

TACHO5SAFE

User's manual



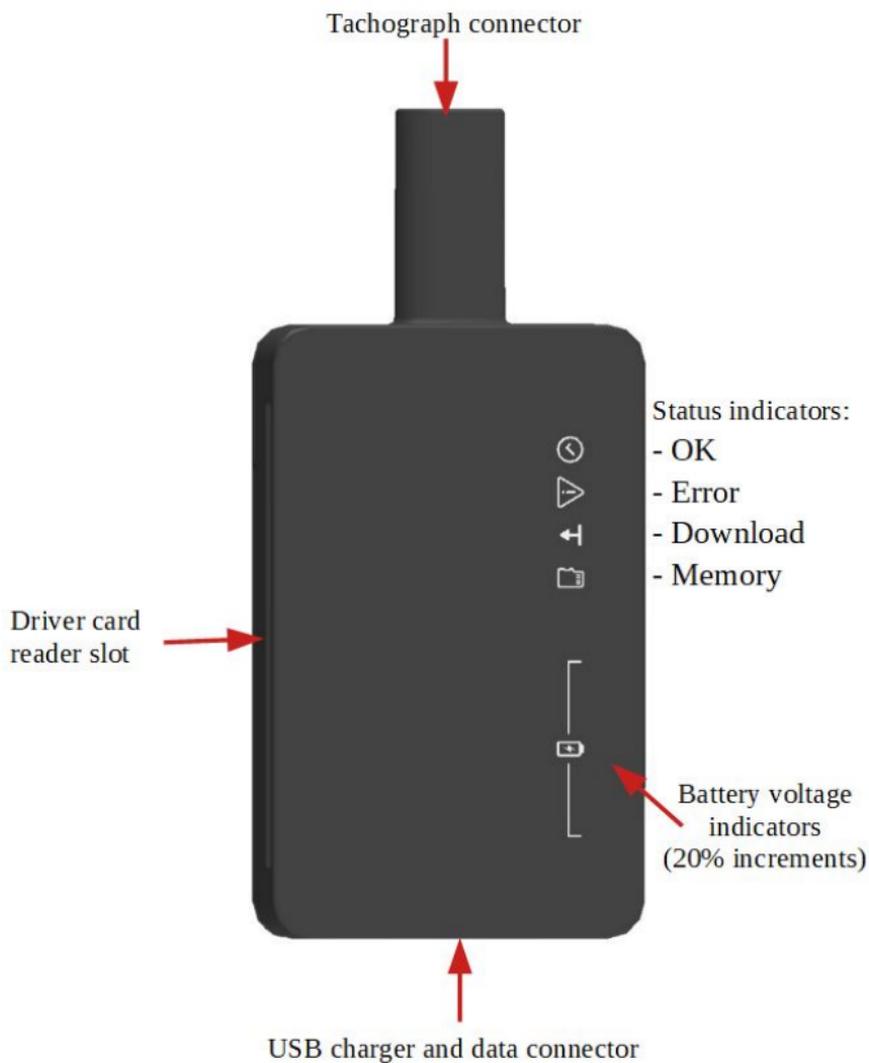
1. Introduction

Tacho5Safe is a digital tachograph and driver card downloading device, which automatically saves the downloads to your user account created in the cloud, via a mobile application.

1.1. What does Tacho5Safe offer?

- second generation **G2** tachograph and driver card download
- fully automatic downloads
- internal memory allows for temporary storage
- digital tachograph download customization via mobile phone
- safe data storage in cloud
- analysing downloaded data on **tacho4safe.com**
- having it's own integrated:
 - tachograph reader
 - driver card reader
 - bluetooth module
 - rechargeable LiPo battery
 - USB data/charging cable

2. Main components



3. Starting the device

The device will power itself automatically if any of the events listed below occurs:

- a driver card is inserted into the card slot
- the device is connected to a tachograph
- the device is connected to a computer

3.1. Understanding the indicator LED-s

During operation, the device displays information about the current process using the built-in led indicators. Understanding them is essential for proper use of the device.

