



# TECHLINE CONNECT

## Install/Uninstall Guide

**JUNE 2024**

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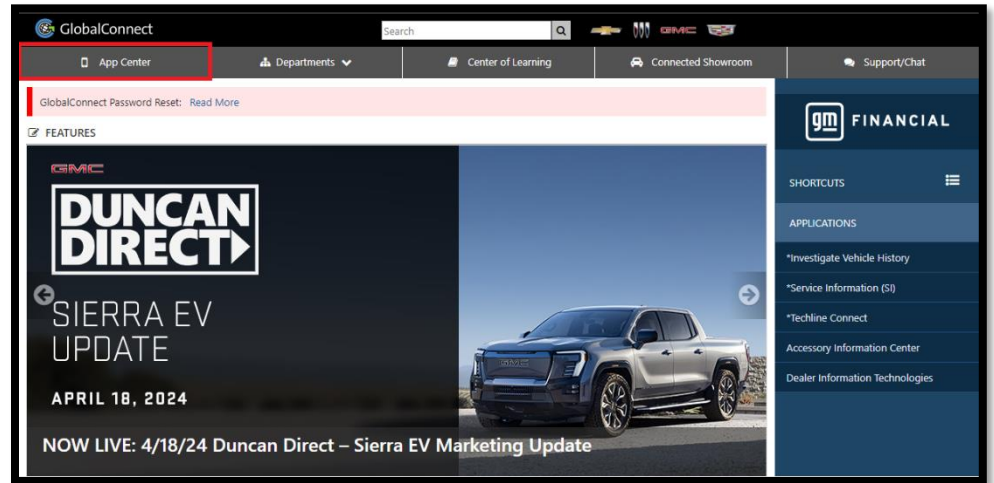
This document is for dealer use only for issues opening, updating, connecting to, or using Techline Connect (TLC). For issues programming a vehicle, please contact the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). For dealers outside North America, please contact your local technical assistance center.

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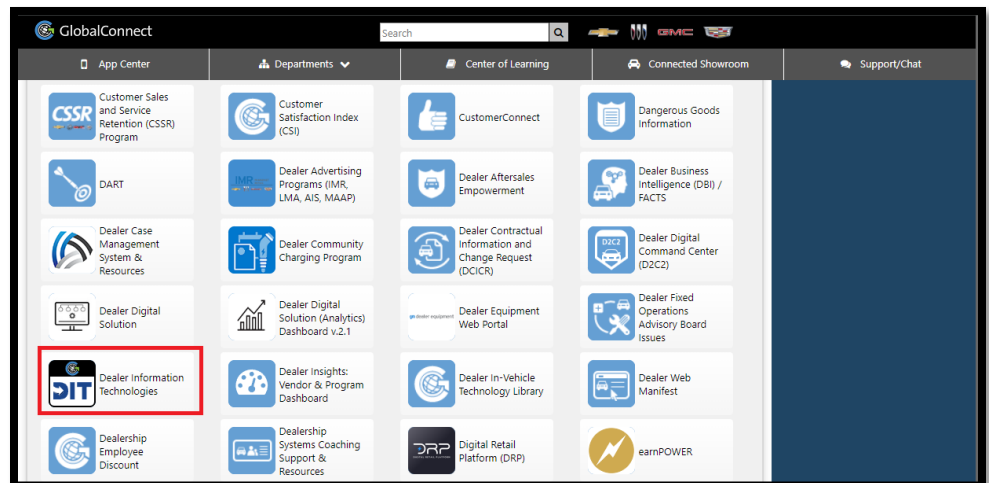
# Check PC Specifications

Before troubleshooting Techline Connect (TLC), make sure the PC meets the required technical specifications.

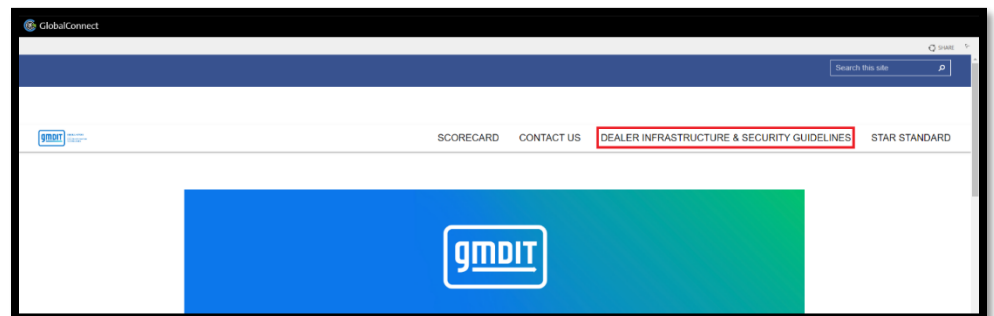
To review the specifications, go to the **GlobalConnect App Center** and search for **Dealer Information Technologies**.



Select the **Dealer Information Technologies** app.



Next, select the **Dealer Infrastructure & Security Guidelines** link at the top of the page, which will open a PDF document that can be used to check if your PC and network are within the specifications required.

