



# digiDL

## User Guide



### Content Overview

- Checking vehicle compatibility
- In-vehicle fitting instructions
- digiDL-E fitting instructions (for front port download only)
- Device configuration (using digiConnect software)
- Company Card Authentication (using digicentral)



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## **Checking Compatibility of Vehicles**

Remote Download was introduced in 2010. Most vehicles from 2010 onwards will have compatible digital tachographs that are compatible with the digiDL.

### **Stoneridge Compatibility:**

All revision 7.0 tachographs onwards.

### **VDO Compatibility:**

V1.3 onwards with significant exceptions and caveats.

In the case of VDO a Secondary CAN-Bus, required for Remote Download, was not included on every one of their models. The deletion of the Secondary CAN mostly affects 12 volt models, however there are many Volvo and some Renault that are affected. Tachosys supply a product called digiDL-E that allows the use of the tachograph front port for remote download. You will also need the K-Line cable (DDL-KLINE) with this solution.

If you need to use the front port for remote download on a VDO tachograph you will need a VDO Front Interface Update Card or license code. See pages 16-19 for further information.

## **Tachosys Compatibility Checking tools**

Tachosys are the most experienced manufacturer in this market and we have developed several methods to check tachograph compatibility.

1. Tachograph Lookup is an online tool where you can search for individual tachograph model numbers and check compatibility. You are also able to drag and drop multiple compatible vehicle files which can be exported to .pdf or MS Excel. This program is found on our Dealer Zone ([www.dealerzone.tachosys.com](http://www.dealerzone.tachosys.com)) which requires a login. Please contact Tachosys for a login.

# digIDL - Checking Compatibility

2. Tachosys TachoFile Viewer: you can download TachoFile Viewer from [tachosys.com](http://tachosys.com). The free version of TachoFile Viewer is limited, but allows you to see the model number of the Tacho (see below). If you want to view the file downloaded from a vehicle, you will need to purchase a license dongle (SFV-ST) from [tachosys.com](http://tachosys.com).

You can access a printed version of the tachograph model number in the printer tray area of most tachographs.

