FleetLink Mobile Troubleshooting Reference Notes

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Introduction

This document describes some commonly encountered FleetMind system functional issues, the standard procedures for their troubleshooting and correction, and the parties responsible for performing those procedures.

Responsibilites	
Key	**Actor**
SWS	Contract Solid Waste Services personnel
IT	Contract Information Technology personnel
FM	FleetMind Support personnel

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For Solid Waste Services Personnel: Accessing System Configuration Menus

There are two levels of configuration menus:

- **Basic**: This menu can be accessed by drivers and requires no special login credentials.
- **Advanced**: This suite of menus is intended for supervisory, installation, and IT personnel only. It is accessible only by authorized users, and is password-protected.

See Also...

For a comprehensive description of all parameters configurable locally on the mobile platform, refer to *Fleetlink Mobile System Configuration Reference Manual*, part of the technical documentation suite provided with your FleetMind System.

Basic Menu

To access Basic configuration menu settings:

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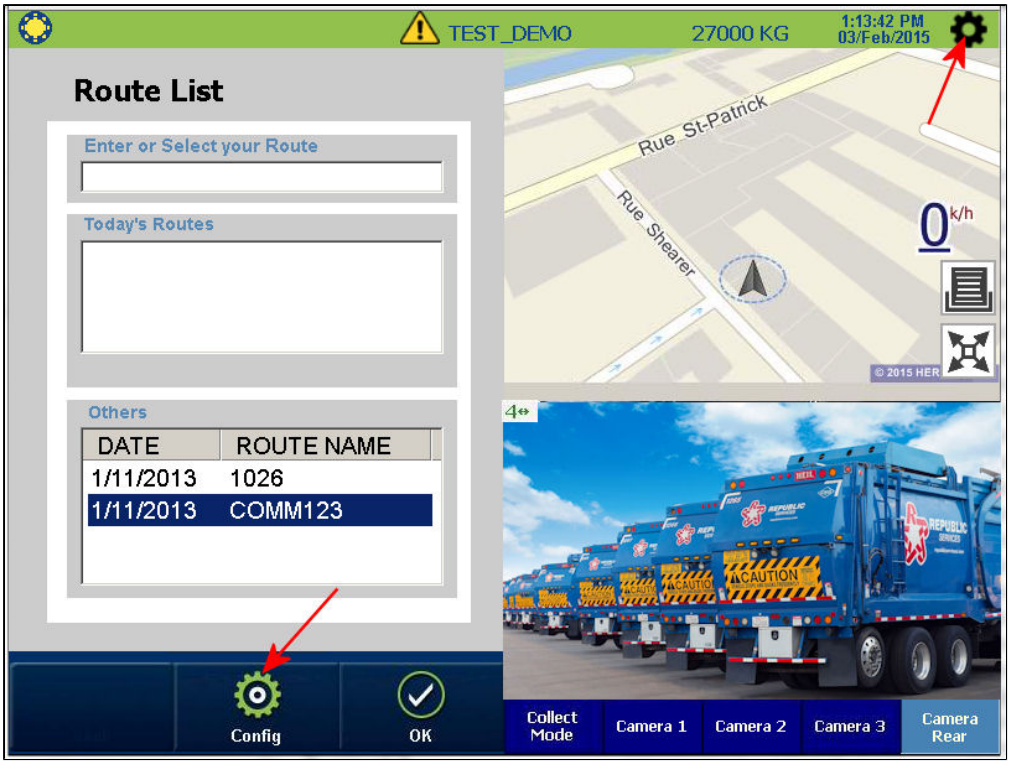
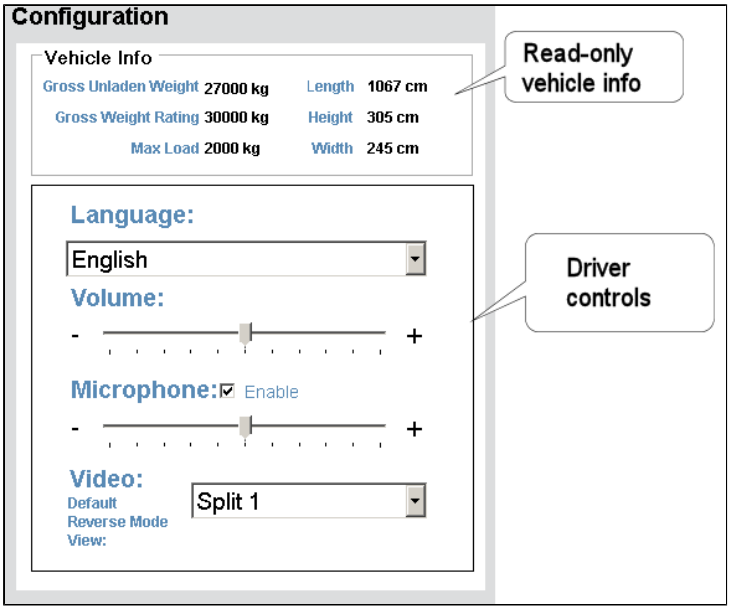
1. From the Route List panel, press the **Config** (gear or cog) icon located at the bottom of the Menu Pane.
   You can also access the configuration menus at any time by pressing the gear icon in the status bar.



The Basic configuration menu displays.



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The upper area of the interface displays read-only information, the lower area driver-configurable settings.

Advanced Menus

To access Advanced configuration menu settings:

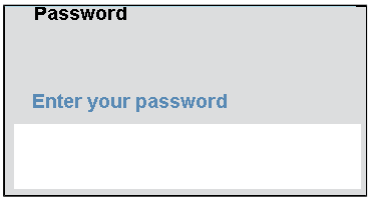
1. At any time, press the **Config** button located at the bottom of the Menu pane.

   You can also access the configuration menus by pressing the gear icon in the status bar.

