



Getac Installation and Troubleshooting Notes

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[Getac Installation and Troubleshooting Notes.pdf](#)

Introduction and Intended Audience

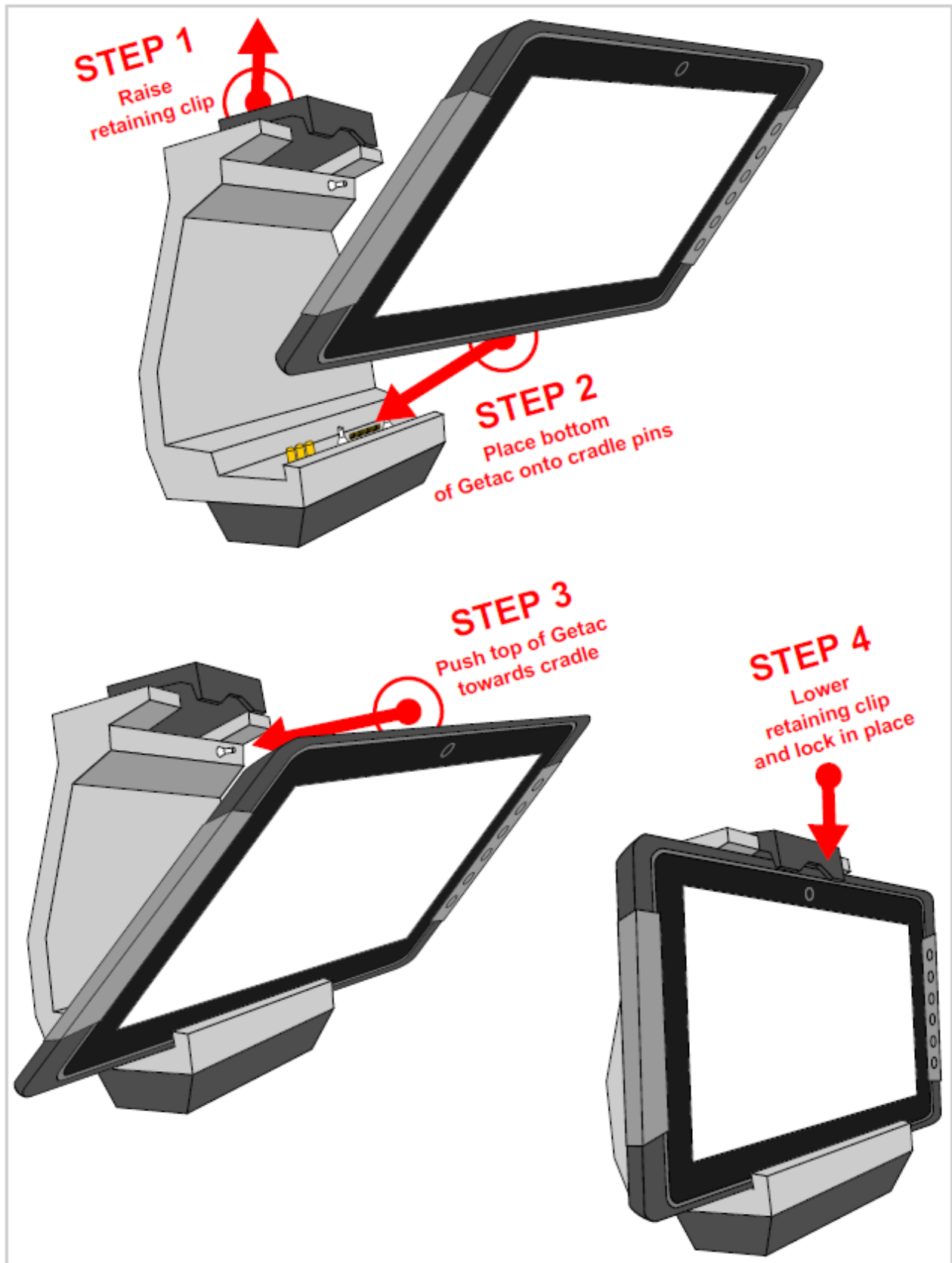
This document is intended for installers and integrators of FleetMind Solutions' Getac Mobile platform. It provides important installation notes, reference diagrams, and troubleshooting tips to assist you with your installation.

In order to ensure a successful and trouble-free installation at the client's site, we make the following recommendations, which we strongly suggest that you follow:

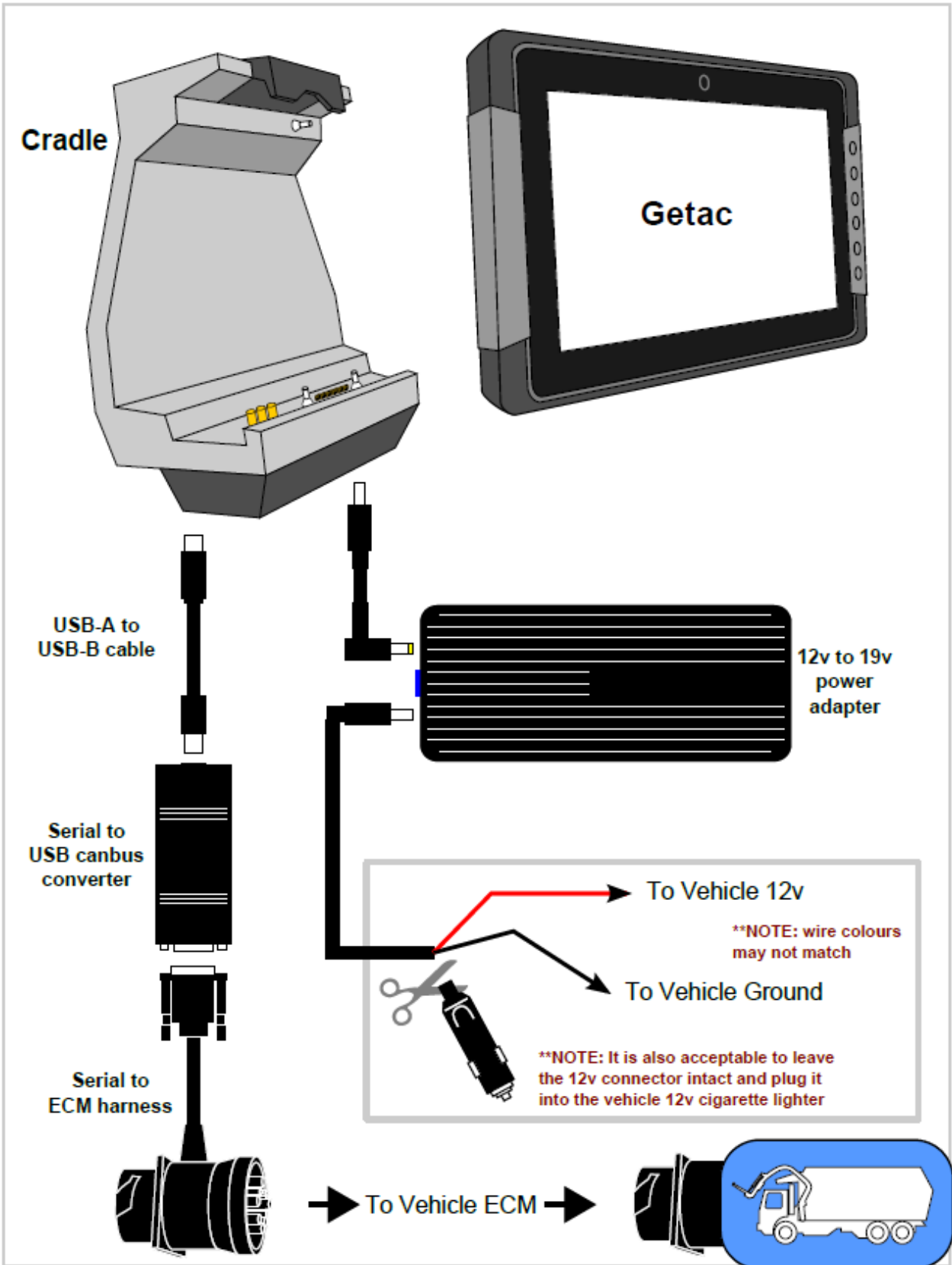
- Read and follow the instructions in this guide. The information contained here is provided to help you work effectively and minimize the likelihood of any critical issues coming up during installation. Have this document on hand when doing your on-site installation.
- Prepare your equipment.
- Having the right tools and proper planning saves resources and time.
- When in doubt, ask. Taking time to ask FleetMind or local staff for help costs less than taking a risk on something you are uncertain about.
- Check twice, do once. At first glance, wiring & connection points in trucks may be labelled correctly, but, trucks pass through many hands and undergo considerable improvisational repairs during their lifespan. Spending five minutes with a multi meter authenticating proper connection points prior to installing is an invaluable step in eliminating troubleshooting later on.

By following these recommendations, you will minimize the risk of inconvenience, hampered productivity, and/or revenue loss for your customer.

Inserting the Unit in its Cradle





Getac Connection Diagram



Installing Batteries



1. Place the Getac F110 face-down on a clean, flat work surface.
2. Locate the battery cover.

Slide the two small locks outward to the unlocked position () (1) and then release the latch () (2) to open the battery cover.



3. Note the orientation of the battery packs. Hold each battery pack at an angle and insert its small tabs to the corresponding notches in the battery compartment. Then, lift the yellow protection sheet in the battery compartment and plug the battery connector.



4. Hold the battery cover at an angle and insert the cover's small tabs to the corresponding notches on the Tablet PC; then close the cover. Press the four small dots (1) so that the cover clicks into place. Engage the cover latch () (2) and slide the two small locks inward to the locked position () (3).