## Checking Tachograph Model Numbers using Tacho File Viewer

### Stoneridge



Technical  
Printout

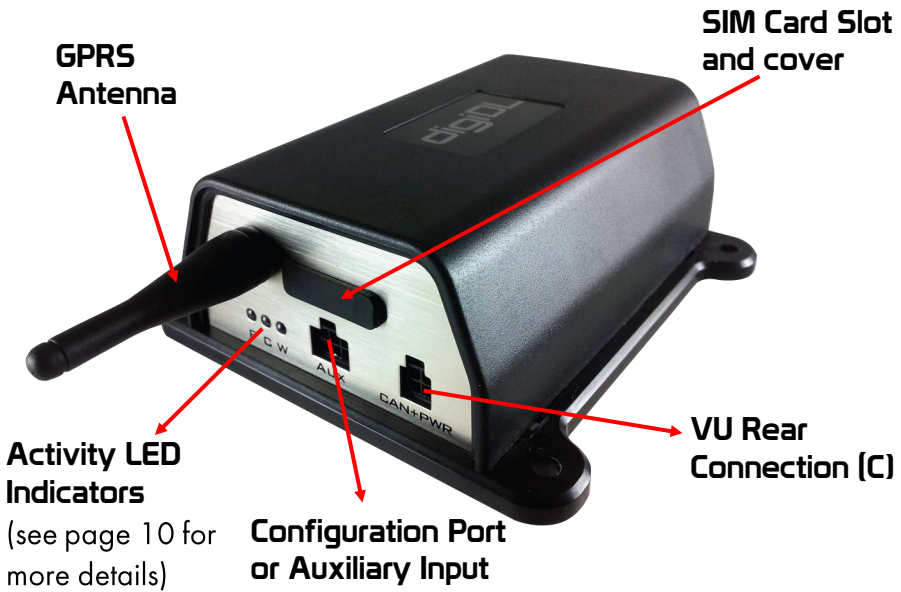


Tachosys Tacho File  
Viewer software

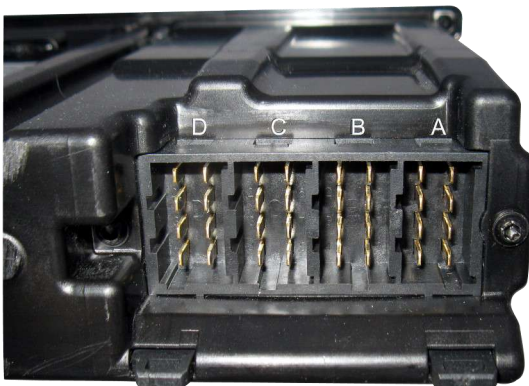
### VDO



## digiDL Connections



## Vehicle Unit Rear Connections

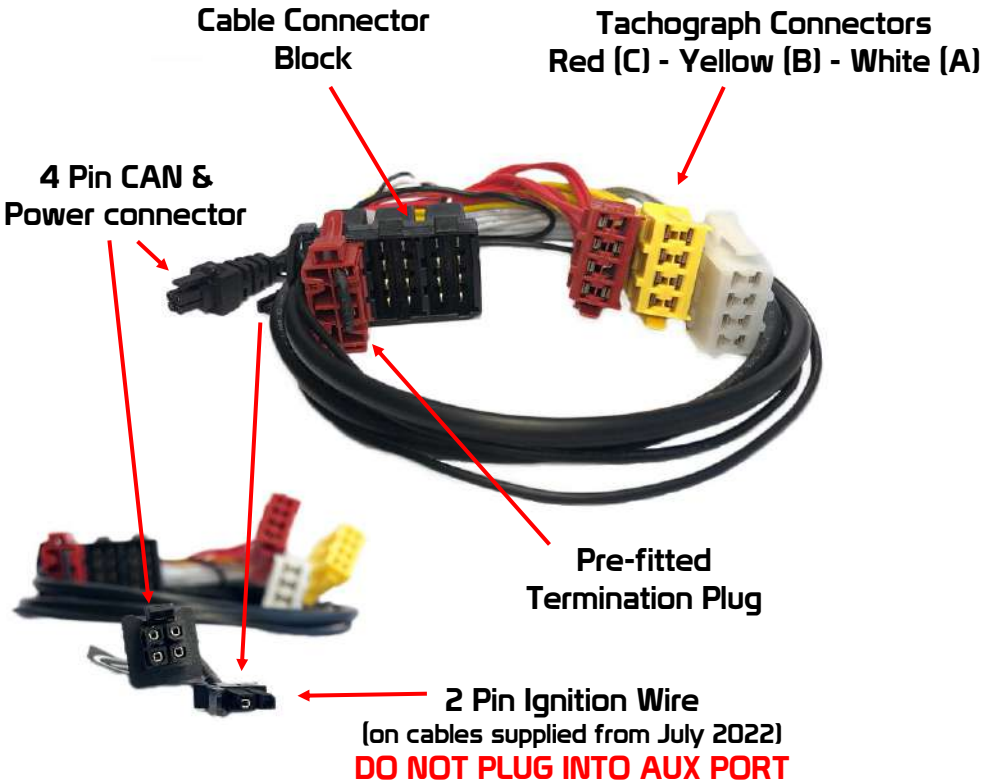


- A CAN-Bus - A
- B Speed Sender
- C CAN-Bus - C. For use with digiDL.
- D Serial Outputs. Not used in this context.

# digiDL - Installation

## Enhanced Tacho Cable - DDL-ETC

The enhanced tacho cable (ETC) is recommended for all installations as it is designed to be compatible with any vehicle manufacturer.



**Note 1:** The latest version of the Enhanced Tacho Cable includes an ignition wire which is for use with future products. **DO NOT PLUG THIS INTO THE AUX PORT**

**Note 2:** The latest version also includes additional wires which connect with C1-C4.



[For more information on how to install a digiDL using an Enhanced Tacho Cable, click here to view our helpful installation video](#)

# digiDL- Installation

## Installation Steps (using DDL-ETC)

[Click here for a video tutorial on installing a digiDL using the Enhanced Tacho Cable.](#) Otherwise, follow the instructions below:

1. Remove the tachograph
2. Remove the White (A), Yellow (B) and Red (C) plugs already connected to the rear of the tachograph. Replace these with the ETC's plugs of the same colour.
3. If there was a manufacturers red plug in the tachograph, remove the termination plug from the cable connector block and connect the original plug in its place. (See information on page 12 on Secondary CAN-Bus enabling).
4. Connect the existing white and yellow plugs into the cable connector block.
5. The ETC is compatible with vehicles with conjoined A and B plug (see image). This usually affects Mercedes and Volvo vehicles.
6. Connect the digiDL by inserting the 4 pin connector for CAN & Power into the digiDL
7. Do not plug the 2 pin ignition wire into the digiDL - this is for use on future products only.



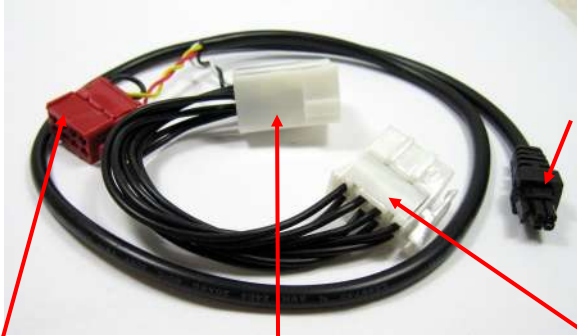
**Mercedes/Volvo Plug**



# digiDL - Installation

## Standard Tacho Cable (DDL-TC)

For installations which do not require anything else plugged into the tachograph and where there is not a conjoined A and B plug. **Please check your requirements before using this cable.**



**digiDL CAN + PWR**

Place in digiDL

### **CAN-Bus C**

Place in socket C of tachograph

### **CAN-Bus A socket**

Socket for existing manufacturers White plug

### **CAN-Bus A plug**

Replaces the manufacturers white plug. Which is then plugged into the female plug provided