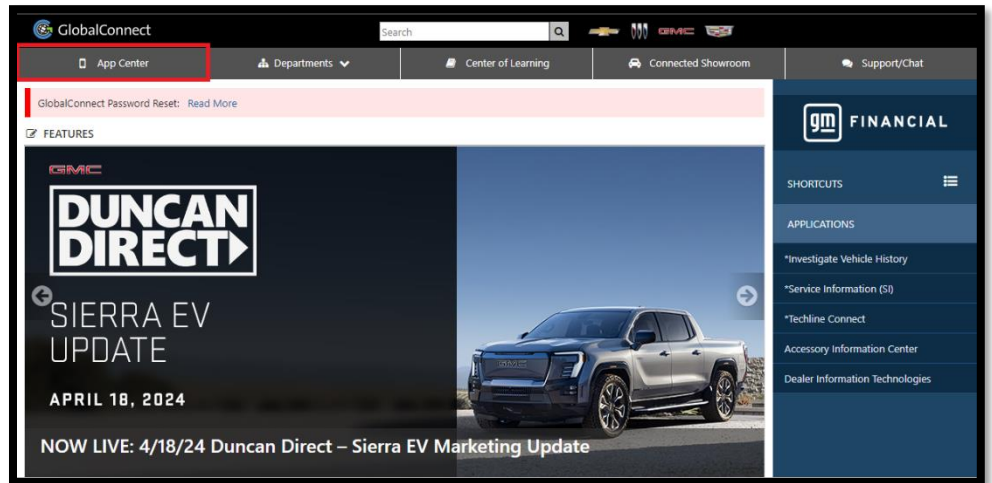


If the PC or network is not within the specifications required, you may encounter some issues with Techline Connect (TLC) or there may be some limitations with the support provided by the TCSC Helpdesk.

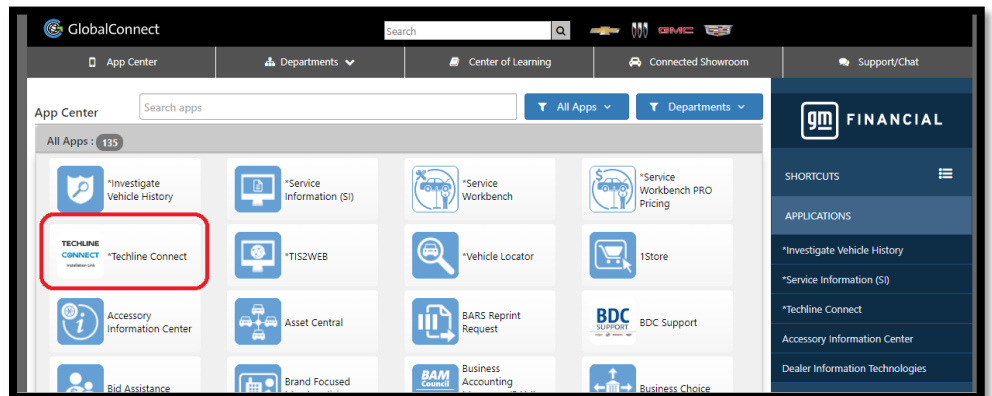
# How to Download Techline Connect (TLC)

As the application is downloading, the uninstallation procedure also can be performed.

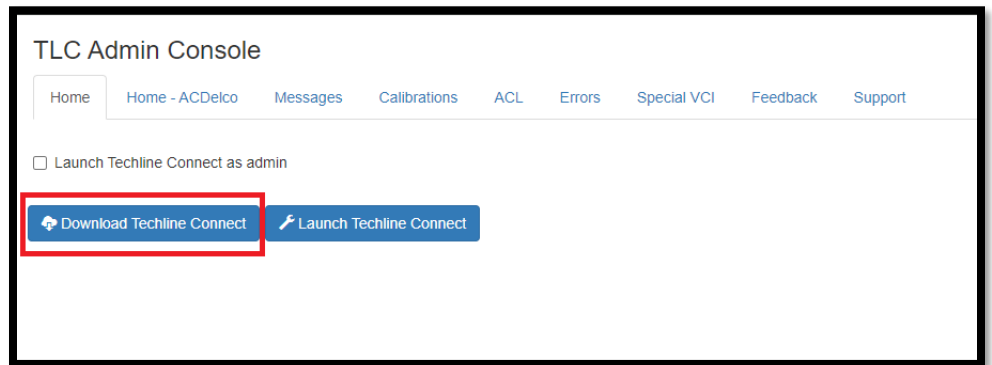
Go to the **GlobalConnect App Center**.



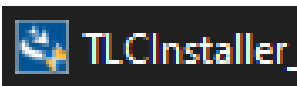
Select the **Techline Connect** icon.



Next, click the **Download Techline Connect** option and wait for the download to complete.



This is the file that will be used for a fresh installation or reinstallation.