POWER TAMER Installation and Setup for FleetLink DVR

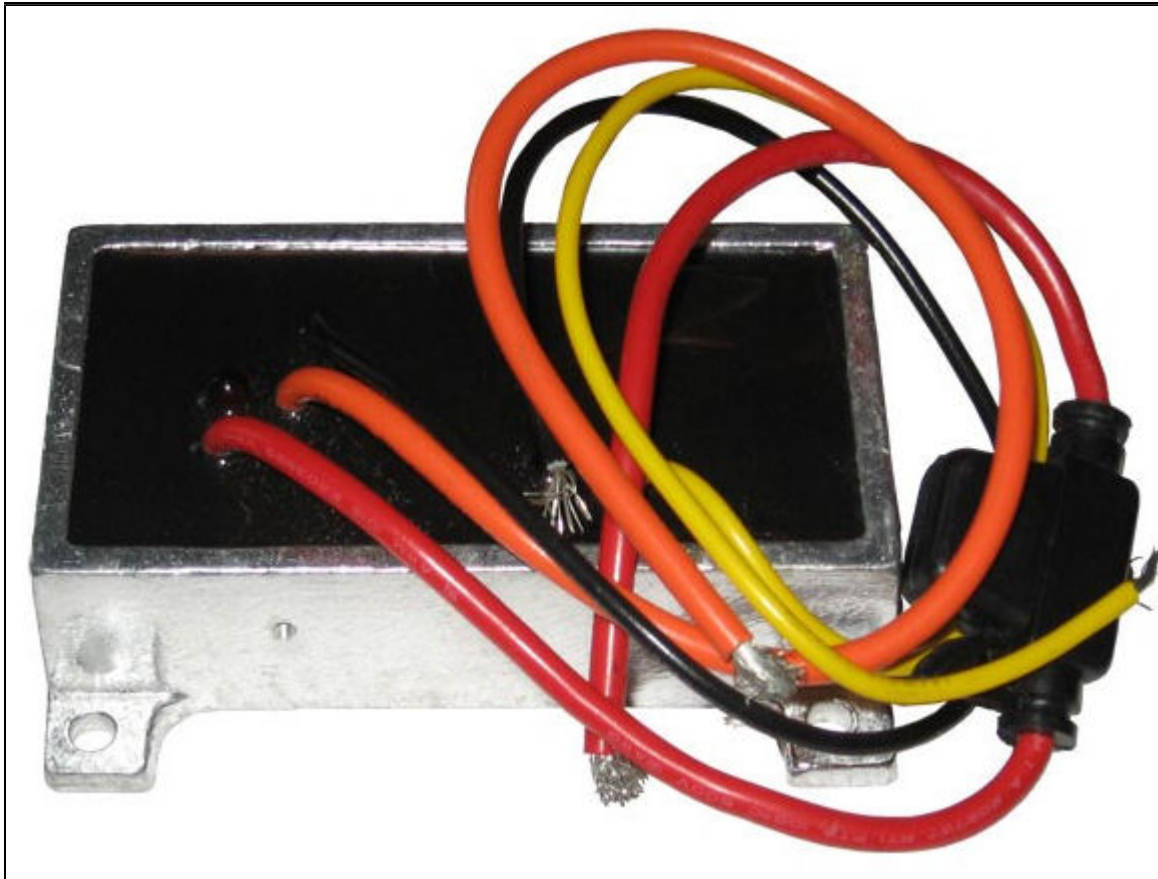
⚠ IMPORTANT FOR ALL INSTALLATIONS

ALL MAIN POWER LEADS for FleetMind's mobile platforms including TREK, GETAC or GD4010 based systems must be connected to the truck's main battery power in the cab. Power Leads must be attached to a power terminal that will disconnect when the vehicle's kill switch is applied to shut off battery power.

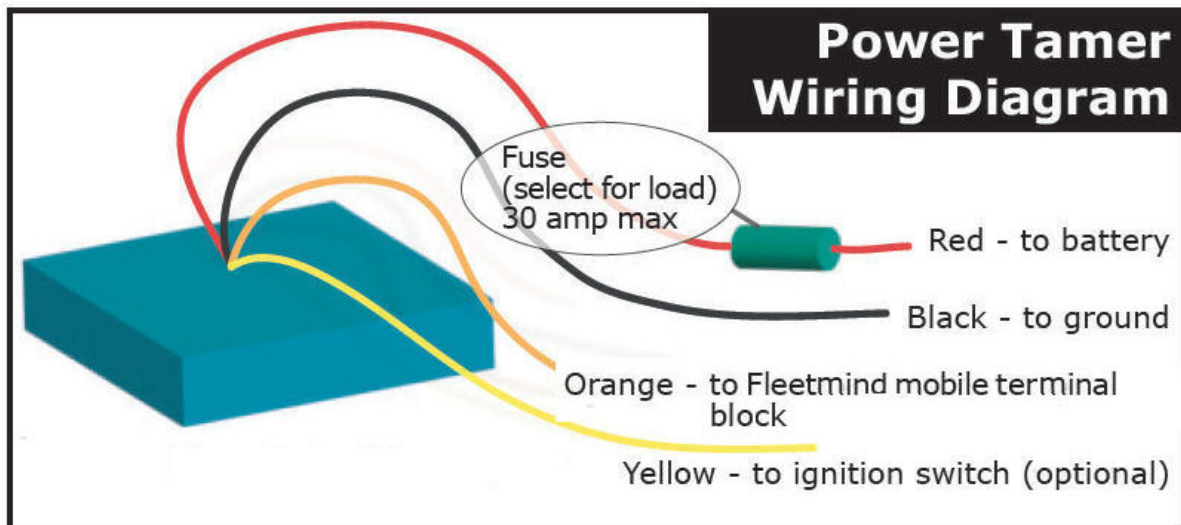
Power for FleetMind's mobile platforms **MUST NEVER BE SOURCED** from the vehicle's Ignition switch, radio or other devices. When the vehicle does not have a kill switch, the main Power Leads must be connected to a time delayed relay device such as a "Power Tamer" which will in turn be connected directly to the vehicle's main power distribution with it's "key-on" sensor lead connected to the ignition switch.

The Power Tamer (PN 5201) from Copeland Engineering is an example of an after-market third-party device used by FleetMind customers to automatically cut the power to the FM Mobile units upon detection of a KeyOFF condition. Time delays can vary from a few minutes to multiple hours depending on the model used. In cases where the FleetMind mobile platform is continuously recording video, FleetMind recommends that the delay be set to at least 1 hour.

Similar devices have been used in light trucks where Kill Switches are typically not used, or when drivers are not instructed to always turn off the Kill Switch when exiting the vehicle.

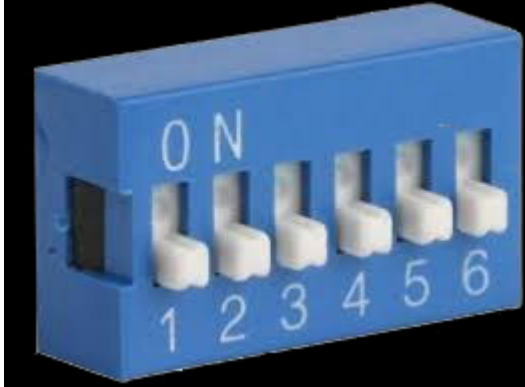


POWER TAMER© can be installed at any convenient location in the vehicle and wired according to the drawing below.