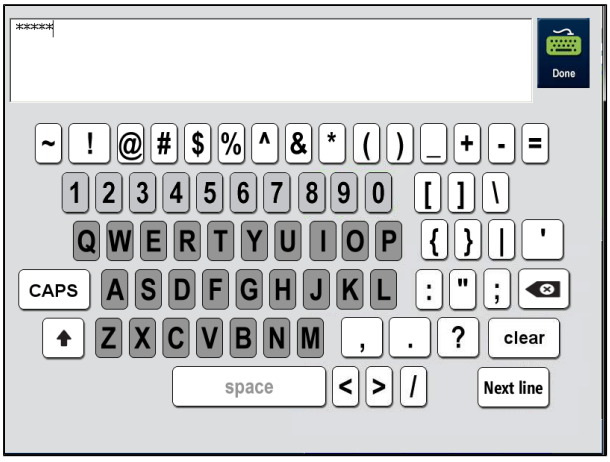
   The Menu pane refreshes, displaying the Basic configuration menu.

2. Press the **Sys** button located in the lower-right corner of the Menu pane.

   A password dialog displays in the Menu pane.

3. Press the **Enter your password text field** to display the virtual keyboard.

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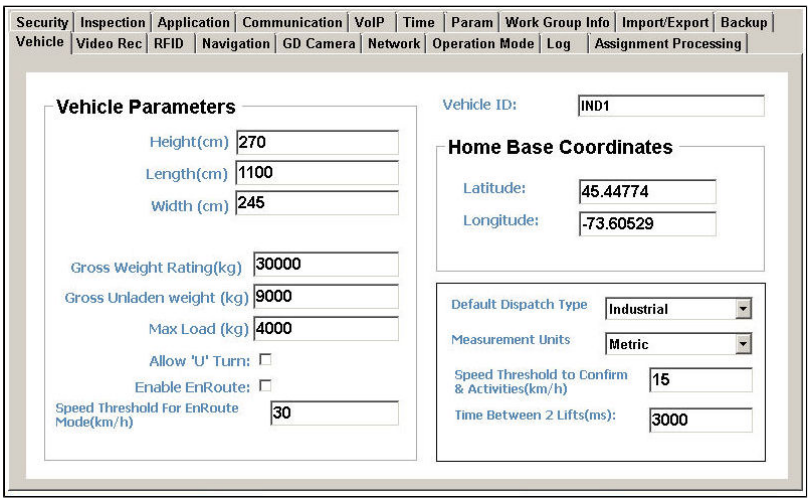
4. Press the **Done** button.

The password dialog displays again.

5. Press the **Go** button.

The Advanced menu interface displays.



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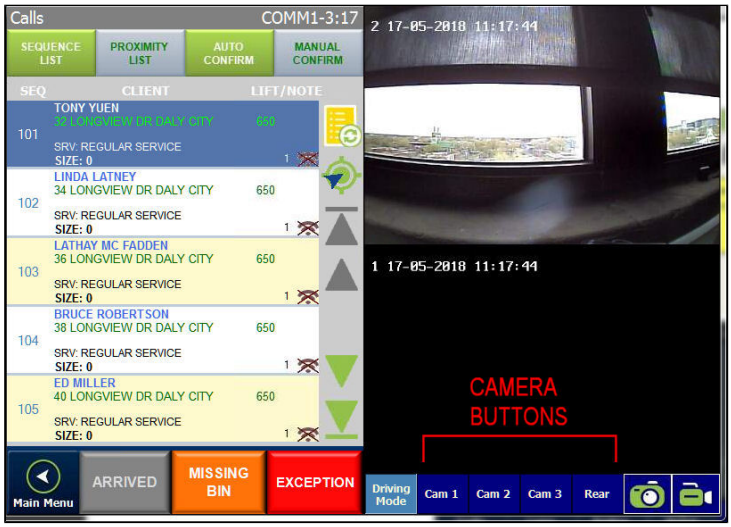
Camera Issues

If no image or the incorrect image displays in the picture pane, do the following checks.

1. Camera tests to be done on site:

   a. Check whether all or one camera is not displaying video feed from Waste App menu (SWS).



   b. Swap camera reported as defective with a functional one from connectors (SWS) .

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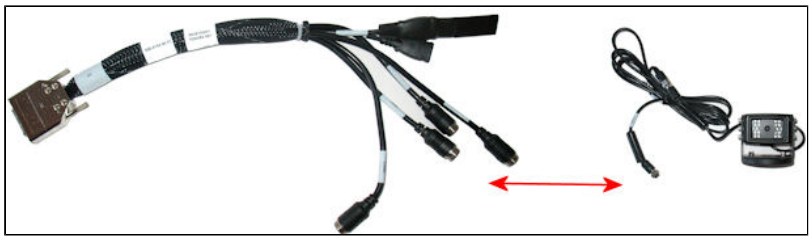
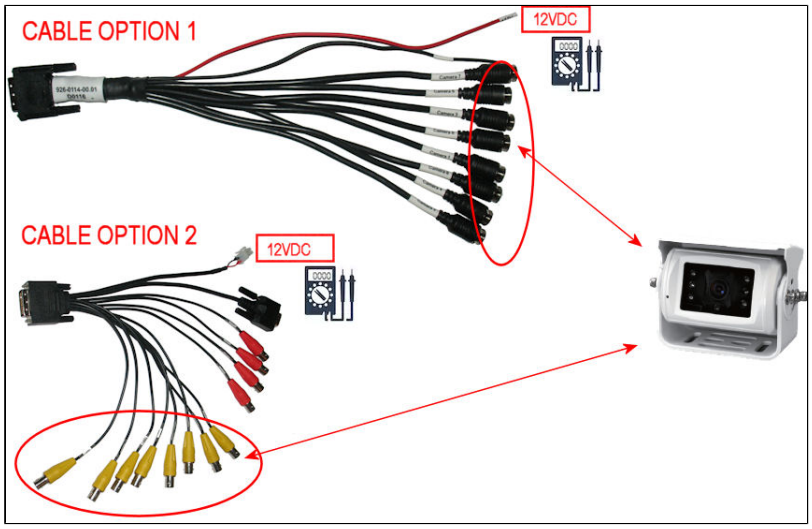
c. Do a visual check (where possible) for cable defects between the screen and the camera (SWS).