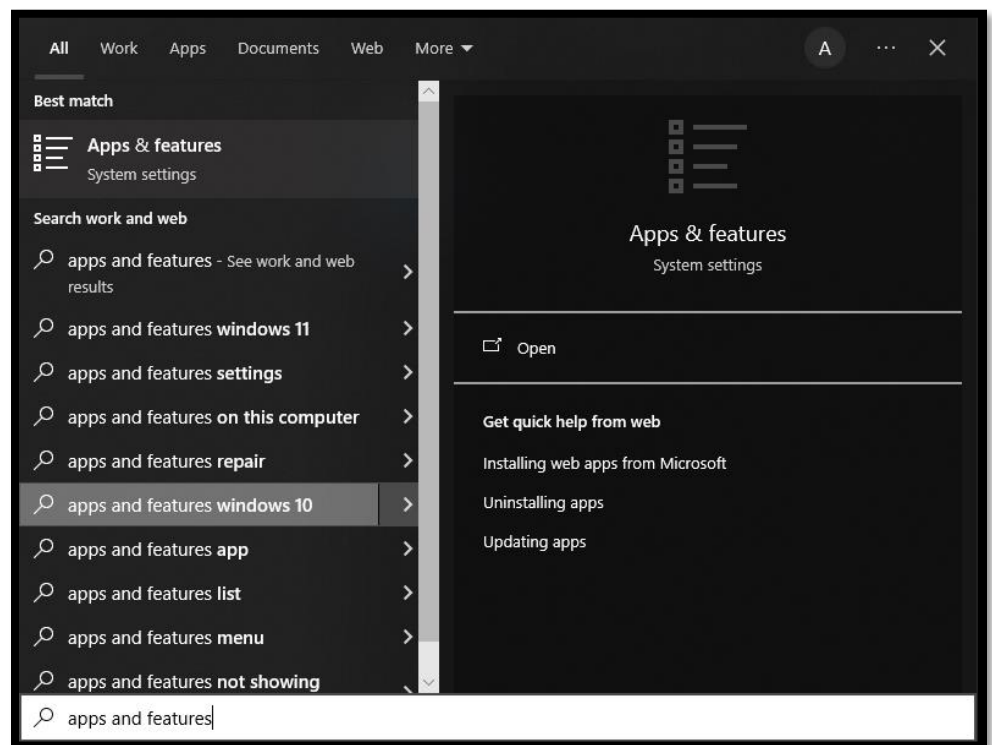
# How to Uninstall Techline Connect (TLC)

This is the list of programs needed to uninstall TLC:

- TLC Suite 2 (if available)
- TLC
- Techline Connect Extensions (If available)
- TLC Java (if available)
- TLC Suite
- Techline Update Manager (if available)
- TUM Launchers (if available)

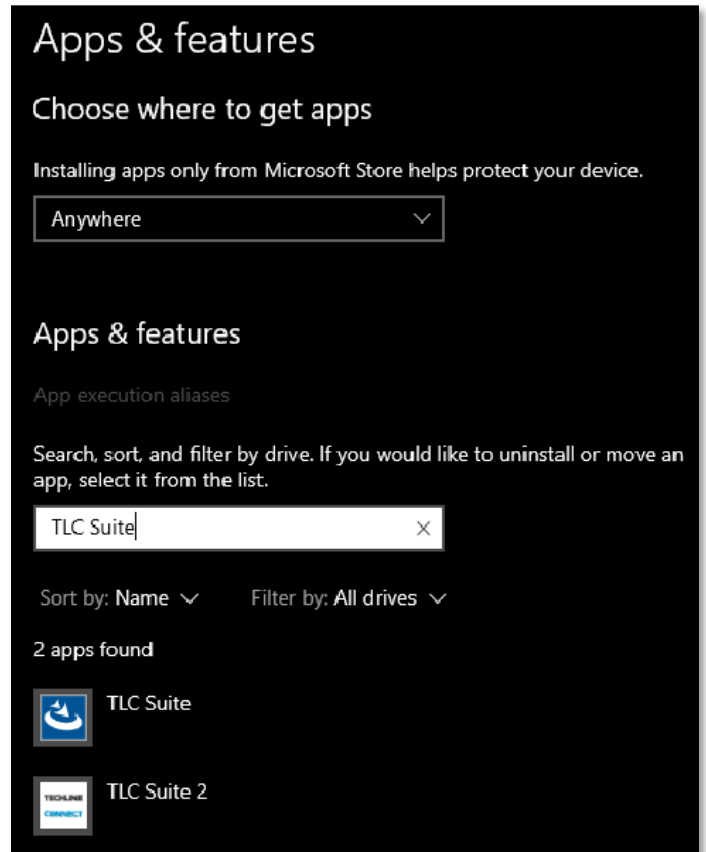
The following instructions for uninstalling each program must be performed in order.

Search in the Windows Menu or search bar for **Apps and Features** and then open it.

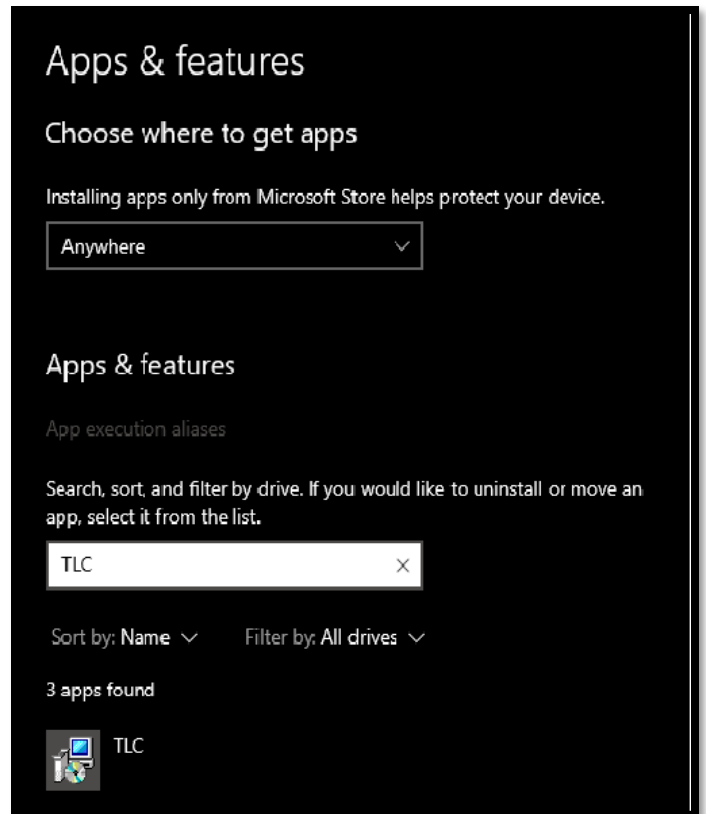


Use the search bar in Apps and Features to find the **TLC Suite**.