In the auto sense mode (YELLOW wire not connected) POWER TAMER© senses the charging system pick-up (engine running) to turn equipment on. POWER TAMER© starts timing when the engine stops. If the “auto sense” mode is chosen, be sure to tape the YELLOW wire to prevent accidental grounding. If the YELLOW wire is connected to a circuit that is hot when the ignition switch is on, your equipment will come on immediately with the ignition.

The time delay switches are on the bottom of the box.



Using the table below, the total delay is the sum of the time set for each switch placed "ON".

Note



For TEST purposes, all switches OFF causes the Power Tamer to shut off in approximately 4-seconds.

TIME DELAY SWITCH VALUES		
SWITCH 6 ON	SWITCH 6 OFF	Time Setting Examples
S1= 15 min	S1= 1Hour	S6, 5, 3 on = 5 Hours
S2= 1/2 Hour	S2= 2 Hour	S6, S1 on = 15 minutes
S3= 1 Hour	S3= 4 Hour	(Note switch 6 off = 4X delay)
S4= 2 Hour	S4= 8 Hour S6	off, S1 on = 1 Hour
S5= 4 Hour	S5= 16 Hour S6	off, S1, 2,3 on = 7 Hours

After setting the desired time, place the enclosed label over the switches.

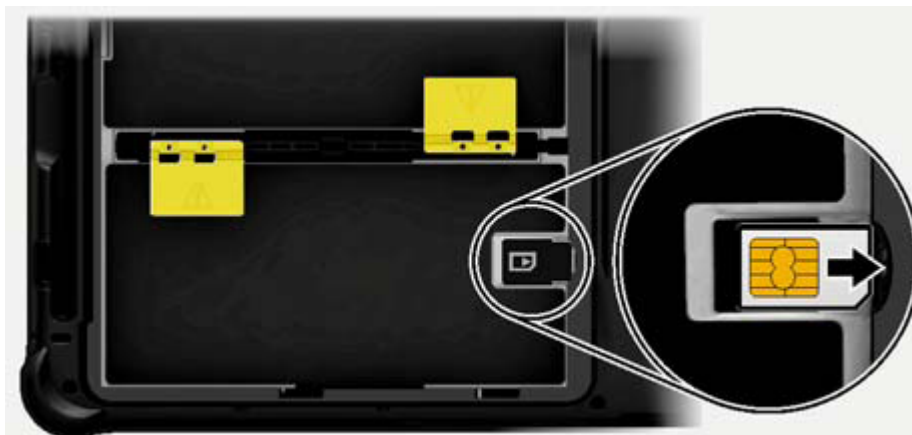
THIS STEP IS EXTREMELY IMPORTANT. FAILURE TO COVER THE SWITCHES WILL VOID THE WARRANTY AND MAY CAUSE PREMATURE FAILURE DUE TO SWITCH CONTAMINATION.

Installing a SIM Card in the Getac F110

1. Locate the battery cover. Slide the two small locks outward to the unlocked position () (1) and then release the latch () (2) to open the battery cover.



2. With the SIM card's chip side facing up and the beveled corner pointing to the slot, insert the card all the way into the slot.



To remove the SIM card, just push in the SIM card to pop-out and remove the card.

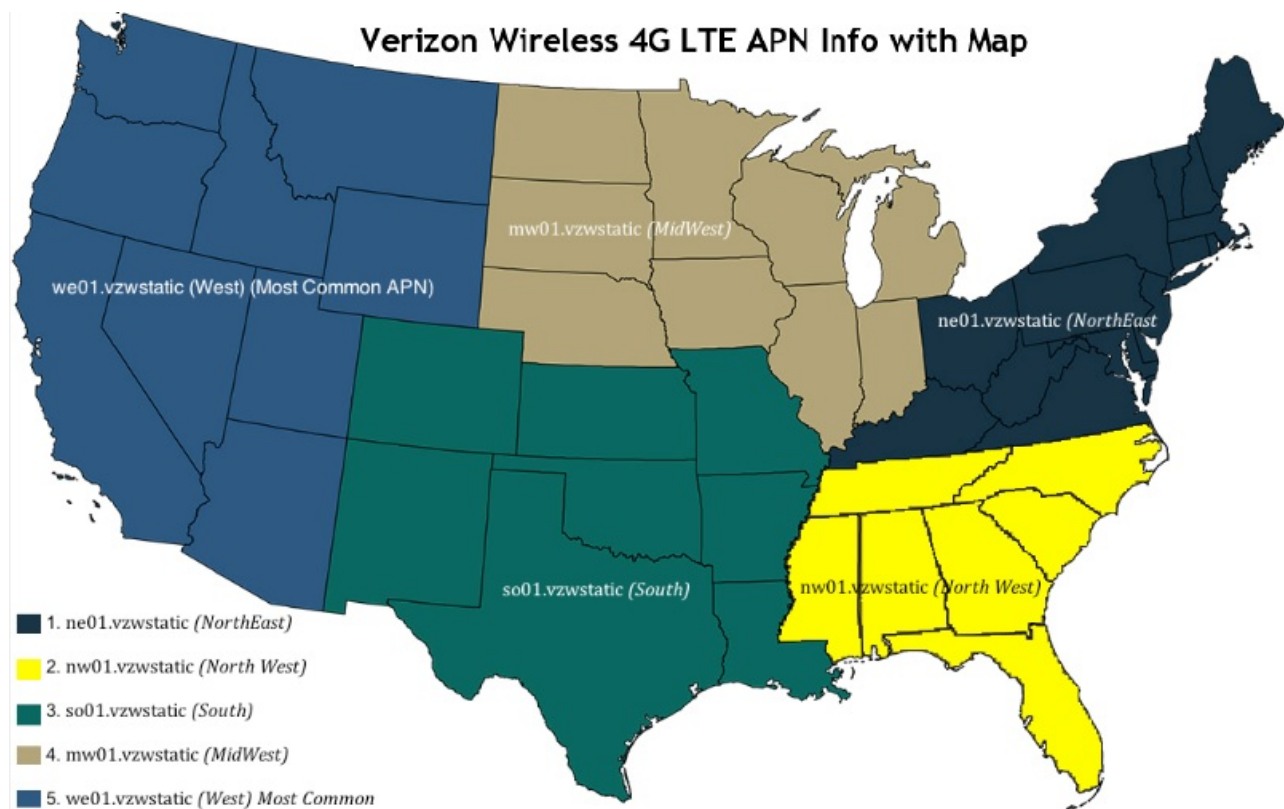
Verizon Wireless 4G LTE APN Setup for GETAC

When receiving a repaired mobile device from FleetMind, you must reconfigure the Verizon Access Point Name (APN). This document describes the procedure for doing so and provides a list of typical APNs.