GD4010



TREK



d. Using a multimeter, ensure that camera is getting electrical power.

e. Swap defective camera with spare or non critical camera (SWS)

2. Camera Configuration change via remote configuration (FM support) .

a. Select recording cameras for accident recorder (SWS)

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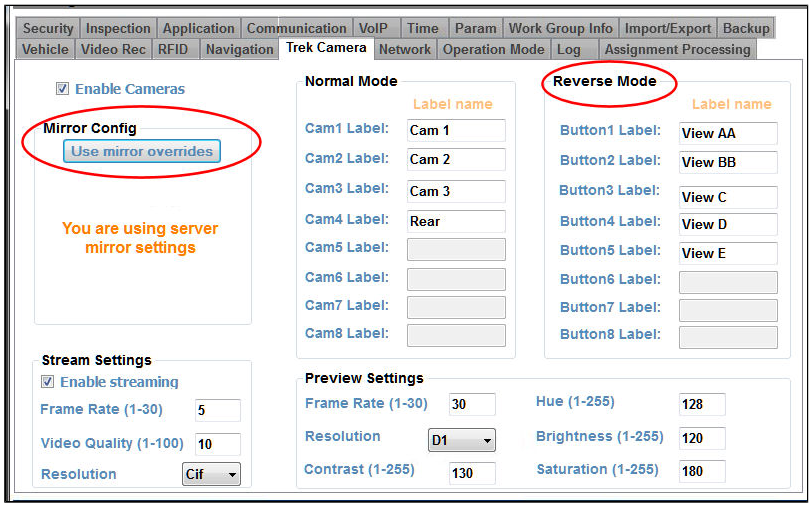
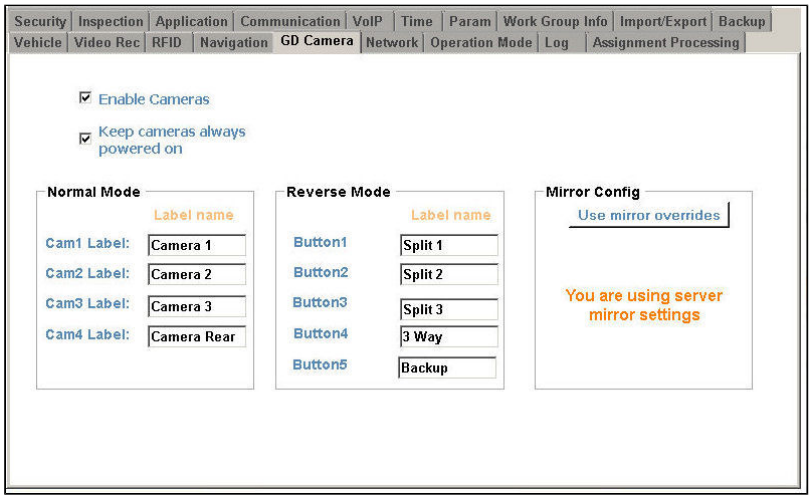
b. Change mirroring and default camera reverse (SWS)

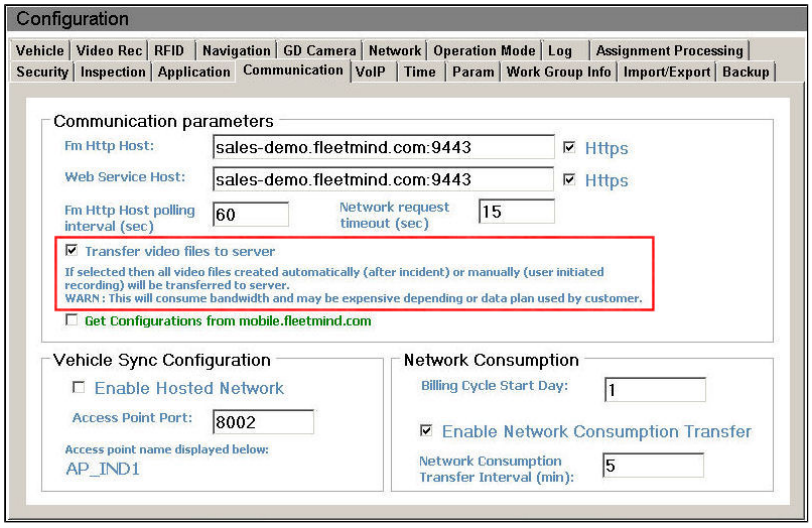
Trek Camera or GD Camera menu





c. Enable or disabled the video transfer (SWS).

Communication Menu



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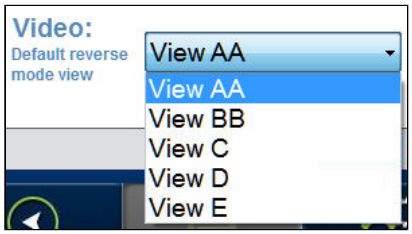
d. Change default camera and default reverse view (FM Support).

   i. for a single vehicle, use the basic configuration menu. (SWS)



   ii. for an entire fleet, the global change must be done by FM Support .

e. Change reverse trigger (hardware profile changes) (FM Support)

f. Change camera button names and position (FM Support)

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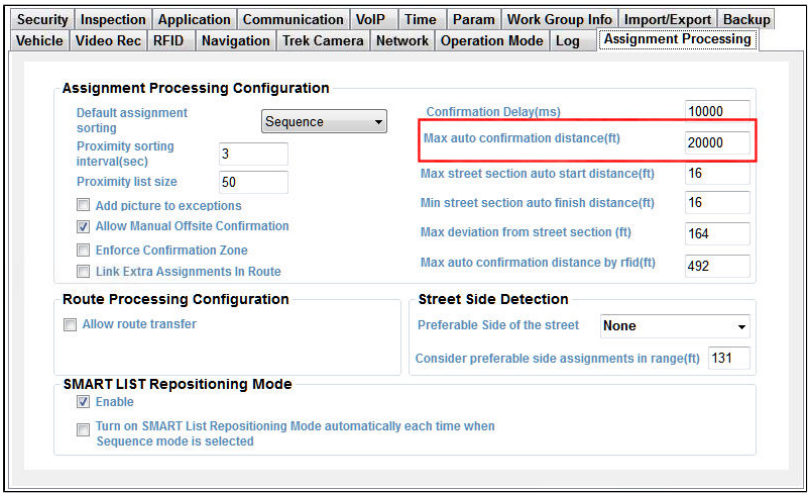
Waste App Configuration Changes

Many assignment confirmation-related issues can be corrected by adjusting WasteApp parameter values via the System Configuration menus.