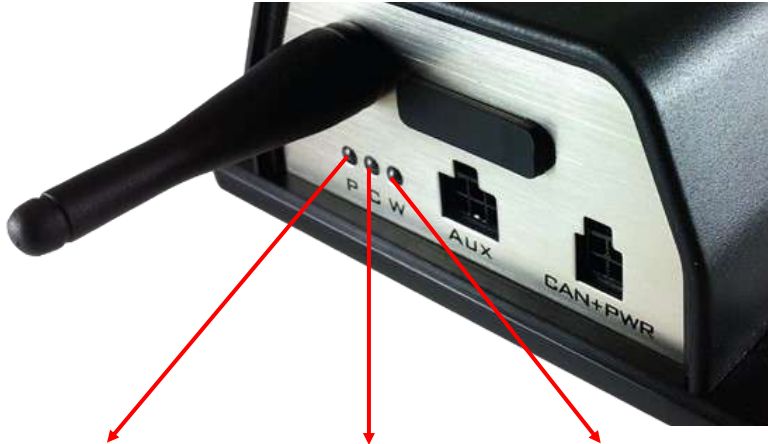
## digiDL with standard cable form in place



**Note:** When using a standard tacho cable, if your tachograph includes a speed sensor connection in socket B simply leave it in place.

# digiDL- Installation

## digiDL Indicator Lights



**P:** Power Status

**C:** CAN-Bus C  
Status

**W:** WIFI or  
GPRS Status

LED	ON	OFF	Flash
P	Power Okay	No Power	Power okay and a Task is in progress
C	CAN okay	No CAN	Infers intermittent CAN connection
W	Comms okay	No Comms	Initiating Comms with GPRS or WIFI

The digiDL has three indicator LEDs (see *above*) each of which has one of three statuses; ON / OFF or Flashing. See the table above for details on the meaning of each light status.

Ignition is ON but GREEN LED OFF, possible causes:

1. CAN-Bus C (RED PLUG) connector is not connected correctly
2. The tachograph may not be of the correct type (see pages 4-5)
3. The manufacturer may not have enabled the Secondary CAN-Bus (CAN2) (see page 12). This is common for DAF vehicles.

## digiDL - Installation

**IMPORTANT! - digiDL placement information:** please make sure you do not place the digiDL too close to other comms devices. Preferably place the unit flat with the antenna closest to an exterior panel as possible. Please refer to pages 29-30 for additional troubleshooting should the digiDL BLUE Led remain flashing when the ignition is ON.

# digiDL– Specific Installation Requirements

## Secondary CAN-Bus Enabling

If information is required from the tachograph for a third party service, the enhanced tacho cable (ETC) allows you to plug both devices into CAN C using the connector block.

Some 2015 onwards vehicles (Scania and Volvo to date), seem to have systems which are tapping into data from the CAN2 even though they are not doing remote download.

Both devices cannot share the same CAN address and the truck manufacturers do not provide a way to change their address. If you are running V1.33 firmware or later on your digiDL, DLE or DLEX and running our latest configuration software (digiConnect), we allow you to change the CAN2 address.

N.B: we now recommend the DDL-ETC where a Y Cable is required.

The standard CAN bus address for remote download is FB. However for all Tachosys remote download devices programmed from Nov 2020, the CAN bus addresses are set to FA as default. This prevents issues occurring where more than one device is set to FB. For older devices, the CAN bus address should be manually changed using the digiConnect software (see page 21). There are further addresses available if required.

**Vehicles most effected: Iveco, MAN, Mercedes, Scania & Volvo**

Configure digiDL (8980767) ×

▼ Device - digiDL

Options

▼ Connectivity

Mobile Network

digiCentral Server

Collect Tachograph Mode data: ☐

Collect Driver Decision Support data: ☐

Collect Odometer data: ☐

Collect Reduced Tachograph Mode data: ☐

Log a DDS packet once every:  minutes

Check for tasks every:  minutes

Wake from sleep every:  hours

Send data bundles after at most:  seconds

CAN Address:

## **digiDL– Specific Installation Requirements**

### **VDO and secondary CAN-Bus enabling**

Some VDO tachographs may be configured with the Secondary CAN-Bus disabled by default. In this case the function will need to be enabled with an appropriate tachograph programmer (e.g. Optimo Workshop Tab 4.0).

If the CAN LED (GREEN) does not illuminate on the digiDL and the tachograph has a Secondary CAN-Bus this is the likely cause.

The VDO programmer settings as we know them are; Programming – TCO Parameters – CANBus – Remote Download (ON) and TCO Parameters – CANBus – CAN2 (ON). This work although not classed as a full calibration will need to be done with a Workshop card installed.

**Vehicles most affected: DAF, Renault**

### **CAN-Bus Termination plug DDL-TM for Onboard Systems 2012 onwards**

Some manufacturers fit a telematics unit as standard even if the operator does not subscribe to any services. This telematics unit may use the tachograph to terminate their own CAN-Bus. If the Red Plug is removed from the Tacho errors may occur which are shown on the vehicle dashboard.