APN Information and Map

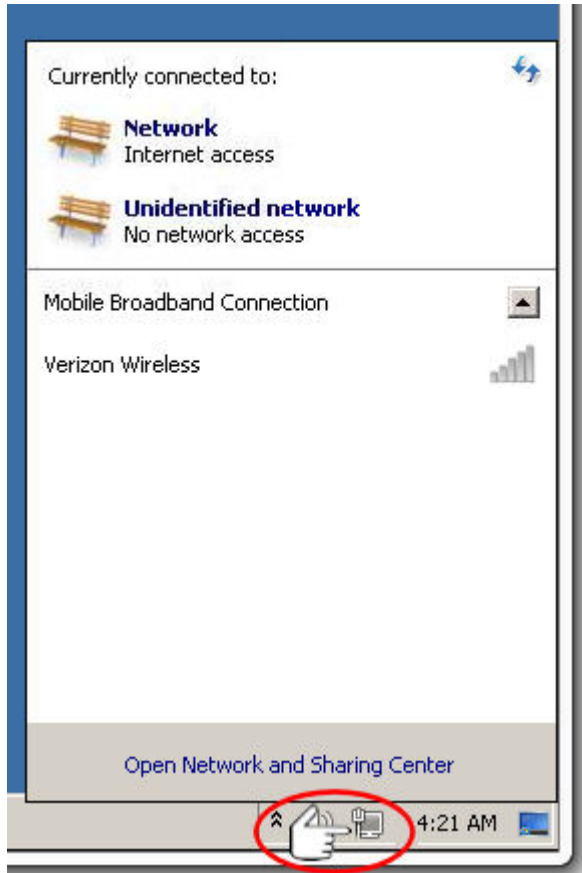
For a SIM 4G LTE with Static IP Address from Verizon Wireless, commonly used for Getac, Trek and GD4010 units, FleetMind has identified the following APNs, depending on the origination of the phone number :

1. ne01.vzwstatic (NorthEast)
2. nw01.vzwstatic (North West)
3. so01.vzwstatic (South)
4. mw01.vzwstatic (MidWest)
5. we01.vzwstatic (West) Most Common APN)



Configuration

1. In the Windows taskbar (lower-right area of the screen), left-click and hold on the Network icon to display network connections.

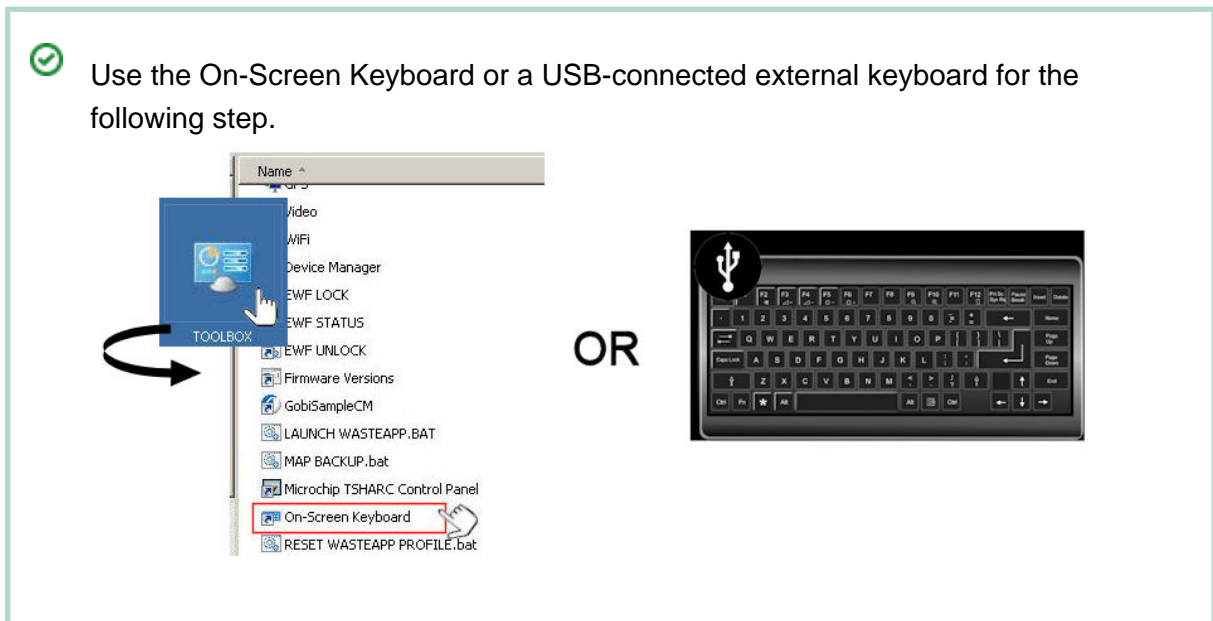


2. Locate the Verizon connection, right-click on it and choose **Properties**.



3. In the Verizon Wireless Mobile Broadband Properties dialog, select the **Profile** tab.


✔ Use the On-Screen Keyboard or a USB-connected external keyboard for the following step.