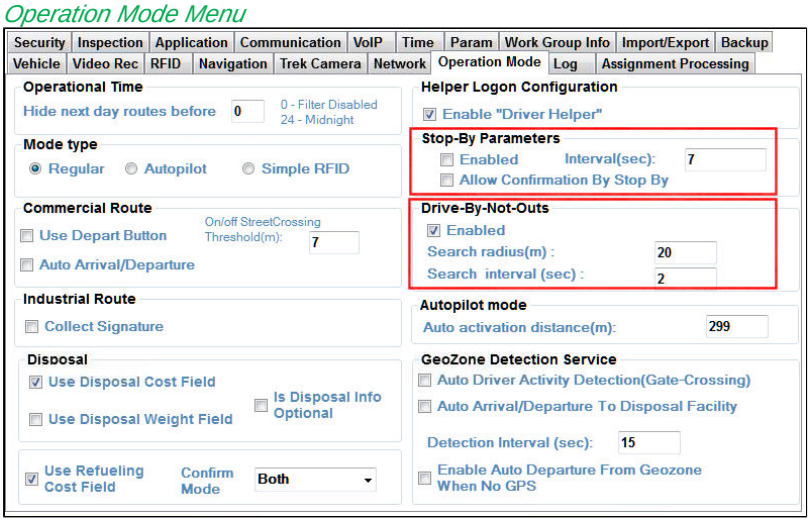
1. **Max Confirmation Distance** – Value change (for missing confirmations) (SWS).
   This parameter specifies the distance threshold for automatic confirmations by RFID. Auto confirmations are not done for distances greater than the threshold value.

   Assignment Processing Menu



2. **Stop-By and Drive-By Confirmations** (SWS) .
   Parameters related to stop-bys and drive-bys can be adjusted via the Operation Mode Menu.

   Operation Mode Menu



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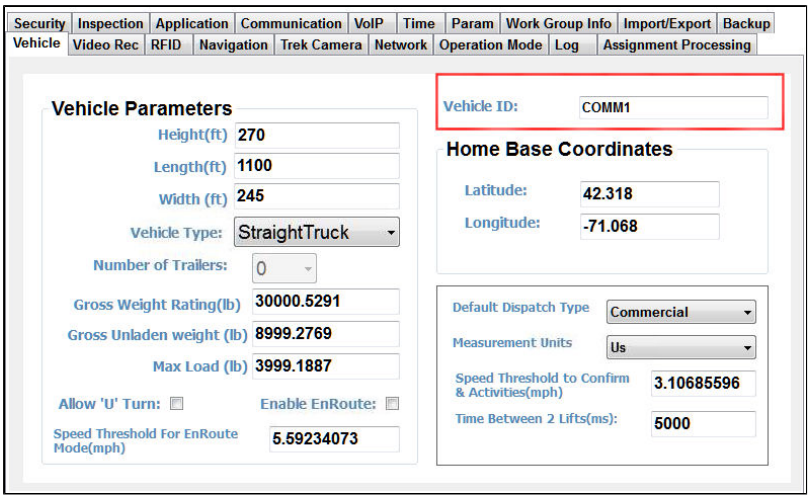
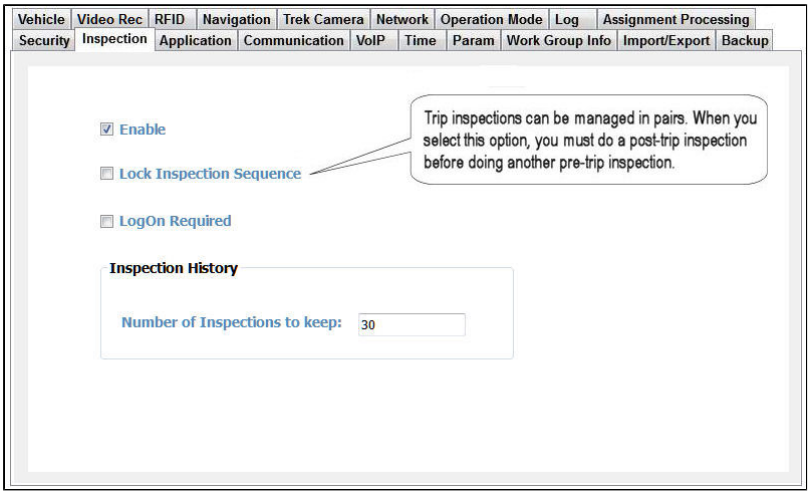
3. **Connection details, vehicle name, trip inspection activation parameters.** (SWS)

Verify vehicle identification using the Vehicle menu.



Specify trip inspection parameters using the Inspection menu.