Remove the manufacturer's or third party's Red plug and terminate it with our DDL-TM 120 Ohm resistor (only necessary if using the standard tacho cable DDL-TC).

To check for an active third party device, check voltage between GROUND and PIN 5 of their RED plug with the vehicle's ignition ON. It will read +/- 3V if active.

N.B: we now recommend using the DDL-ETC in new installations.

**Vehicles most affected: Iveco, MAN, Mercedes, Scania and Volvo**

## **digiDL– Specific Installation Requirements**

### **CAN-Bus Baud rates**

From 2012 onwards Mercedes upped the Baud Rate of their CAN-Bus and in turn the tachograph's secondary CAN. The digiDL firmware was updated in version 1.18s to cope with this change. You must upgrade earlier versions of the firmware.

**Vehicles most affected: Mercedes**

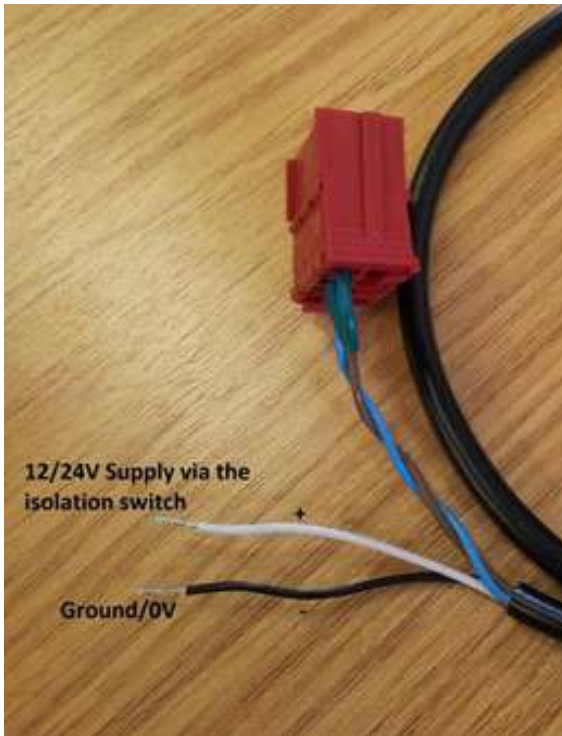
### **Rear security seal**

In circumstances where a rear security seal is fitted to the tachograph, normally where the speed is being taken from the tachograph, this must be refitted and resealed. Resealing can only be performed by a calibration station. The seal is not required by law in the UK if the speed is being taken from a separate source. UK aftermarket tachograph are supplied by default without a seal. A secondary seal box can be used if the installer wishes to use the Tachosys plug and play cable and make tamperproof the A connection.

Our current understanding is that a seal must always be fitted in Denmark and Spain.

# digiDL– Specific Installation Requirements

## ADR / Hazchem Vehicles



In the case of ADR vehicles the digiDL must be wired to the vehicle's isolation switch as the unit is not intrinsically safe for hazardous areas and therefore must be powered down.

You can use the standard loom by removing the white plug and wiring to the black and white wires as shown (left).

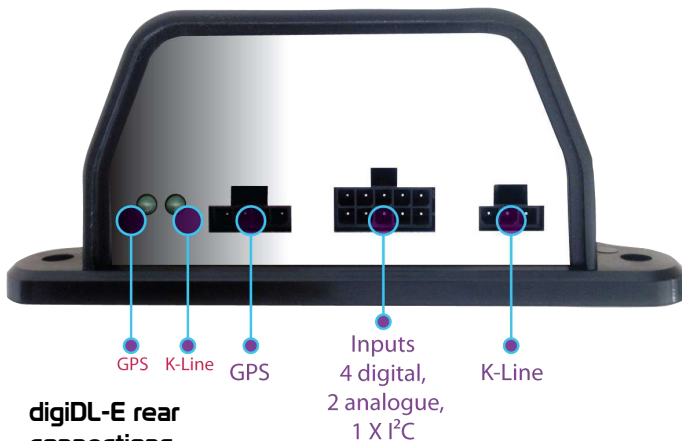
# **digiDLE for Front Port Download Only - Installation**

## **Using digiDL-E Model for Front Port download on VDO Tachographs**

Quite a number of VDO model tachographs will not support remote download via the rear port (CAN-C). These are predominantly 12 Volt vehicles such as large vans, however there are several 24 volt Volvo and Renault model tachographs which will only download via the front port. You should always check the model of your tachograph with your provider before endeavouring to fit a digiDL, digiDL-E or EX. You can check your tachograph model number at [dealerzone.tachosys.com](http://dealerzone.tachosys.com) as part of a recommended vehicle audit. You will need to be a registered user.

## **digiDL-E Rear Connections - Front Port Download on VDO Tachographs only**

GPS and other functionality on the digiDL-E version is optional. GPS logging requires the purchase of our GPS antenna (DGPS03) and may require subscription to a tracking service. Check with your reseller for further information. See digiDL-E and digiDL-EX User Guide if you wish to learn the full features of these devices.