3.1.1. Meaning of led indicators during download

After inserting a card or connecting to a tachograph, the battery level indicators light up for 2 seconds, showing the status of the battery.



During the download, the led corresponding the download status (10% increments) lights up, and a running light indicates that the download is in progress.



When finished, the OK and download symbols light up.



3.1.2. Meaning of led indicators when connected to a computer or a charger

Shows the battery level while charging:



Low battery



Battery charging



Fully charged

3.2. Driver card download

Insert a driver card into the slot on the side of the device, as shown in the figure.

Downloading the driver data starts automatically, while the indicator lights show the progress of the download.

This takes approximately 30 seconds, and the end is confirmed by two light flashes and two beeps.

You can download several driver cards, one after the other, the data collected will be stored and later will be uploaded to the TachoSafe server via the mobile application (see chapter 4.2).



3.3. Digital tachograph download

Follow the steps below to download the digital tachograph:

- Insert a company card into the tachograph's corresponding card reader and make sure it is Locked in into the tachograph.
- Start the mobile application on your phone.
- Plug your device into the tachograph.



The download should start immediately.

In the mobile application you have the possibility to change some of the download parameters. If you don't change them or the device is not connected

to the mobile app, it will download the last 90 days (default setting). More information on this topic can be found in chapter 4.

Depending on the type of tachograph and the amount of data selected, the download process can take up to 5-20 minutes. The end is confirmed by two light flashes and two beeps. You can download several tachographs, one after the other, the data collected will be stored and later will be uploaded to the TachoSafe server via the mobile application for safe storage and analysis (see chapter 4.3)

3.4. Connecting to a computer

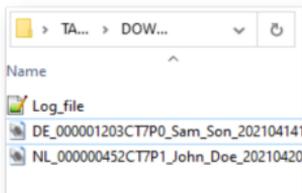
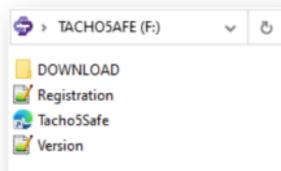
Connect your device to a computer using the provided microUSB cable in order to charge its battery, manage the data stored on it or get the history of events from the Logfile, required in case of faulty operation. The computer recognizes it as USB mass storage device, so you can access the data with regular file management software.

The **Registration.txt** contains information necessary to identify the device.

The **Version.txt** contains the version number of the firmware running on the device.

The **Tacho5Safe.url** takes you directly to the TachoSafe cloud webpage.

In the **DOWNLOAD** folder you can find the files that have not yet been uploaded to the server. The **Log_file.txt** is also located here, which records all important events during the operation of the device.



4. Uploading data to a safe cloud storage

In order for the data stored on your downloader to be uploaded to the online platform, you need your mobile phone as an intermediary device with the Tacho5Safe mobile application installed.

Download the application for your Android or iOS device from the links below:



<https://play.google.com/store/apps/details?id=com.svt.tachosafe.tacho5afe>



<https://apps.apple.com/eg/app/tachosafe/id1635288503>

4.1. Create a new account

If you don't have a user account yet, you can create one by tapping the **Create account** on the main page of the application.

On the next window, please fill in the required information: company name, username, e-mail, password. Valid e-mail is mandatory, because an automatic confirmation e-mail is sent to the provided address.

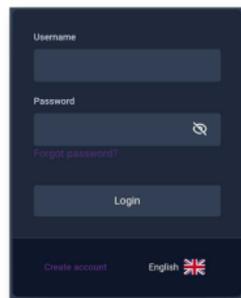
A screenshot of the registration form in the TachoSafe application. The form is dark-themed and contains the following fields: 'Company name', 'Username', 'Email', 'Password', and 'Confirm password'. Below the password fields, there are three checkboxes with labels: 'I agree to the Terms of Service', 'I agree to the Cookie Notice', and 'I agree to the Data Privacy Policy'. At the bottom of the form is a 'Register' button. Below the form, there is a link for 'Already have an account? Login'.