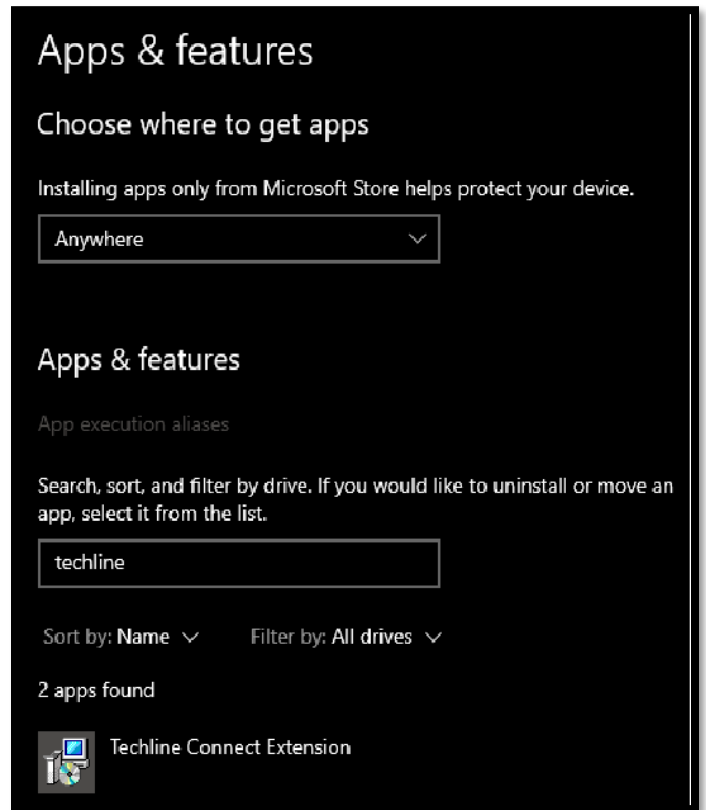
Click the **TLC Suite 2** app and uninstall it (if available).



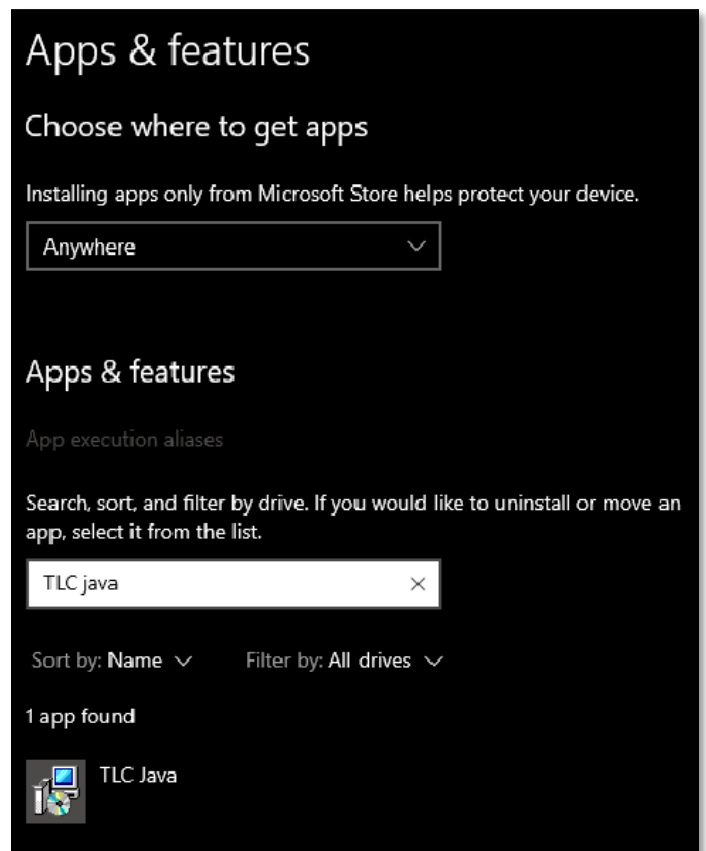
Click the **TLC** app and uninstall it.