The image shows a Windows Start menu search results list. The "On-Screen Keyboard" item is highlighted with a red box. A blue "TOOLBOX" icon is overlaid on the left side of the list, with a curved arrow pointing to the search results. To the right of the list, the word "OR" is displayed next to an image of a USB-connected external keyboard.

4. In the properties dialog, do the following:

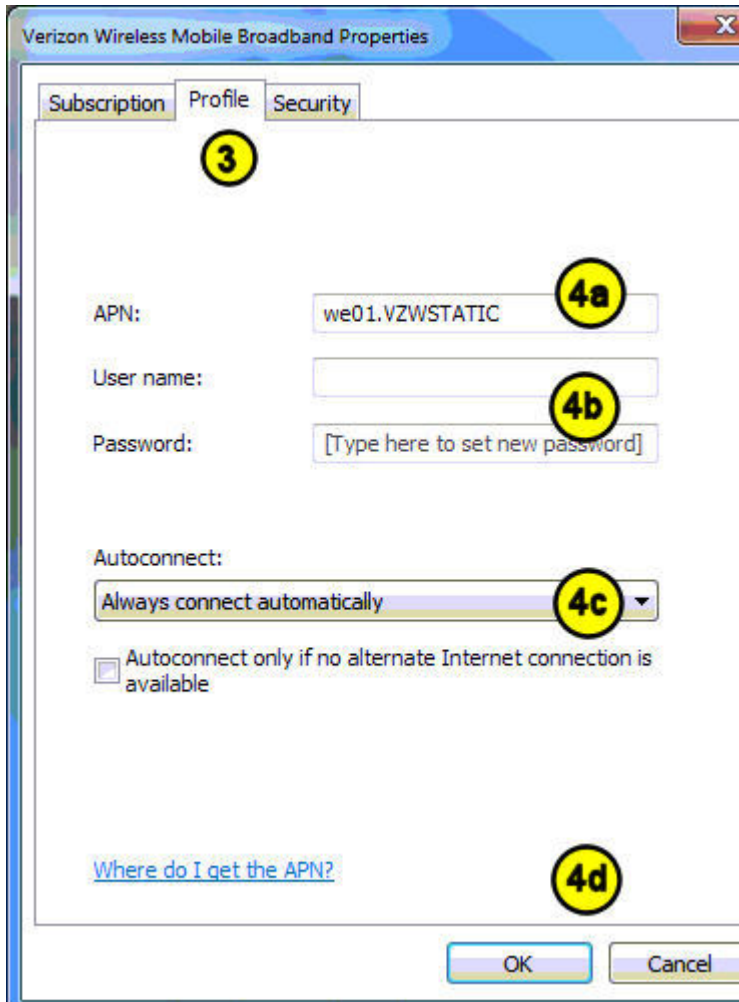
- a. Enter the appropriate APN in the **APN** field.

 This is a public APN with static IP address; **you must enter exactly the correct name of the APN for your working unit.**

- b. Leave the **User name** and **Password** fields blank.
c. Ensure that the Autoconnect option is set to **Always connect automatically**.

 **DO NOT CHOOSE **Connect automatically** except when roaming!**

- d. Select **OK**.



Verizon Wireless Mobile Broadband Properties

Subscription Profile Security

3

APN: we01.VZWSTATIC **4a**

User name: **4b**

Password: [Type here to set new password]

Autoconnect:

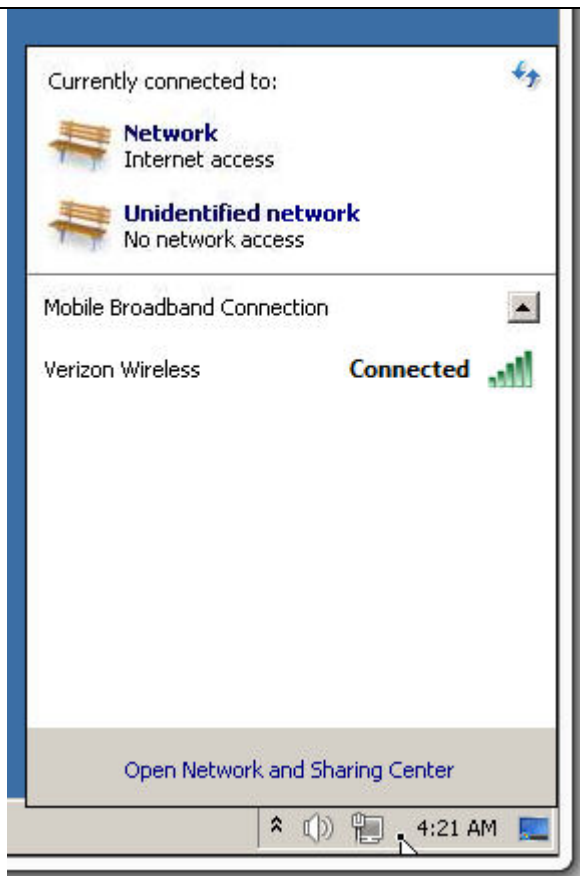
Always connect automatically **4c**

Autoconnect only if no alternate Internet connection is available

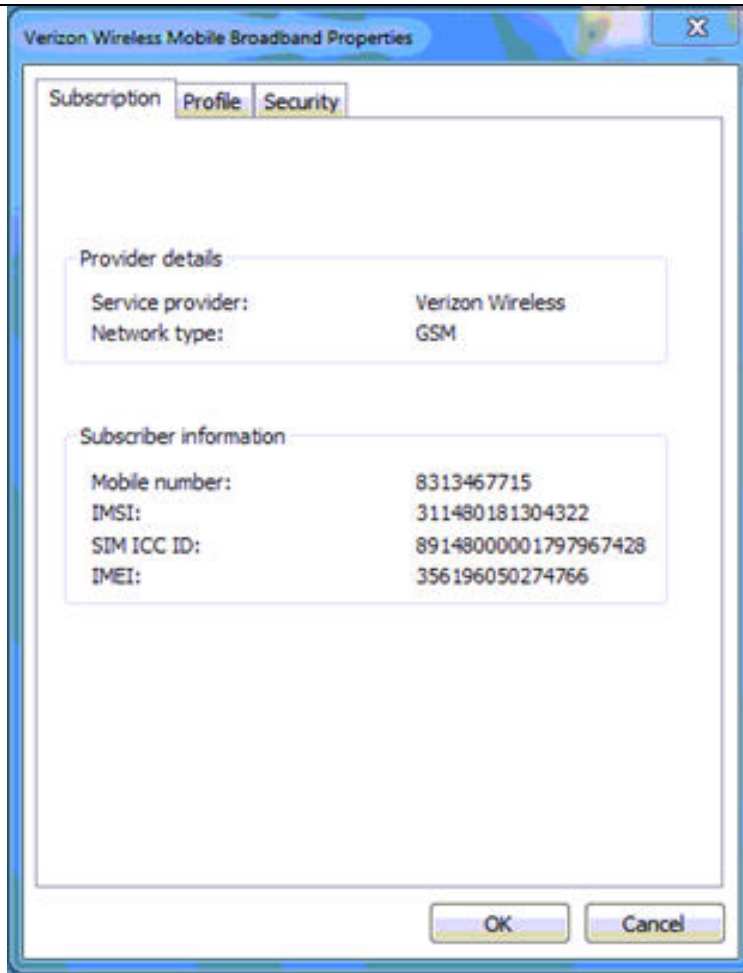
[Where do I get the APN?](#) **4d**

OK Cancel

Upon successful connection, the status displays in the list of connections.



You can view further connection status information by selecting the **Subscription** tab of the Verizon Wireless Mobile Broadband Properties dialog.



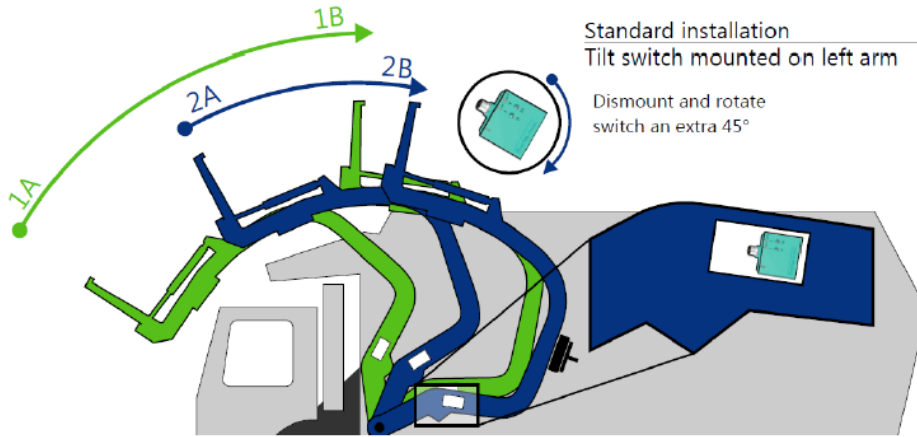
Configuring the Dual-Angle Tilt Switch

1. Regardless of arm position, press and hold the T1 button until the **out 1** LED blinks steadily,

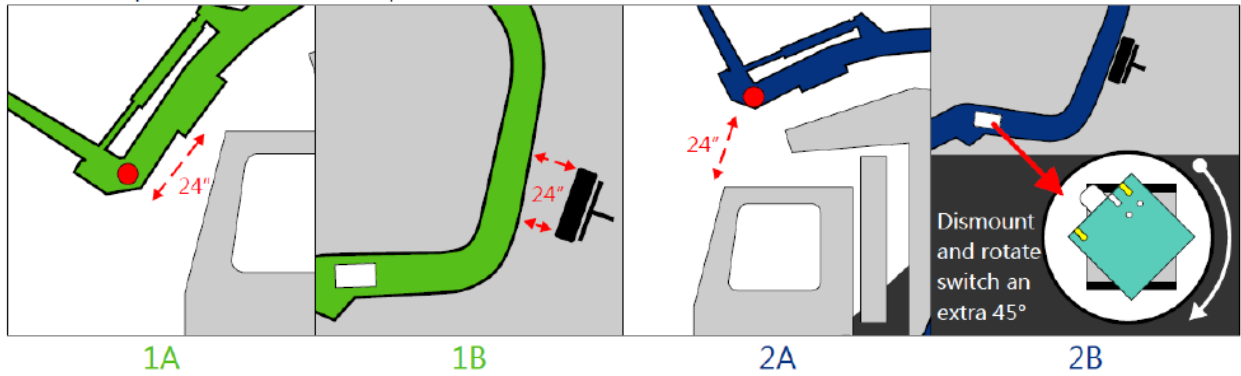


indicating T1 is ready to be programmed.

2. Position forks to point **1A** .
3. Briefly press and hold the T1 button until the **out 1** LED turns solid. It will then continue to blink steadily.
4. Position forks to point **1B** .
5. Briefly press and hold the T1 button until the **out 1** LED turns and remains solid, indicating programming is complete.
6. Press and hold the T2 button until the **out 2** LED blinks steadily.
7. Position forks to point **2A** .
8. Briefly press and hold the T2 button until the **out 2** LED turns solid. It will then continue to blink steadily.
9. 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.
10. With the tilt switch in the absolute position, briefly press and hold the T2 button until the **out 2** LED turns and remains solid.
11. Return switch to its original mounted position.



