

## INFO menu

### All the important data at a glance

The new “**INFO**” menu allows the user to view data relating to the vehicle and error messages. This includes information such as the vehicle registration number, its Euro emissions class, its fuel type/power source (e.g. 4 = diesel), the OBU’s serial number, and the last two OBU error messages that have been saved. At the workshop, the service partner can identify these errors quickly using the Info menu. This speeds up repairs and reduces downtime.

MENU  
**INFO**

REGISTRATION NO:  
DE: B-TC 123

EU EMISS. CLASS:  
6

FUEL/POWER TYPE:  
4

S/N:  
0202100513

S/N:  
BA00000000127929

ERROR MESSAGE:  
14:28 20.12.2019

ERROR MESSAGE:  
DISRUPTED G2

### How to reach us

You can obtain more information about the truck toll on our webpage or from our Customer Service department.

**Toll Collect GmbH**  
**Customer Service**  
**Postfach 11 03 29**  
**10833 Berlin, Germany**

**Tel.**  
Monday to Friday, 7 a.m. – 7 p.m.

Within Germany: 0800 222 26 28\*  
From outside Germany: 00800 0 222 26 28\*

**Fax:** +49 180 1 222 628\*\*

**info@toll-collect.de**

You can also visit us online:  
**www.toll-collect.de**  
**www.toll-collect-blog.de**

on Facebook:  
**www.facebook.com/TollCollect**

or YouTube:  
**www.youtube.com/user/TollCollectVideo**

\* Free call, mobile phone charges may vary  
\*\* Within Germany: 0.039 euro per minute from fixed-line networks;  
mobile phone rate max. 0.42 euro per minute

### AT A GLANCE

## OBU SOFTWARE UPDATE

### WHAT'S NEW?

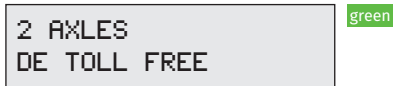


Toll Collect GmbH, KOM, Berlin, 192A, V 1.0, GB – As at 04/2020

## Displays

### Toll-free journey

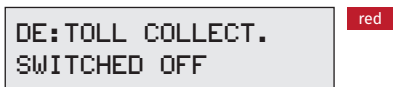
When a vehicle is travelling with a permissible gross vehicle weight of less than 7.5 tonnes, it is not subject to tolls. The display will indicate this with the following colour:



The LED will light up green, as the OBU will still be operational.

### Manual toll collection

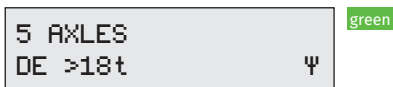
Automatic toll collection can be switched off by selecting the “**TOLL COLLECTION MANUAL**” function in the menu. The display will indicate this with the following colour:



If the vehicle is subject to a toll for the journey in question, the journey must be logged manually using the Toll Collect app, at a toll terminal or via online log-on.

### New communication symbol

When the OBU is communicating with the Toll Collect headquarters via the mobile data network, the „Ψ“ symbol will appear on the display:



The symbol will disappear once the transmission is complete.

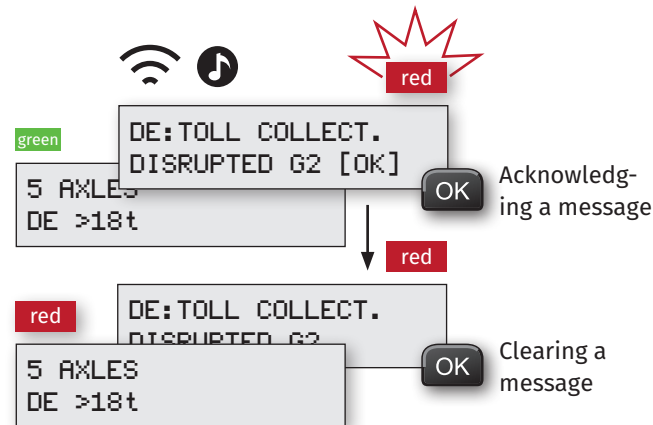
## Error messages

### Driver must press “OK” to acknowledge message

Improvements have been made to how error messages are displayed in case of malfunctions:

- The display messages used to report errors have been revised to make them easier to understand. Clear information about malfunctions is provided.
- The LED lights up red and flashes to make it more noticeable.
- The error message is now accompanied by a new error tone; this is an acoustic signal with two short tones and one long tone. The error tone repeats every five minutes until the driver acknowledges the error message.

As soon as an error message appears, the driver will need to drive to the closest parking area or service station and acknowledge the error message on the OBU by pressing “OK”. The LED will then continuously light up red and the error tones will stop sounding.

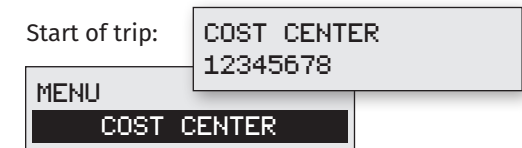


- ⚠ **After an error message has occurred, the on-board unit will not be ready for operation with the automatic toll collection system. The toll will need to be logged using the online log-on facility, the Toll Collect app or a toll terminal. The driver must contact a Toll Collect service partner.**

## Changes to how tolls are organised

### Cashing up

The new cashing up option allows drivers to invoice toll costs for customer trips quickly. Shortly after this is done, they will be made available to view online in the customer portal. The “**COST CENTER**” function can be used to set the start and end points of a trip for accounting purposes. The driver enters a cost centre when the journey begins, then changes it in the “**COST CENTER**” menu at the end of the journey before they switch off the ignition. The OBU will transmit the trip data, and 15 minutes later it will appear under “Journeys not yet invoiced” in the customer portal. This system enables the operator to access toll amounts for invoicing much earlier than they could before.



### Changing master data

Customers can now only change the master data via the Toll Collect customer portal. Service partners can no longer change data via their service PC.