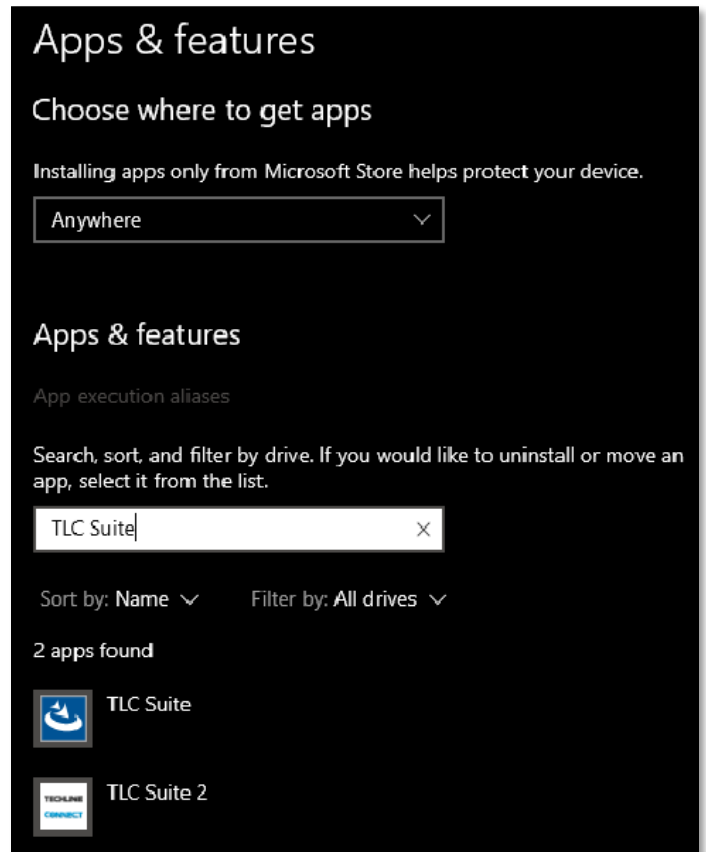
Click the **Techline Connect Extension** app and uninstall it (if available).



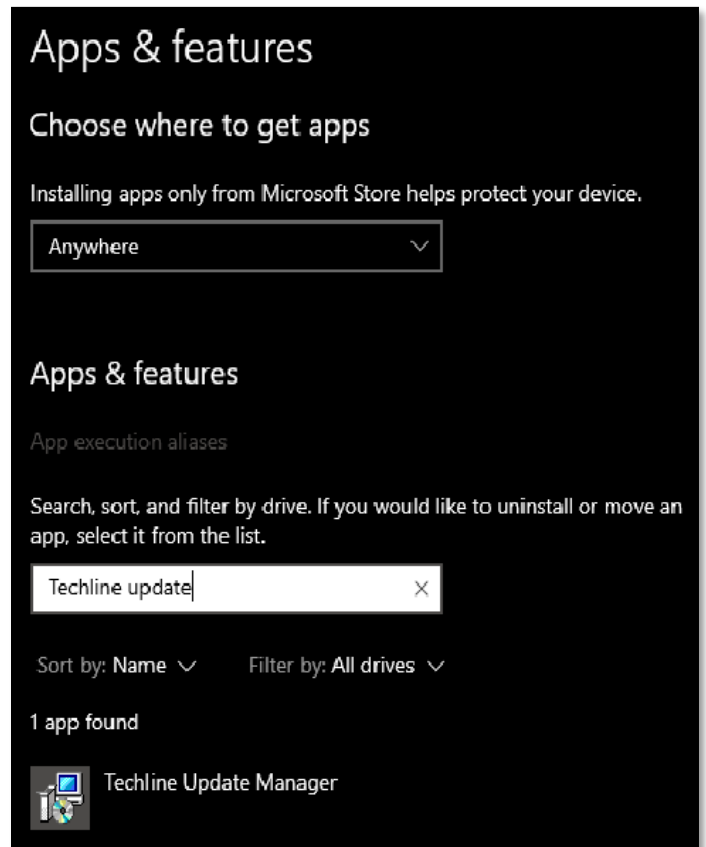
Click the **TLC Java** app and uninstall it (if available).



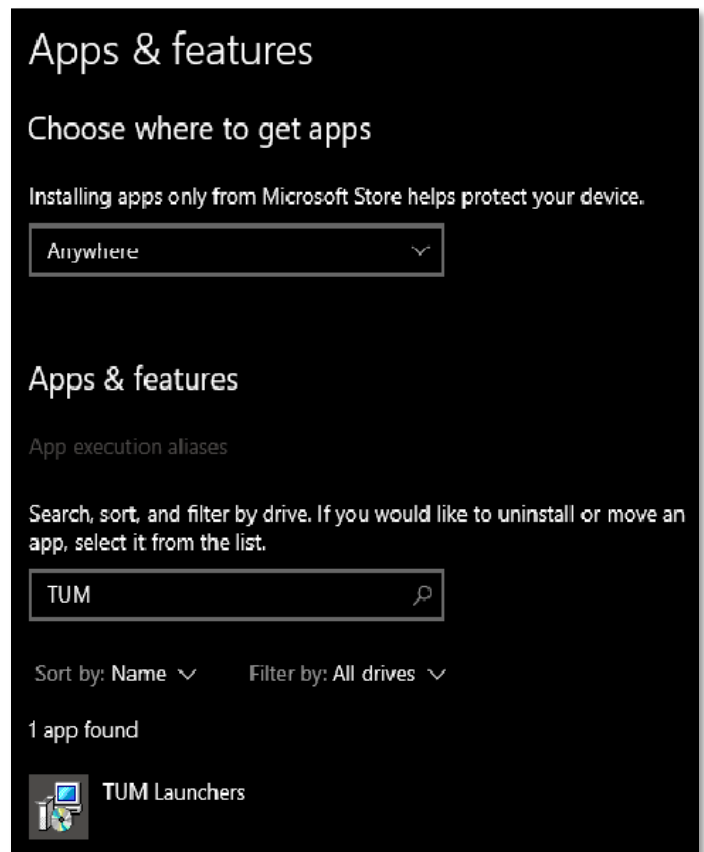
Click on the **TLC Suite** app and uninstall it.