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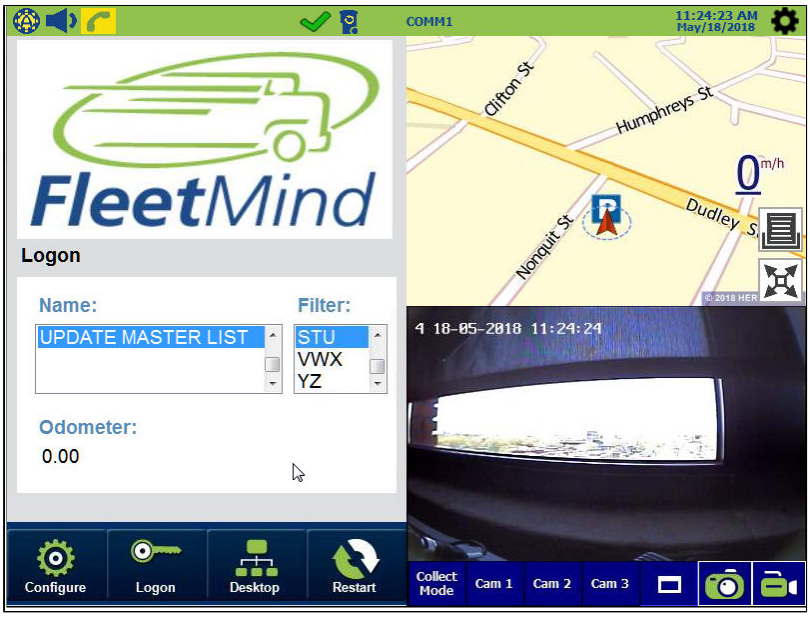
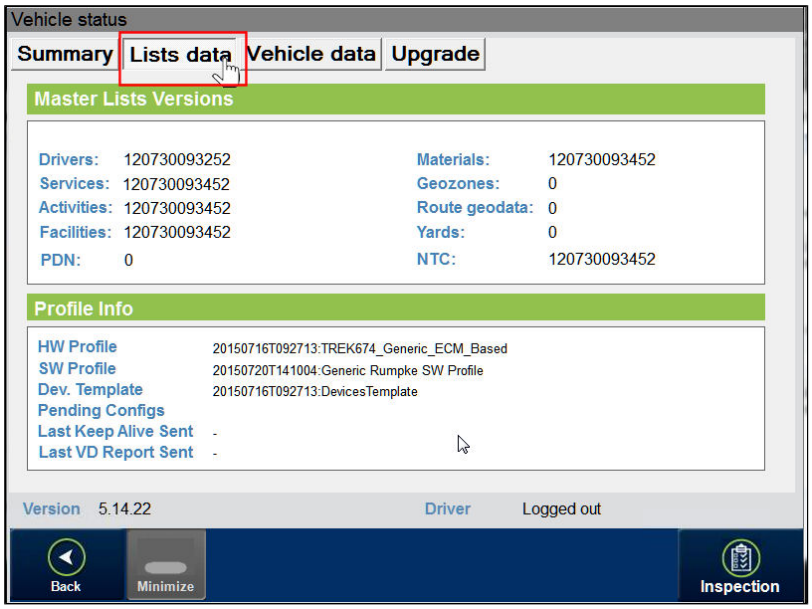
4. Missing drivers list (Update master List) (SWS).



a. Select the green check mark (or yellow caution sign) in the status bar to view the Vehicle Status panels,

b. Choose the **Lists Data** tab.
The versions of the Master Lists display in the panel below.



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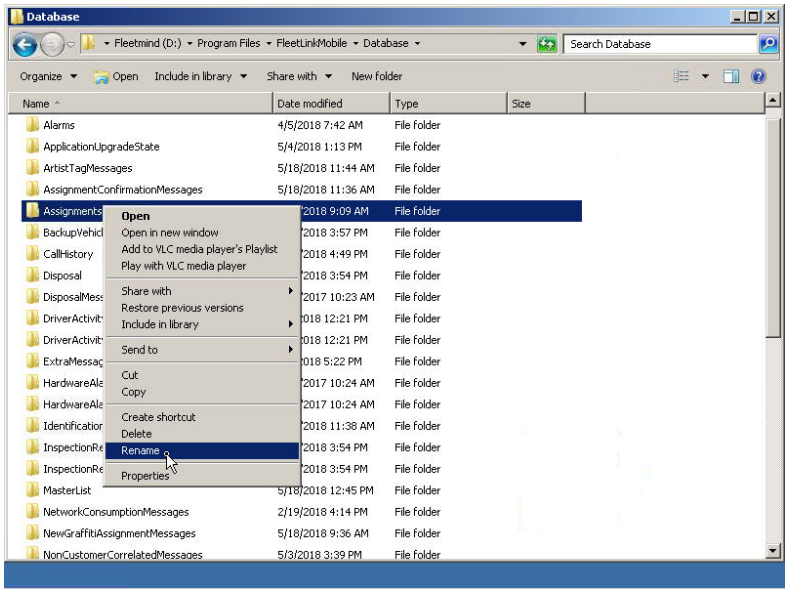
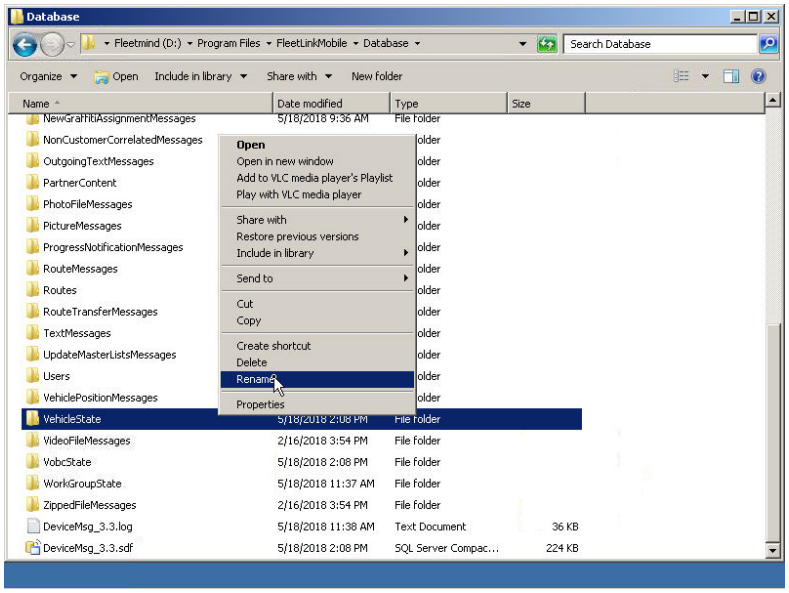
Waste App Troubleshooting

1. Freezing or not loading at Startup (Database clear and/ or reinstall). (SWS)
   a. Open Windows Explorer and locate and rename the following folders to whatever name you like:
   `D:\Program Files\Fleetlink Mobile\Database\Assignments`
   `D:\Program Files\Fleetlink Mobile\Database\VehicleState`