Read the Terms of Service, Cookie Notice and Data Privacy Policy and accept them if you agree. Click the **Register** button to create the new account. Check your mail's inbox or spam folders for the confirmation e-mail. Click the link inside to activate your account.

4.2. Login

On the main page of the application you must enter your username and password, then log into your account by tapping the **Login** button.

You can change the language of the app by clicking the flag on the lower right corner of the screen.



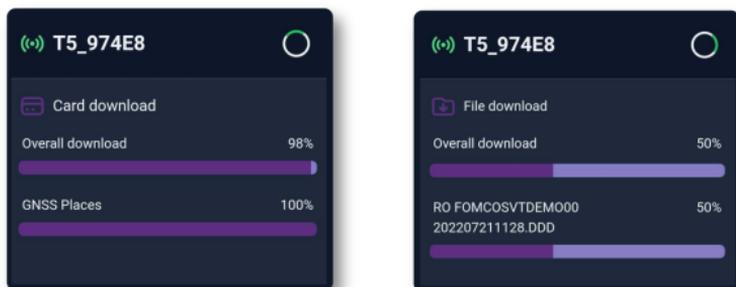
4.3. Adding new devices

After successfully logging into your account and activating your phone's Bluetooth and GPS modules, you will get a list of devices that are nearby and powered on (see Chapter 3). If this is the first time your downloader connects to the application, a QR code icon appears under its name. You need to touch the icon and read the QR code located on the downloader with your phone's camera to establish the connection.



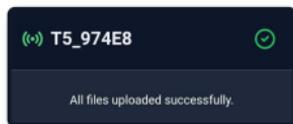
4.4. Downloading data from a driver card

Insert the driver card, that you want to download, into the card slot of your device. From the mobile app, you are able to see the details of the download.



At the end of the process, a green tick next to the device name means the download to your mobile phone was successful followed by the message **All files uploaded successfully**, meaning that your data is uploaded safely to the cloud storage.

In case of an upload failure, data will be temporarily stored on your phone until a successful upload.



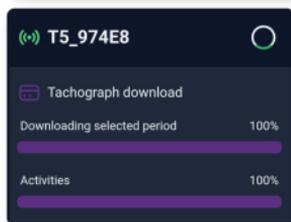
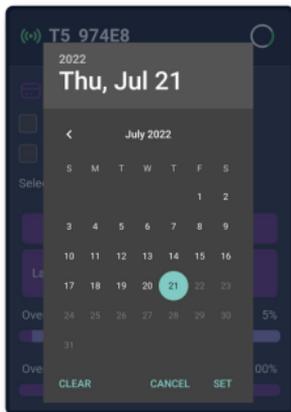
4.5. Downloading data from a digital tachograph

You can download tachograph data automatically using default presets or you can modify the following parameters:

- the **Detailed speed** downloads more information about the speeds of the vehicle, but also increases the download time significantly (default preset: not selected)



- the **Driver card download** allows you to download data from a driver card inserted in the tachograph card reader slot (default preset: not selected)
- **Select download period:** download data from last month, last three months or all the data stored on the tachograph. You can also set custom **Start date** and **End date** for a different download period, then confirm your choice with the **Set** button. (default preset: last 90 days)



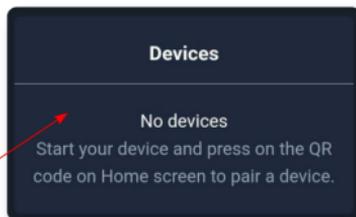
After setting all the desired parameters, the detailed options window disappears and the download continues with the new settings.

4.6. Managing devices

See a list of your available devices by clicking the button on the upper left corner.

You can also delete devices that are no longer in use.

To add a new device, see chapter 4.3.