Click the **Techline Update Manager** app and uninstall it (if available).



Click the **TUM Launchers** and uninstall it (if available).

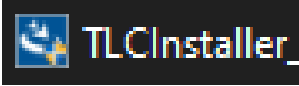


After this step is completed, Techline Connect and all related apps included should be uninstalled. Now, proceed to the installation steps.

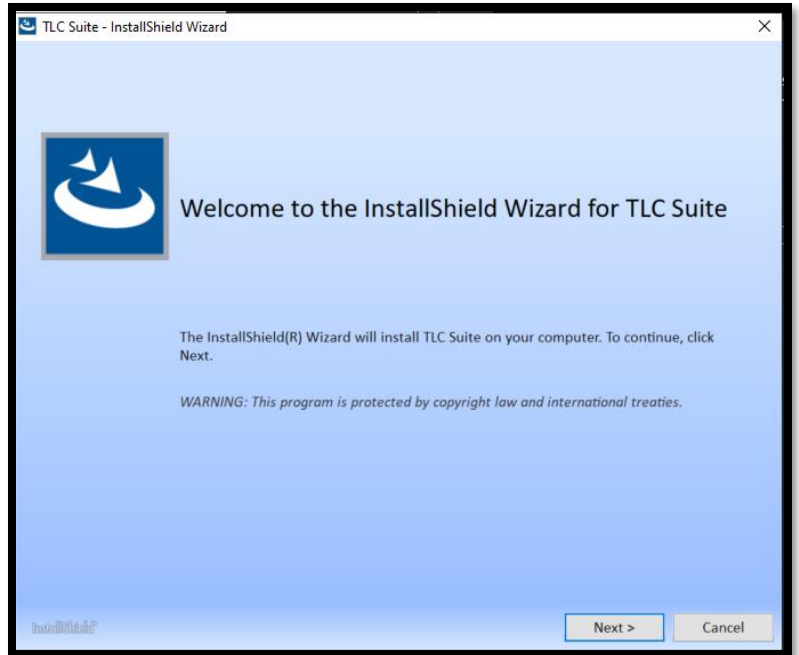


# How to Install Techline Connect (TLC)

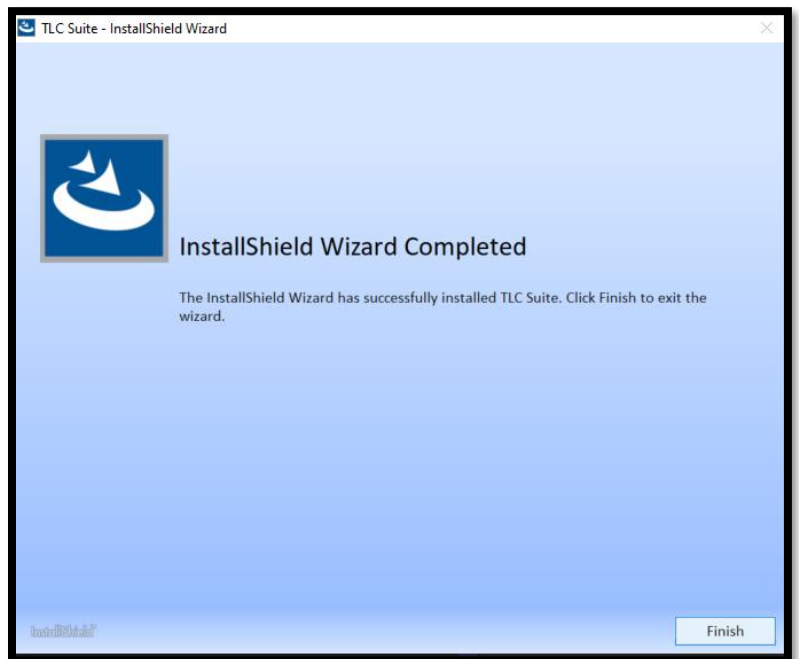
Run the installer file that was downloaded previously.



Follow all the prompts and steps in the installation wizard.

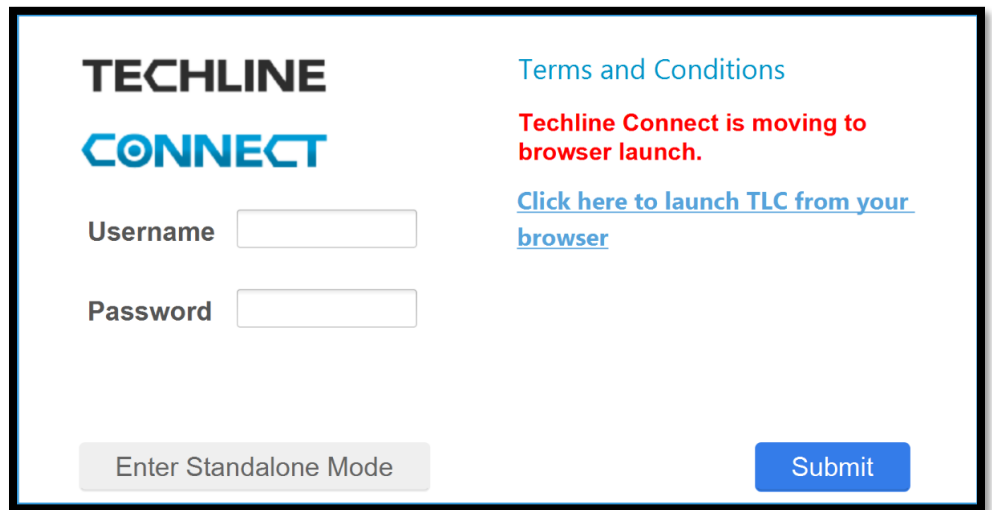


When the Techline Connect (TLC) initial installation is complete, this screen will be displayed.