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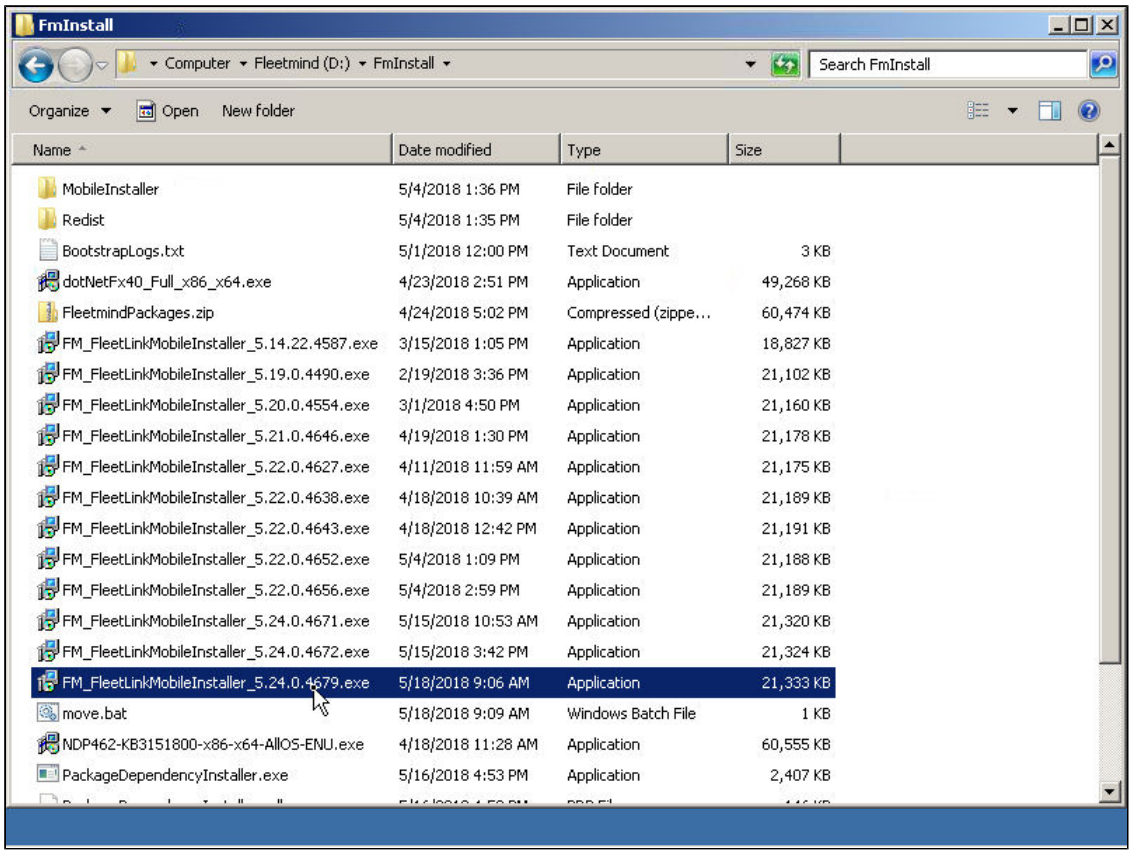
b. Restart WasteApp using the shortcut on the Windows desktop or by running "D:\Program Files\FleetlinkMobile\wasteApp\WasteApp.exe".

When WasteApp reloads, it recreates the Assignments and VehicleState folders.

c. In the event that you need to reinstall WasteApp, navigate to the following folder and run FM_FleetLinkMobileInstaller_x.xx.x.xxxx.exe.



2. No connection to server (check 3G signal and service activation, antenna check/swap) (SWS)

To view connection details (GD4010):

a. If WasteApp is running, exit to the Windows desktop.

b. Select the Toolbox icon on the desktop.

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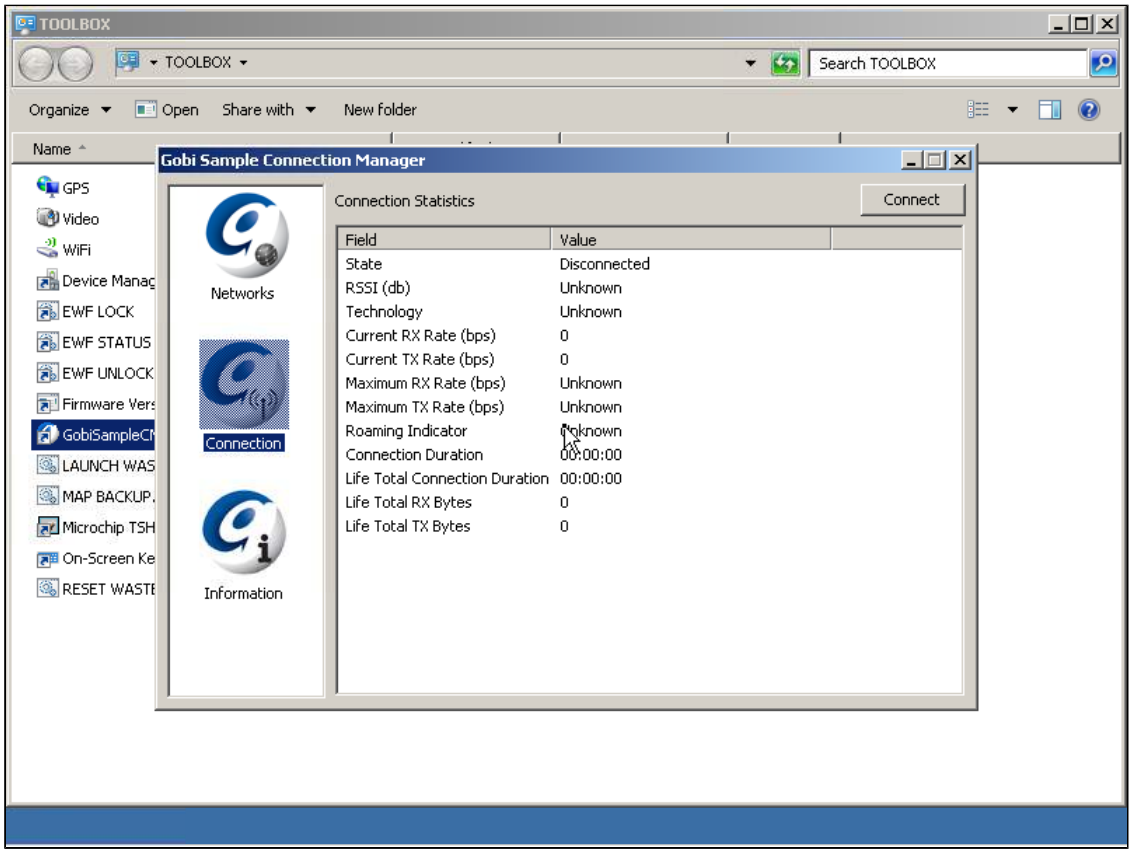
c. Select GobiSampleCM.