Reference points for consistent placement of arms



Python Automated Lift Arm - Actuator Installation

For *all* actuator installations on *any* type of arm assembly, the following rules must be observed:

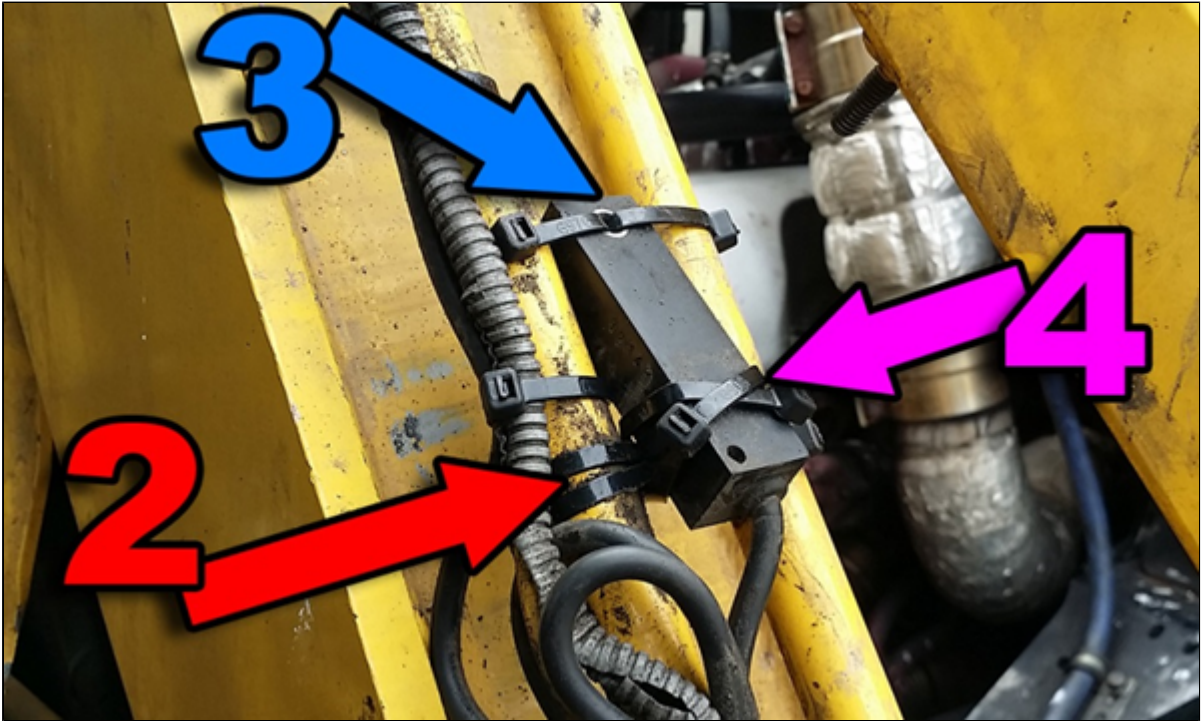
- The correct position for the actuator has the end with the wire pointing down.
- The actuator needs to be installed securely so that it is not free to move around.

Specific to the Python arm, the actuator needs to be installed at an angle. The simplest way to accomplish this is as follows:

1. The actuator should be installed roughly halfway down the length of arm and mounted between the 2 hydraulic pipes.



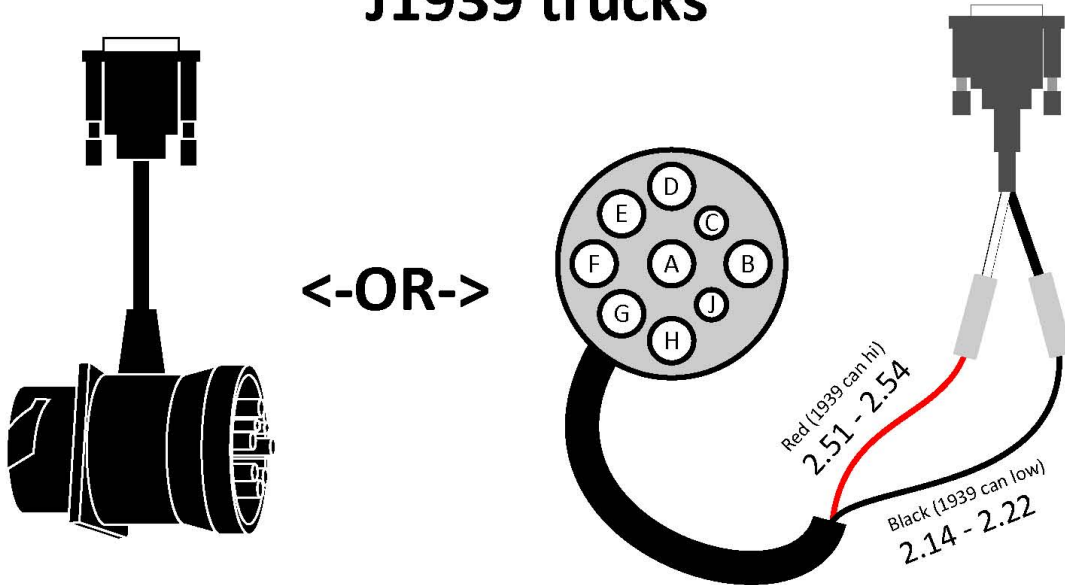
- Using 2 zip-ties, create a 'bridge' spanning the 2 hydraulic pipes.



- Thread 2 zip-ties through the eyelet of the actuator and secure one to each hydraulic pipe on either side of the actuator.
- Position the other end of the actuator on top of the 'bridge' (step 2) and secure in place by crisscrossing 2 zip-ties around the actuator *and* 'bridge'.

ECM Connection Diagram

J1939 trucks



J1708 trucks

