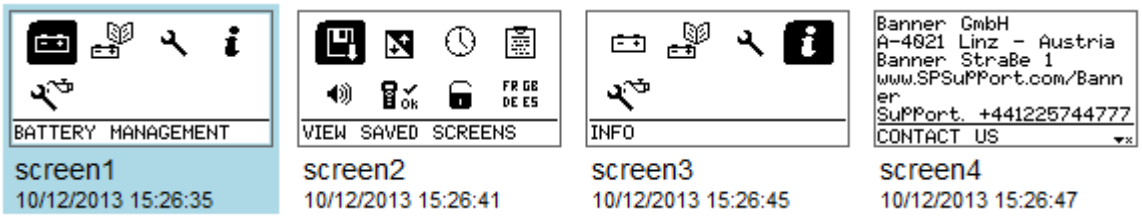
3. Choose a location and filename for the screen and click 



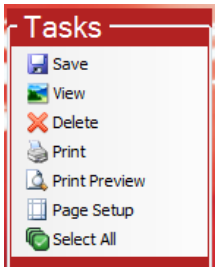
4. Screen images can be saved in four possible formats by changing the '*Save as type*' setting:
   Bitmap (.bmp)*
   GIF (.gif)*
   JPEG (.jpg;*.jpeg)*
   PNG (.png)*

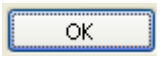
Saving multiple screens

1. Select the screens that you wish to save by clicking on them, those that are selected will be highlighted:

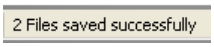


2. In the '*Tasks*' menu click



3. Select a folder in which to save the screen images and click 

4. The status bar text will then indicate how many of the selected screens were successfully saved:



Viewing a single screen

1. Right click on the screen you wish to view, a menu will appear:

2. Click

3. A new window will appear showing you a larger version of the screen image:

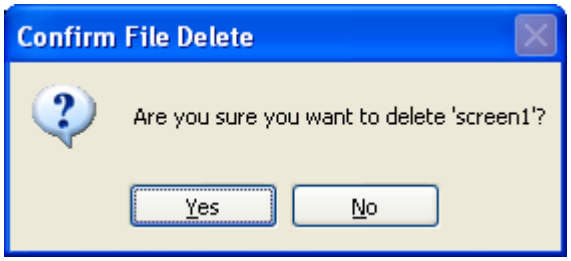
4. Click when you have finished viewing the screen to close the window.

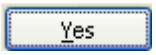
Deleting a single screen

1. Right click on the screen you wish to view, a menu will appear:

2. Click

3. You will be asked to confirm you wish to delete the screen:



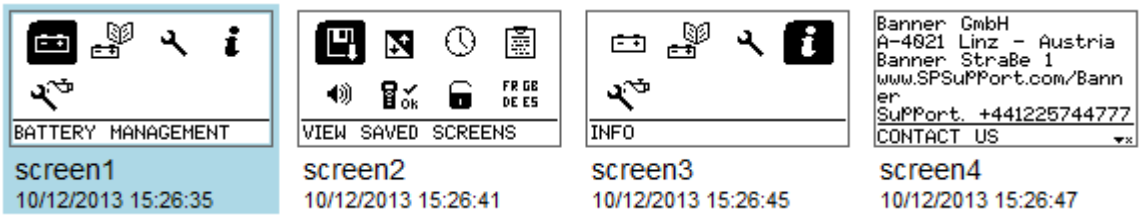
4. If you are certain you wish to delete this screen from the BBST handset click 

5. If the screen deleted successfully the status bar text will briefly confirm this:

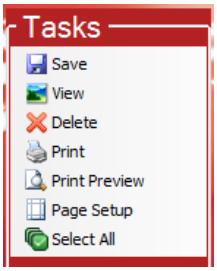
6. The *Preview* area will then be updated to show the remaining saved screens.