4.7. User settings

Click the button on the upper right corner, in order to:

- check the username you are currently logged in with
- switch between a dark mode or a light mode theme
- change the application language
- log out of the application.



5. Troubleshooting

Error	Details	Solution
1.) battery voltage is too low	 <p>the error and low battery indicators light up</p>	Connect the device to a USB charger or a computer in order to charge the battery
2.) not enough free memory left	 <p>the error and memory symbols light up</p>	Upload the files to the TachoSafe cloud storage via the mobile app
3.) error during the download process	 <p>the error and download symbols light up</p>	<ol style="list-style-type: none"> 1. Disconnect and wait for the device to power itself off then reconnect it to start the download process over. 2. If the problem persists, please contact the nearest TachoSafe service for repairs
4.) "Failed to upload some files." error message	 <p>upload error at the end of automatic download</p>	Usually an internet error during download or upload is causing the issue. The files are temporarily stored in the phone's memory. Make sure your phone is connected to the internet.
5.) Can't download driver card	Card not inserted properly or card chip is damaged	<ol style="list-style-type: none"> 1. Check if the card was inserted as described on chapter 3.2. 2. Check the integrity of the chip on the card
	Card reader error	Please contact the nearest TachoSafe service for repairs
6.) Can't download digital tachograph	Company card error	<ol style="list-style-type: none"> 1. Check if a valid company/service card was inserted properly into the digital tachograph. 2. Check the integrity of the card and chip on the card.

	Contact or connector error	<ol style="list-style-type: none"> 1. Disconnect and reconnect the device to the tachograph. 2. Check the integrity of the connectors on both devices.
	Faulty tachograph reader	Please contact the nearest TachoSafe service for repairs.
7.) NO power	Battery empty	Connect the device to a USB charger or a computer in order to charge the battery
	Faulty battery or microUSB connector	<ol style="list-style-type: none"> 1. Replace your battery. 2. If the problem persists, please contact the nearest TachoSafe service for repairs
8.) File system error	The computer can't read or write the file system properly or other mass storage faults appear	Check and repair the file system integrity with a Scan disk tool. (Warning: this might erase or corrupt some data in the process).
9.) "USB device not recognized" error message on your computer	USB connection error	Disconnect and reconnect the data cable.
	USB cable error	Change the data cable.
	Faulty memory chip or other internal error	Please contact the nearest TachoSafe service for repairs.
10.) NO or faulty Bluetooth connection	Device not appearing in the mobile application	<ol style="list-style-type: none"> 1. Make sure Bluetooth access is enabled on your phone. 2. Restart your app, and try again. 3. Restart your phone, and try again. 4. If the problem persists, please contact the nearest TachoSafe service for repairs

6. Led indicator messages



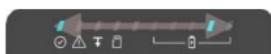
Battery low



Battery fully charged



Battery voltage status



Download in progress



Not enough memory left



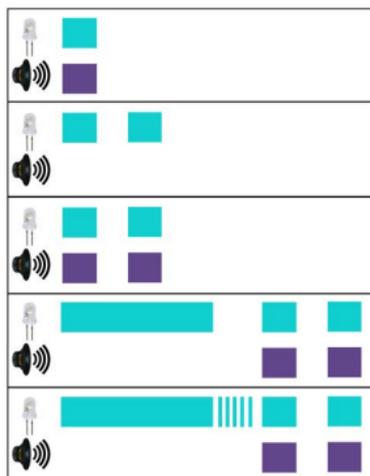
Download successful



Download error



Meaning based on flashing and beeping:



Device is starting up

Device is shutting down

Download finished

Firmware update

Bootloader update

7. Useful links

TachoSafe Cloud webpage:

You can find all your uploaded driver and tachograph data here!

<https://tacho4safe.com>



TachoSafe helpdesk support:

You can find answer and solution to most of your questions here!

<https://tachosafe.freshdesk.com/support/home>