The Gobi Sample Connection Manager window displays.



To view connection details for the Trek-674 DVR system, use the Skylight shortcut on the Windows desktop.

3. Only Reverse camera view at Startup (Waste App form not loading) (SWS)
4. System restarting (failed update procedure) (SWS)

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Escalated Troubleshooting Steps (Hardware Fix on Site by SWS Mechanic)

1. Camera wires: more intrusive investigation; part of Camera Issues – Check/Replace (SWS)
2. Lift arm Sensors and DAS calibration. (SWS)

   a. Regardless of arm position, press and hold the T1 button until the **out 1** LED blinks steadily, indicating T1 is ready to be programmed.
   b. Position forks to point **1A** .
   c. Briefly press and hold the T1 button until the **out 1** LED turns solid. It will then continue to blink steadily.
   d. Position forks to point **1B** .
   e. Briefly press and hold the T1 button until the **out 1** LED turns and remains solid, indicating programming is complete.
   f. Press and hold the T2 button until the **out 2** LED blinks steadily.
   g. Position forks to point **2A** .
   h. Briefly press and hold the T2 button until the **out 2** LED turns solid. It will then continue to blink steadily.
   i. Position forks to point **2B** and then dismount the tilt switch and rotate it an extra 45 degrees in the same direction, ensuring an absolute position.
   j. With the tilt switch in the absolute position, briefly press and hold the T2 button until the **out 2** LED turns and remains solid.
   k. Return switch to its original mounted position.

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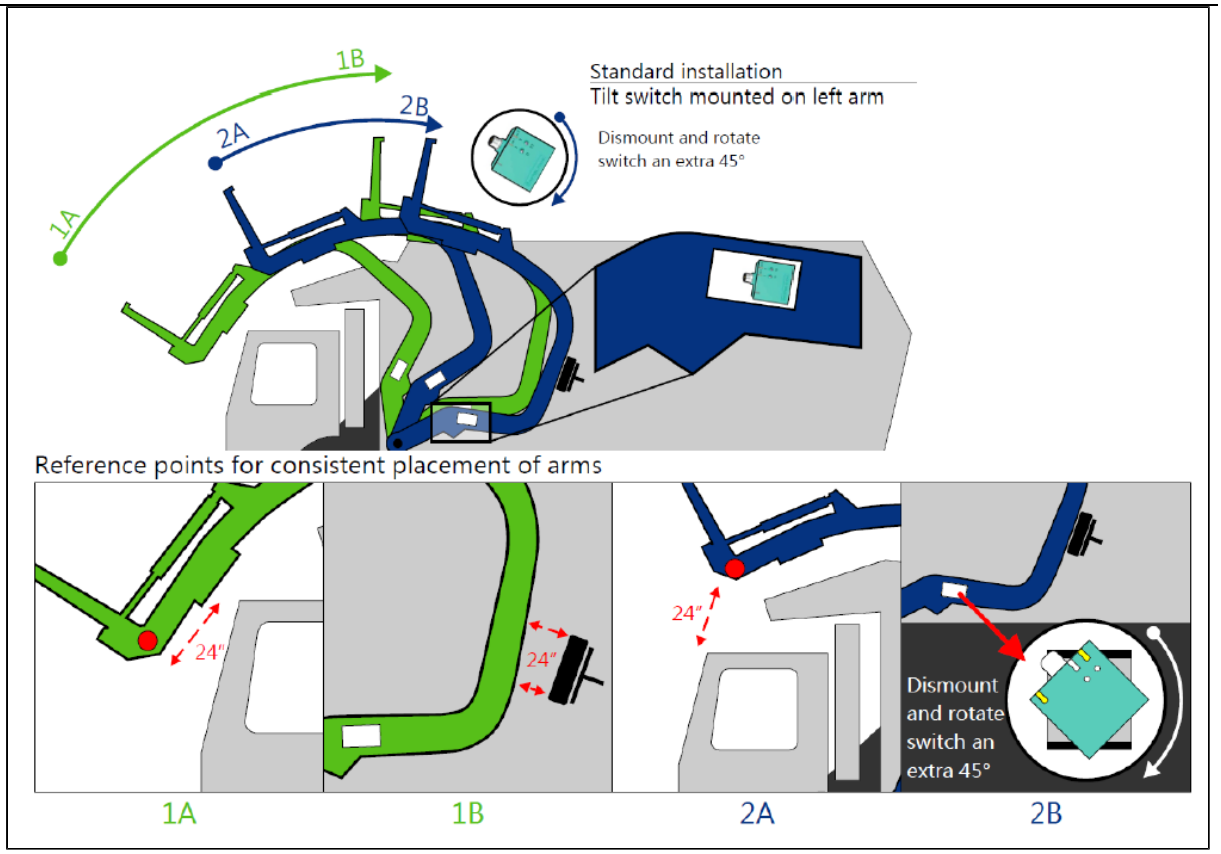
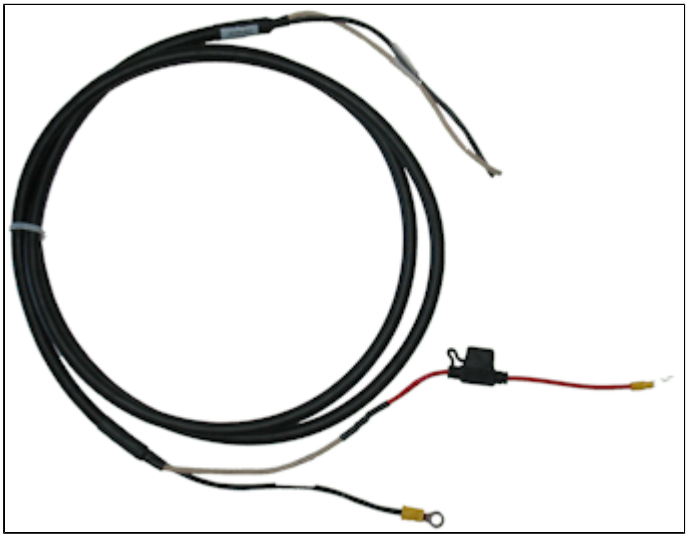


3. **Reverse and Brake cable checks (0v-12V -0V for trigger confirmation)** (SWS)

Reverse/Brake Cable



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a. **Reverse**

Some trucks have a reverse stud available which you tap into via ring terminal. In other trucks, you need to locate the reverse wire and tap into it. The easiest way to locate a reverse signal is to follow the wiring of the existing camera system, as it is almost always tapped into reverse.

b. **Brake**

Some trucks have a stud available for brake signal, usually labeled 'stop lamp' which you connect to via ring terminal. You typically connect to other trucks in one of two ways, 1) via the brake post right above/behind the brake pedal 2) locating the brake wire and tapping into that. Some trucks require locating the fuse panel and finding the correct tap point on that panel.