Deleting multiple screens

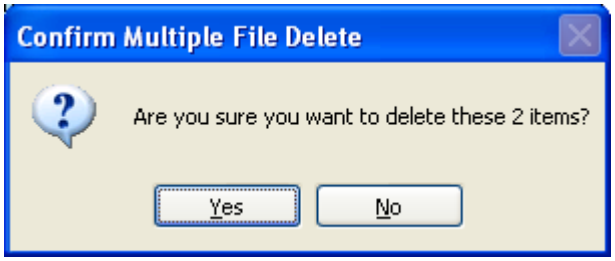
1. Select the screens that you wish to delete by clicking on them, those that are selected will be highlighted:

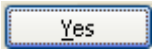


2. In the '*Tasks*' menu click



3. You will be asked to confirm you wish to delete the selected screens:



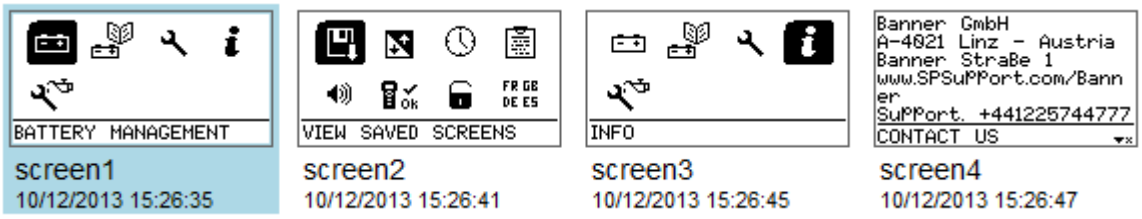
4. If you are certain you wish to delete these screens from the BBST handset click 

5. If the screens deleted successfully the status bar text will confirm this:

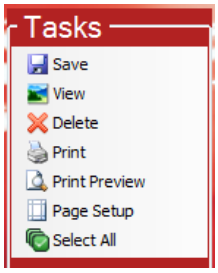
6. The Preview area will then be updated to show the remaining saved screens.

Printing screens

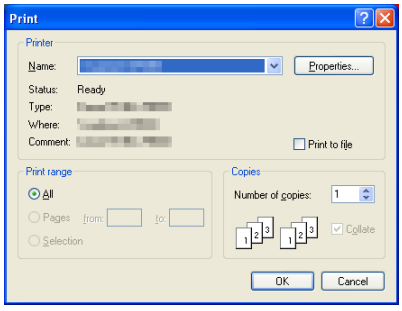
1. Select the screens that you wish to print by clicking on them, those that are selected will be highlighted:



2. In the '*Tasks*' menu click Print

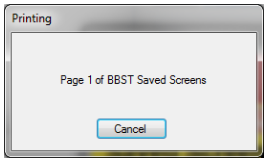


3. The standard windows Print dialog will appear:

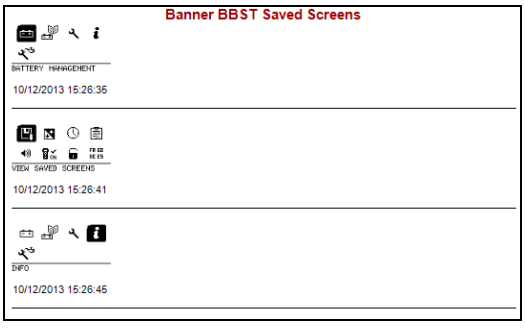


4. Select the printer and options you desire then click OK

5. The printing progress will then be displayed and the selected screens printed:



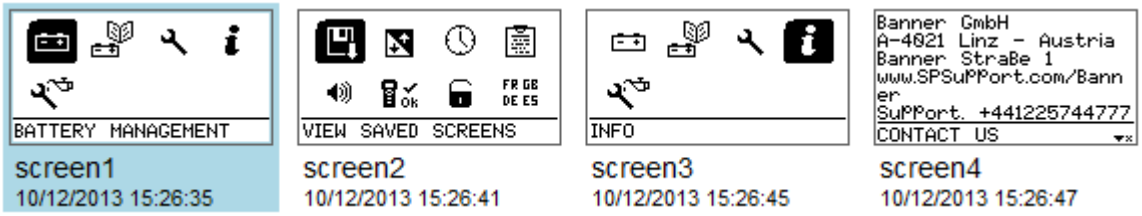
6. The page(s) printed should resemble this example:



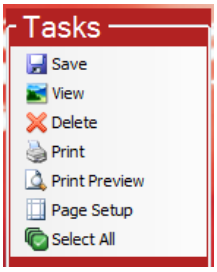
Print preview

You can use the print preview function to see what the printed pages will look like before they are sent to the printer. This can be useful to be certain you have selected the correct saved screens.