**digiDL-E rear connections**

LED	ON	OFF	Flash
GPS	GPS okay	No GPS	Obtaining GPS positional lock
K-Line	K-Line okay	No K-Line	K-Line is working



## digiDLE for Front Port Download Only - Installation

## Unlocking the front port of a VDO Tachograph for use with DDL-KLINE


For VDO DTCO version 2.2 and earlier, remote download via the front port must be enabled by inserting a 'VDO Front Interface Update Card'. \*

VDO part number/product codes: A2C59512046 – 1 unlock  
A2C59512047 – 5 unlock

For DTCO version 3.0 and later, you require a license code which is entered in the tachograph menu.\* \*

VDO part number/product code: 2910002025700

Please check the following if you need to use K-Line for remote download:

1. You have a digiDL-E or EX. digiDL does not have a K-Line socket.
  2. You have a Kline Cable (DDL-KLINE) to connect the digiDL-E or EX with the front port of the tachograph (see image below).
  3. You have purchased the relevant VDO font port unlocking product for your tachograph. The unlock process needs to be done for each tachograph BEFORE fitting the digiDL-E or EX to enable front port remote download.
  3. You have configured the digiDL-E or EX to use K-Line as its source of Tachograph Download, Tachograph Mode and Driver Decision Support. This can be found in digiConnect-Sources (see page 18).
  4. DO NOT connect the Red plug of the Standard or Enhanced digiDL Cable – this plug is for the CAN-Bus, which you are not using. Connect the white plug as per normal.
  5. When the digiDL-E or EX has been fitted, ensure that the K LED on the digiDL-E or EX is illuminated to indicate the K-Line connection is active.
- 



## digiDLE for Front Port Download Only - Installation

\*Take care when using the multiple licence unlock card. There is no visible/audible confirmation that a token has been taken from the card.

\*\*For DTCO3.0 and later, you must have access to the internet and a working email address. The physical product contains a key that must be entered into VDO's website ([tab.workshopreport.com/dtco](http://tab.workshopreport.com/dtco)) which will then send an email containing the actual license code. Please contact VDO if you need assistance with this.

### digiDL-E - Use in Front Port Download - VDO Tachographs Only

When you connect a digiDL-E to digiConnect in order to setup the device the settings are broader than for the standard digiDL.

Please use digiConnect to set the "Sources" to K-Line for front port download as below. See page 22 onwards for all other software settings for both the digiDL and the digiDL-E versions.

N.B. the settings screen below is specific to the digiDL-E version and will not appear when you configure a standard digiDL.

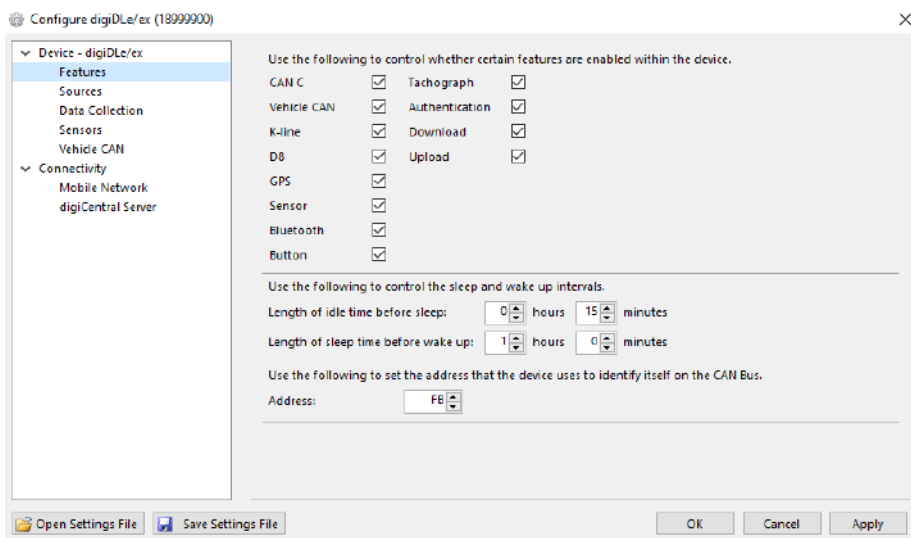
The screenshot shows the configuration interface for a digiDL-E device. On the left is a sidebar menu with the following items: 'Device - digiDL/ex' (expanded), 'Features', 'Sources' (highlighted), 'Data Collection', 'Sensors', 'Vehicle CAN', 'Connectivity', 'Mobile Network', and 'digiCentral Server'. The main panel is titled 'Use the following to select the source of data to be used by the device.' and contains four dropdown menus: 'Clock' (Default), 'Registration' (Default), 'Tachograph download:' (K-line), and 'Tachograph mode:' (K-line). The 'Tachograph download:' and 'Tachograph mode:' rows are enclosed in a red rectangular box. Below these is another dropdown 'Driver decision support:' set to 'K-line'. At the bottom, a section titled 'Use the following to set how often the device polls digiCentral for data.' contains a 'Check for tasks every:' field set to '3.0 minutes'.