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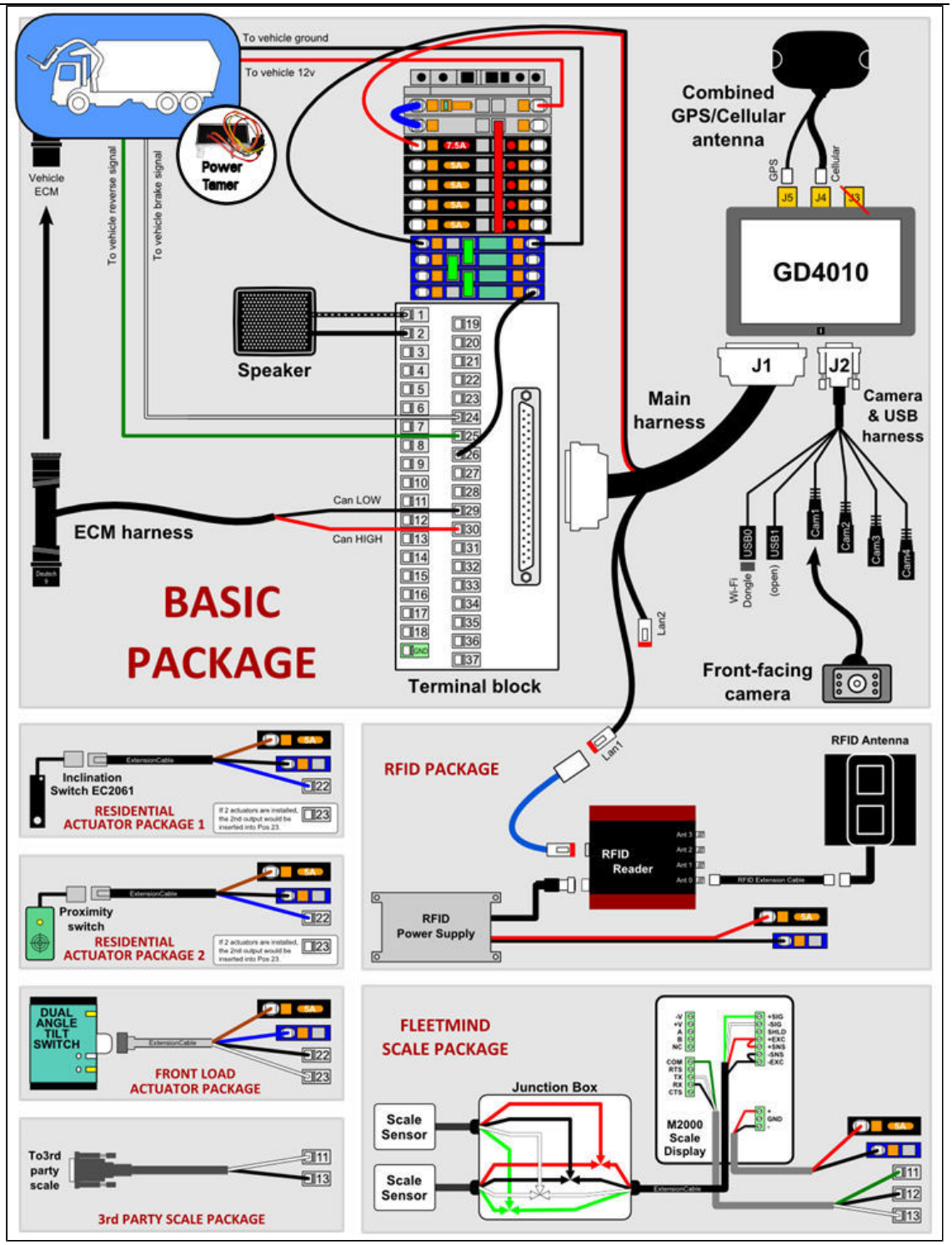

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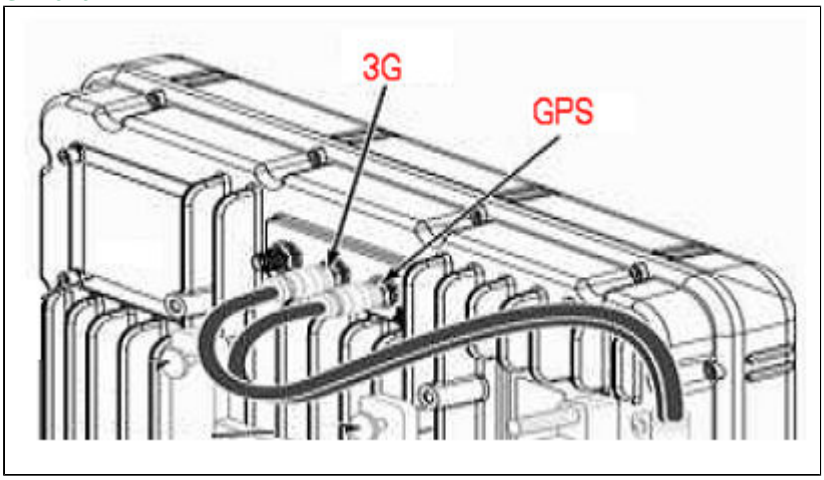
4. ECM cable connection, cradle and Y cable check (SWS)

5. GPS and 3G antenna check/swap *(SWS)*

GD4010



Trek

6. Scale Calibration and sensors replacement. (SWS)
7. Full install and migration between trucks (if computer defective, then swap computer). (SWS)

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8. Computer replacements (troubleshooting item) possible issue resolution specified by FM, computer replacement by spare. (SWS)

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