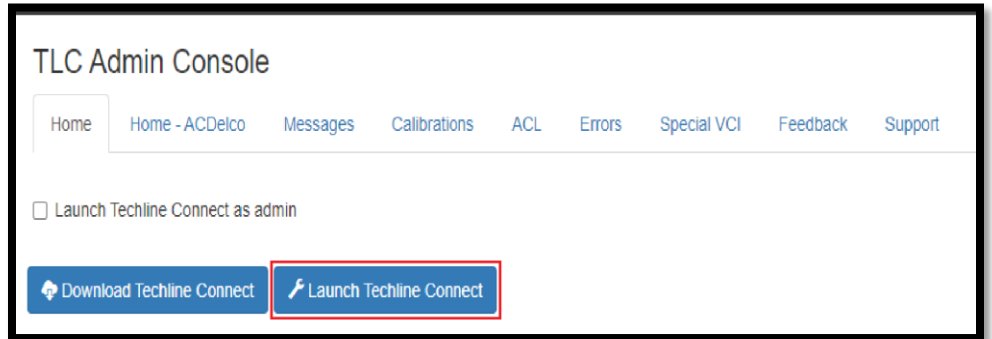


Techline Connect (TLC) will open and request your username and password.

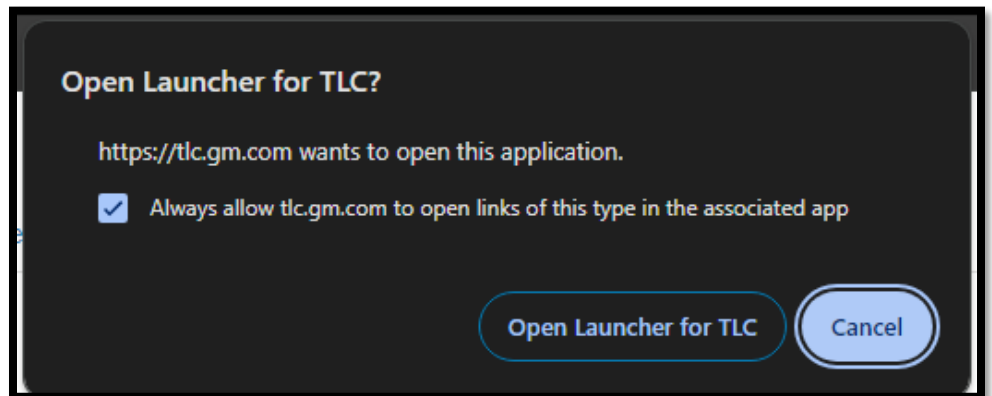
Do not log in here; just close Techline Connect.



Instead, launch **Techline Connect** from the **GlobalConnect Techline Connect** app.

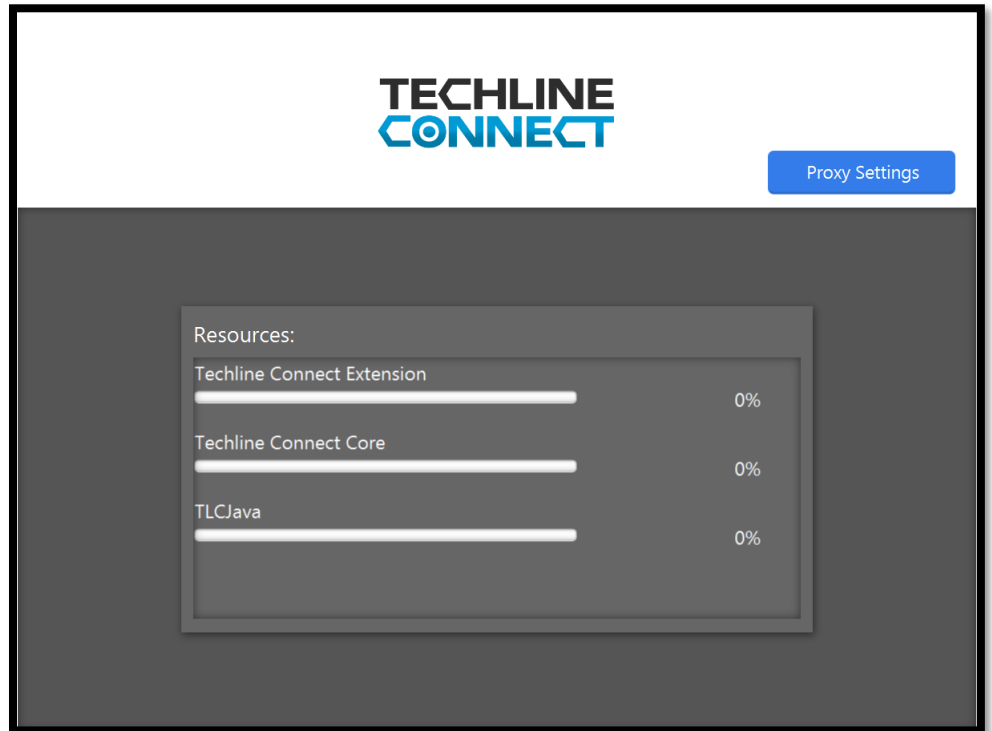


When this prompt screen appears, make sure to check the box and click the **Open Launcher for TLC** button.