# digiDL-E for Front Port Download Only - Installation

## digiDL-E for Use in Front Port Download - VDO Tachographs Only

The configuration software view for the digiDL-E is slightly different to the standard digiDL as there is additional functionality. If you are using the digiDL-E for Front Port download on a VDO tachograph then you need only be concerned with the additional 'Sources' section (see below and page 18).

Please ensure that the K-Line option is Ticked ON under Features. If you are interested in the other features of the digiDL-E then refer to the digiDL-E and digiDL-EX User Guide or visit [www.tachosys.com](http://www.tachosys.com).



# digiConnect Windows® Software

## digiConnect Windows® Software v5.00 onwards

### Minimum Recommended PC Specification

Processor: Intel P4 1.4GHz, AMD Athlon 1.4 GHz

Memory: 512Mbytes

Hard disk: 40 Gbytes

Video Resolution: 1024 x 768

Operating Systems: Windows 7 / 8 / 8.1 / 10 / 11

**Please note:** You will need a digiDL Configuration Kit with Tachosys product code DDLCK.

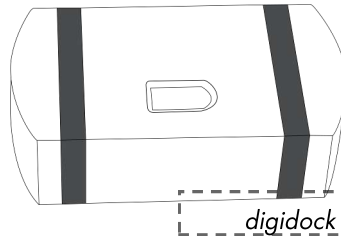
*Important: do not connect any of the cabling provided in the digiDL Configuration kit with the digiDL before commencing the software installation.*

### Installing the digiConnect Windows® Software

1. Download the digiConnect software from our website [www.tachosys.com/digiConnect](http://www.tachosys.com/digiConnect).
2. Select the language required. This will initiate installation.
3. Click 'Next' when prompted whether you want to install digiConnect.
4. Read the terms of the Licence Agreement then click on the 'I accept the terms in the Licence agreement' option and then click 'Next'. If you choose to not accept the terms the installation will be terminated.
5. Choose the folder in which you wish the software program files to be installed. The default folder is the standard location for Windows® programs. Click 'next'.
6. Click 'Install' to begin the actual installation. This may take several minutes.
7. Leave the box labelled 'Launch digiConnect' ticked and click 'Finish'.
8. The application will run display any connected device(s).
9. Now follow the instructions for 'Connecting the digiDL to your PC' on page 21.

## Connecting the digiDL to your PC

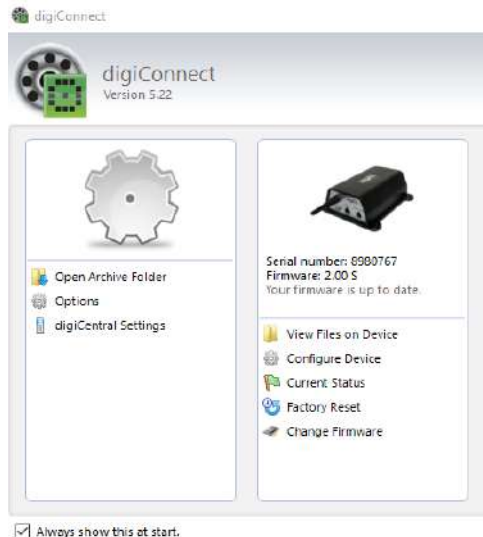
1. Connect the standard USB cable supplied, to a free USB socket on your PC. The end of the USB cable (as shown) should be connected to the socket on the back of the USB digidock.



2. Insert the oval connector of the digiDL programming cable provided, into the top of the digidock. Connect the opposite end to the AUX socket of the digiDL. There is only one way the cable can be connected.
3. Your digiDL must be powered for configuration purposes. Please use the power supply and converter cable provided or power via the tachograph and the supplied loom cable.
4. Once all connections are made, simply open digiConnect and you should see the digiDL (E, EX), along with its configuration options as shown below.

If you are having problems connecting to your digiDL then repeat the steps above.

Please note that if you are configuring a digiDL-E model for front port download on the VDO tachograph then you can connect to a PC using a standard Mini USB Cable.





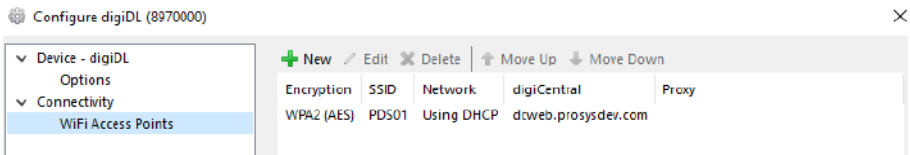
## Configure Device - Device Configuration Window

- |                                |   |
|--------------------------------|---|
| 1. Firmware                    | Version of firmware on device   |
| 2. Serial Number               | Unique to each device   |
| 3. PWD                         | Used as a means of security between the device and the digiCentral server           |
| 4. Build Date                  | Date and time of when device was built  |
| 5. Connectivity                | Options (Modem/WiFi/LAN)  |
| 6. Module                      | Module type (GPRS/WiFi/LAN)   |
| 7. Registration                | Vehicle registration as read from the currently connected vehicle                   |
| 8. Date of last authentication | Last time this unit was able to communicate and authenticate against a Company Card |

Please note that the PWD entry (password) is a unique string which is used by your service provider or on your own digicentral for initial registration of the device. It avoids communication by random devices with digiCentral. Coupled with our encryption it provides added security.