1. Select the screens that you wish to print preview by clicking on them, those that are selected will be highlighted:



2. In the '*Tasks*' menu click Print Preview

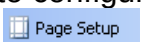


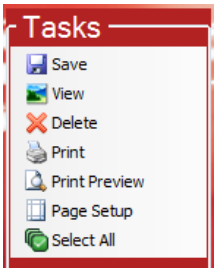
3. The Print preview window will then be displayed to show you how the printed document will look:

4. From this screen you can:
   click to print the document
   use to zoom in and out
   use to show different number of pages on the screen
   click Close to exit print preview
   use Page 1 to navigate between the pages in a multi-page document

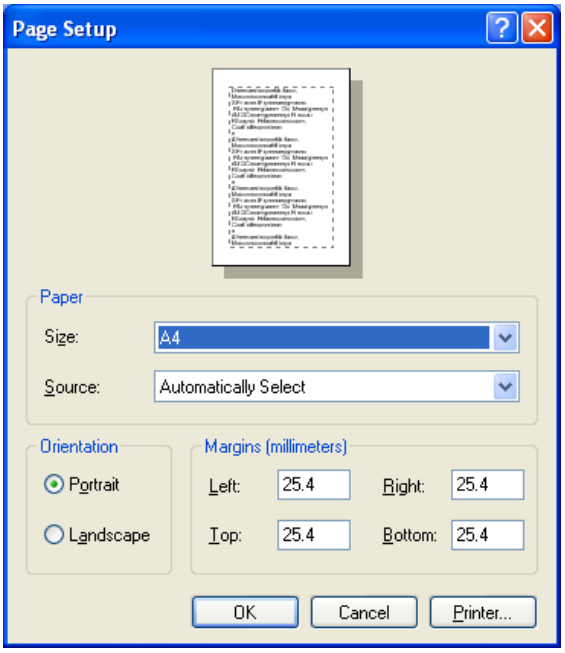
Page setup

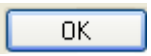
The page setup screen is used to configure printing preferences for paper size and margins.

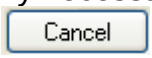
1. In the '*Tasks*' menu click 



2. The Page Setup window will be displayed:



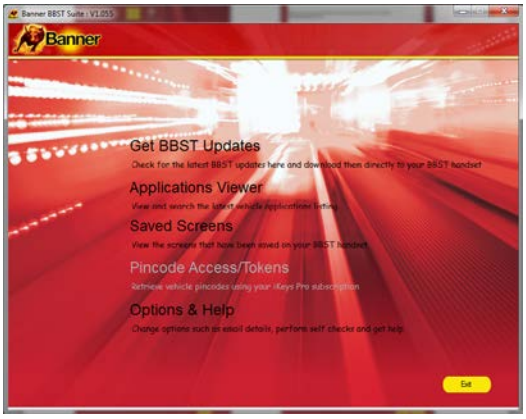
3. Once you have made any necessary adjustments to the printing settings press 

to save the changes or 

to discard the changes.

Pincode Access/Tokens

1. Select Pincode Access/Tokens from the menu



2. Select ***'Recharge Tokens'*** or ***'Pincode Access Required'***.

3. Follow the On-Screen Instructions.

Note: Optional Software Upgrade required to access these icons. Please email BBST@spsupport.com or use the 'CONTACT US' form at www.spsupport.com/banner for more information.

FAQ / Common Handset Error Codes

Q. How can I contact support?
A. You can contact support by the following methods.
Phone: +44 1225 744777 (English Speaking)
Website: www.spsupport.com/banner
Email: BBST@spsupport.com

Q. How do I know when an update is available?
A. You will be notified of updates as they become available through the built in notification tool that installed as part of the BBST suite.

Q. I require SD Card updates as I do not have internet access. How do I get this?
A. Please contact technical support on +441225 744777 (English speaking) or if you have access to email you can email them at BBST@spsupport.com. Please provide your Name, Full Address including a postcode and serial number of the BBST.

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