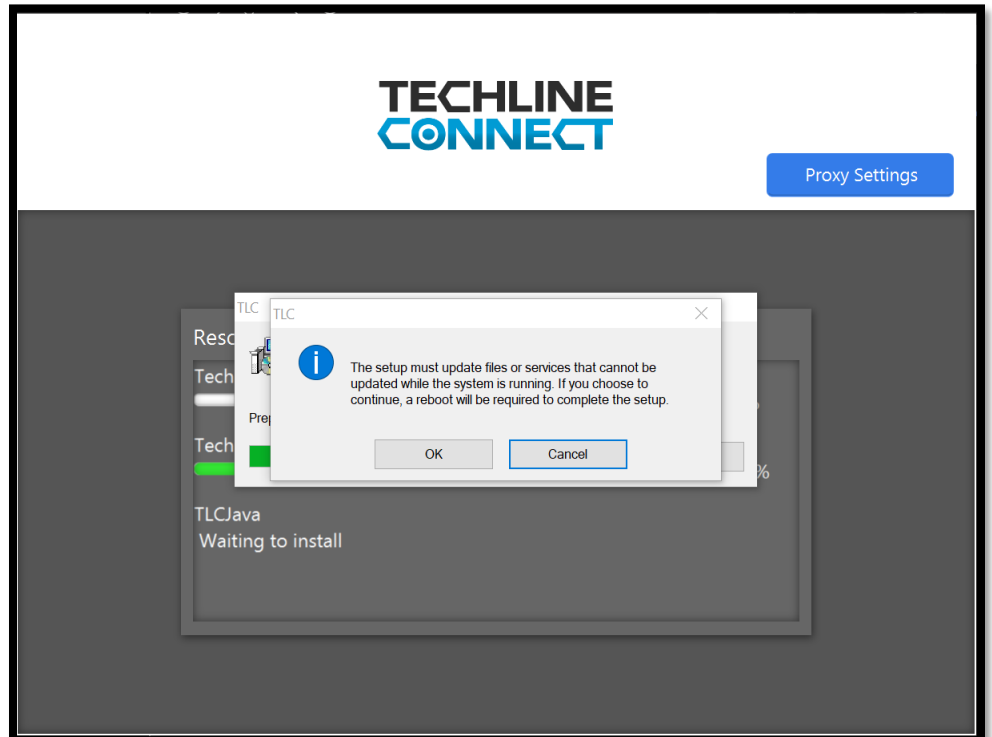
After launching Techline Connect for the first time, a screen like this one will appear.

Depending on your permissions in GlobalConnect, less or more updates may occur. Make sure to accept all prompts and continue with the installation process.



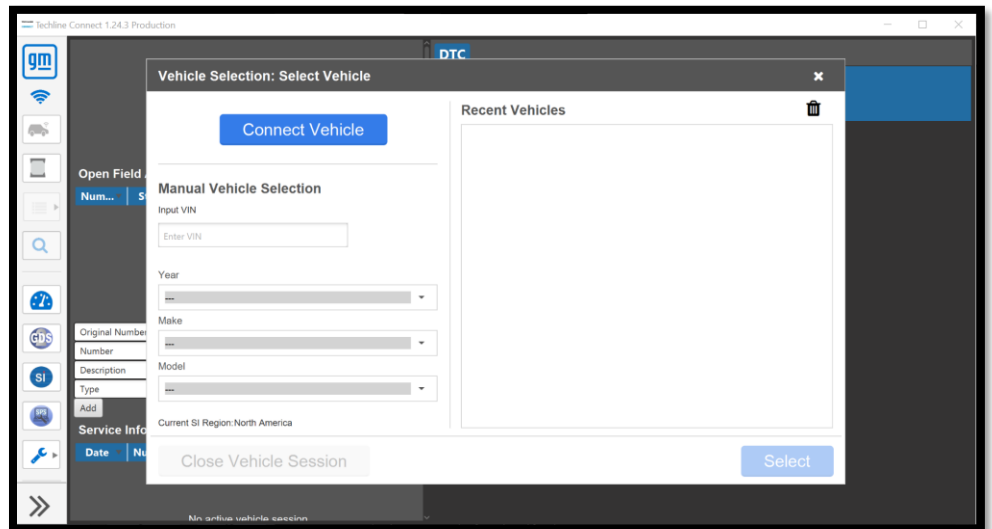
At some point, a pop-up message will ask to **restart the PC**. Click OK.

You must continue with this step to have Techline Connect installed properly. If you click Cancel, you can restart the PC later, but Techline Connect will not open until the PC has been restarted.



After updates are completed, go back to the **Techline Connect (TLC)** page in **GlobalConnect** and launch it again.

If all updates were successful, you should be able to start using Techline Connect.



**TIP:** For Techline Connect to run properly, the app needs local administrative rights. Check with your IT administrator to ensure that these settings are enabled properly.