## Configure Device - Network - WIFI Device



The WIFI version of the digiDL requires connection to a WIFI router. If the WIFI router is in range of the device you can scan for the router's SSID. If it is not in range or you wish to add multiple routers then you will need all of the relevant settings to hand. Bear in mind that settings are case sensitive.

### Setting up a new SSID

1. Click the +New button (see above). Scan for the SSID (if the router is in range) by clicking the drop down arrow or manually enter the SSID.
2. Select the desired SSID option.
3. Choose the Security Mode which matches the router.
4. Click the Network Tab and ensure the network is set to use DHCP as default.
5. Click the digiCentral Tab. Enter the Host name or IP address of your digiCentral server. This will either be provided by your analysis provider or will match your own digiCentral server settings. The Port Number should be left as 4616 unless you are hosting your own digiCentral server. By default Proxy Server is turned OFF but can be used if required by your network.
6. Repeat the steps above to add up to ten different SSID.
7. Click the 'Apply' or 'OK' button in the bottom right corner to save the settings.
8. If you are in range of your WIFI network the "W" LED should shine solid BLUE on the digiDL.

Please note that you can save your preferred settings to a file for later use against another device. Click "Save Settings File" at the top of the window.



## Configure Device - Network - GPRS Device

Configure digiDL (5980767)

Device - digiDL  
Options  
Connectivity  
Mobile Network  
digiCentral Server

Mobile Network

Network: 23410 O2 - UK Auto Fill

SIM Number: 8944110056860733723

IMEI Number: 86899803815227

APN: orangeinternet

User: user

Password: pass

Enter the PIN used to secure the SIM card:

PIN:

Open Settings File Save Settings File OK Cancel Apply

1. In the 'digicentral Server' tab, enter the Host name or IP address of your digicentral server. This will either be provided by your analysis provider or will match your own digicentral server settings. The Port Number should be left as 4616 unless you are hosting your own digiCentral server.
2. If your SIM has a PIN enter it in the PIN field.
3. Click the 'Apply' or 'OK' button to save the settings.
4. If your GPRS settings are correct the "W" BLUE LED should shine solid blue on the digiDL.

Please note that if the BLUE LED is not solid then you do not have connection to the server and you should call the provider you are trying to connect to.





## Configure Device - Options

Configure digiDL (8930757)

### Collect Tachograph

**Mode Data:** refers to real time data on every change of mode that can be sent back to the server to calculate driving and rest times. By default this is turned OFF

as it will use more data if it is not specifically required.

**Collect Driver Decision Support data:** again by default this option is OFF. However if the customer has a tachograph that will provide Driver Decision Support data or Counter data and their analysis provider presents this data then it should be turned ON.

**Collect Odometer Data:** this gives you odometer data readings at the start and end of every journey.

**Collect Reduced Tachograph Mode Data:** only use this function after talking with Tachosys.

**Log a DDS packet once every:** frequency of how often the DDS packet is updated

**Check for tasks every:** this is how often the unit connects to the server with ignition ON. The default is every 3 minutes. If the customer wants to reduce airtime and they are not worried about instant downloads then this period can be increased.

**Wake from sleep every:** When the ignition is OFF the unit will check in with the server and can pick up tasks and updates ready for the next shift.

**Send data bundles after at most:** this is the period the unit waits before sending downloaded data to the server. The default is 60 seconds.

**CAN Address:** this should be changed only if there is a conflicting CAN device attaching to the CAN-C (Secondary CAN) see pages 12-13.



## Current Status

Status Item	WIFI	GPRS	Description
Ignition	✓	✓	Indicates whether CAN-Bus C, required for remote download, is available
Authentication	✓	✓	Indicates a valid Authentication with a Company Card or the progress of the Authentication.
Download	✓	✓	Shows whether a download is in progress
Upload	✓	✓	Shows whether an upload is in progress
Task	✓	✓	Indicates when a task is requested from digiCentral and shows the type returned.
Maintenance	✓	✓	Indicates when the digiDL is maintaining its own files and memory
VU CAN	✓	✓	Indicates activity over CAN-Bus C
Connectivity	✓	✓	Indicates activity over WIFI or GPRS
Network Index	✓		Currently chosen WIFI network index
Download Button	✓	✓	Only relevant if the optional remote button is connected and is used for Driver Card download requests
VU Error Instruction	✓	✓	The most recent request made by digiDL resulting in an error. Codes from Annex 1B & 1C.
VU Error Code	✓	✓	Last error code from Vehicle Unit. Codes as defined in Annex 1B & 1C.
Data Log	✓	✓	Default is OFF. Can be turned on remotely for debugging by manufacturer.



## View Files on Device

View Files on digiDL (8970011)

**File Types**

- Driver Card (2)
- Vehicle Unit (2)**
- Workshop Card

**File Management**

- Upload
- Download
- Download New
- Delete
- Delete All
- Properties

**Progress**


Registration	Contents	Download Date	Size
SN585SRN	Overview, Activities (1 days), Faults and events, Technical data	09/05/2018 10:26:59	9 KB
SN585SRN	Overview, Activities (375 days), Faults and events, Detailed speed, Technical data	25/05/2018 15:27:07	104 KB
STONE478	Overview, Activities (5 days), Faults and events, Technical data	25/09/2019 12:32:09	9 KB
STONE478	Overview, Activities (1 days), Faults and events, Technical data	25/09/2019 12:35:10	8 KB

The digiDL stores the files it downloads from the Vehicle Unit. In digiConnect these are classified in either the 'Driver Card' or 'Vehicle Unit' folders. As the unit nears its memory capacity it overwrites the oldest files. Whilst this storage provides some level of backup it is simply designed to deal with situations where the unit is offline for whatever reason. It also allows the unit to independently download and store files whether the vehicle is connected to the network or not, provided it has received an authentication in the last 24 hours.

During installation testing or on retrieval of a unit from a vehicle you can view the current files on the digiDL (see above). These files can be downloaded to your PC using the "Download" button in the File Management options. You can also Delete files from the device should you be installing in another vehicle for instance.

# Company Card Authentication

## Authentication

The introduction of Remote Download makes it possible for the tachograph to communicate remotely with a Company Card, in this case by using digiDL as a gateway. digiDL will try and authenticate every 18 hours and the status of authentication is shown in the digiConnect Current Status window .

## The role of digicentral

digicentral is a Tachosys product which runs on Windows servers to provide a communications platform for our devices. All of the UK online tachograph analysis providers have a digicentral server in operation. digiDL needs to communicate with a designated digicentral server in order to open a dialogue with the appropriate Company Card, to pass data and to receive schedules and tasks.

Options for company card authentication:

digicard (DC03)	A simple and cost effective solution. However it requires a permanent connection to a Windows PC.
digicard Hotel (DCH02)	(Preferred Option) A company card authentication solution provided by your reseller.
digicard-AUT (DCA01)	(2nd preferred option) A stand-alone solution which only requires power and a WiFi connection.

Your designated digicentral server will have access to a relationship created between the Vehicle and the Company Card(s). This would be set up in one of three ways; by the service provider, via a web interface provided by your service provider, or via your own server. Your reseller may offer a card hosting service using our digicard Hotel.

## **WIFI connectivity issues**

The Blue LED will shine constantly if you have a solid connection to WIFI. Please bear in mind that WIFI settings are generally case sensitive this certainly applies to the SSID and Password in particular. In order to have WIFI connection you must be in range of your WIFI router, in 'line of sight' preferably. Signal issues may be resolved by fitting a more powerful aerial to the router and/or the digiDL.

## **GPRS connectivity issues**

If the Blue LED is flashing it means that a SIM card is present but the unit is unable to initiate communication with the GPRS network. Initially check all of your GPRS settings (see page 24). If the unit still fails to connect first try repowering the unit. If the unit still fails then you can view the status of connectivity in the digiConnect Current Status window. The code displayed will show the stage of connection.

You must make sure that the SIM card is not PIN locked and is a 'data enabled SIM'.

## **Green LED flashing or OFF**

You may not have a connection to CAN2. This could be caused by one of the following:

- Ignition is OFF.
- The secondary CAN is not enabled (see pages 12-13).
- The tachograph is too old or of the wrong type (see pages 4-5).
- The cabling is faulty. Try another loom.

## **Blue LED Flashing or OFF with ignition ON**

- OFF = SIM card not enabled or unit mounted too close to another radio signal. First try moving the unit.
- Flashing; not registered on destination server or unable to connect to 4G network.

### **Blue LED Flashing with ignition ON - Continued**

There have been several cases where digiDL units have been placed close to other communications sources. In this instance one or both of the units may no longer operate or connections are sporadic. Examples would be things like online weighing, tracking, or onboard computers.

If the Blue Light is flashing and you know that all APN Settings and server settings are correct then try temporarily moving the digiDL away from other sources towards the confines of the vehicle cabin. In theory, if your problem is reception then the Blue LED should now go solid.

Now the challenge is to find a position where the digiDL is far enough away from the source of interference.

To assist with positioning of the digiDL we produce a 1 metre in line extension cable with code DDL-TCX. These cables can be daisy-chained to create yet more length if required.

Such occurrences are rare but with vehicles becoming busier with comms equipment positioning needs to be more carefully considered.

## **Overview of digicentral Web**

All of the key UK online providers have their own digicentral servers. Each will have a different web address. digicentral is not just used for digiDL, it can receive data from any Tachosys product using different communication methods.

The great thing about digicentral is that it can be integrated with other systems and it therefore means that the customer's data goes straight from the truck and then onwards to their chosen analysis system.

For companies with stand alone solutions who do their own analysis in house, Stoneridge provide a central server which can be used for any solution and can forward to any third party system.

Whilst fitters should receive digiDL units that are already setup for the appropriate server it is worth understanding the process and what needs to be in place for digiDL to function.



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