

TEXA eTRUCK FAQ



ITALIANO
ENGLISH
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ESPAÑOL
PORTUGUÊS
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РУССКИЙ

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TEXA

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GLOSSARY

Device: any TEXA eTRUCK device.

WORKSHOP: the workshop that sells and installs TEXA eTRUCK devices.

FLEET MANAGER: the manager of the vehicle fleet who subscribed the Fleet Contract in order to use the services associated with TEXA eTRUCK.

DRIVER: the driver of a vehicle of the fleet.

Fleet: the group of vehicles managed by the FLEET MANAGER, where TEXA eTRUCK is installed.

FLEET MANAGER Portal: the WEB portal owned by TEXA through which the FLEET MANAGER can view the data related to the vehicles of her/his fleet.

WORKSHOP Portal: the WEB portal owned by TEXA through which the WORKSHOP can view the data related to the vehicles of its customers.

WORKSHOP PORTAL / FLEET MANAGER PORTAL

1. Do you recommend a particular browser in order to make the best use of the portal?

The portal can be used with any browser, although we recommend using Google Chrome.

2. From which devices can I access the portal?

From PCs, smartphones and tablets.

3. I am not able to complete the registration to the portal. What can I do?

We recommend temporarily deactivating any firewalls / browser extensions that may interfere with the communication between your PC and our servers, and try again.

WORKSHOP

4. What is the TEXA ID?

It is the TEXA customer identification code. It allows you to complete the registration to the WORKSHOP portal.

5. Where can I find my TEXA ID?

You can find your TEXA ID in the section **Copyright** of IDC5 or asking your Retailer.

6. How can I recover my password or the email address I used for the login?

If you have lost your password, you can recover it by clicking on **Recover Password** and following the indications provided.

If you have forgotten the email address that you used when signing up, please contact your WORKSHOP.

7. Can I edit the workshop's information?

Yes, except for the company name and VAT number.

8. The WORKSHOP portal does not display the DTC errors, whereas the eTRUCK app displays them correctly. What can I do?

Make sure the smartphone on which the eTRUCK app is installed is connected to the Internet through a data network and not via Wi-Fi.

A connection via Wi-Fi may cause problems with the Internet firewall.

9. While logging in to the WORKSHOP portal with a DEMO unit, a message indicating incorrect access credentials appears. What can I do?

The DEMO units are managed by the Service Code website: if the website is not working properly, this may cause problems with the login.

Make sure the Service Code website is working properly and enter the correct access credentials.

10. The Live Diagnosis function in the WORKSHOP portal is not working. The status NOT CONNECTED is displayed. What can I do?

Make sure the smartphone on which the eTRUCK app is installed is connected to the Internet through a data network and not via Wi-Fi.

A connection via Wi-Fi may cause problems with the Internet firewall.

FLEET MANAGER

11. What is the FLEET MANAGER ID?

It is the ID that the WORKSHOP must provide to allow you to create your FLEET MANAGER ACCOUNT and, therefore, access the FLEET MANAGER portal.

12. Where can I find my FLEET MANAGER ID?

You can request your FLEET MANAGER ID to your WORKSHOP.

13. How can I recover my password or the email address I used for the login?

If you have lost your password, you can recover it by clicking on **Recover Password** and following the indications provided.

If you have forgotten the email address that you used when signing up, please contact your WORKSHOP.

APP WORKSHOP / APP eTRUCK

1. Where can I download the apps?

The apps can be downloaded from Google Play Store and Apple App Store.

2. Which smartphones are compatible with the apps?

The requirements needed for the apps to work properly are:

Android	iOS
5.0 or higher	10 or higher
Bluetooth 2.1 or higher	iPhone 5s or higher
Access to the Internet	Access to the Internet
3 GB of RAM or higher	

Tablets and smartphones with custom ROM installed are **NOT** supported.

3. How do I check if the apps are updated?

Check the update availability directly in your Store.

We recommend setting the automatic update download, to always have the best experience when using TEXA eTRUCK.

4. My smartphone meets the requirements but the app is not working properly. What can I do?

Some operations that may solve the problem are:

- Turn the smartphone's Bluetooth off and back on
- Restart the smartphone
- Reinstall the app and carry out the Bluetooth pairing procedure again
- Make sure the latest version of the operating system is installed in your smartphone

Mobile operating system versions are released very frequently and may lead to temporary malfunctions that our developers try to solve promptly.

5. Can the Power Saving mode prevent the apps from working properly?

Yes, the **Power Saving** mode can create problems when using the apps.

For example, it may:

- automatically deactivate the Bluetooth communication after a given period of inactivity
 - deactivate the location services
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6. What do I have to do after restoring the factory settings on my smartphone?

After restoring the factory settings, you need to repeat the app download and login.

7. What do I have to do if I change smartphone?

If you change smartphone, you need to repeat the app download and login.

DRIVER (APP eTRUCK)

8. Does the eTRUCK app affect my smartphone's battery usage?

The eTRUCK app is developed in order to affect the battery usage as little as possible; how long the charge lasts varies based on the model and the state of wear of the battery itself.

We recommend keeping the smartphone always plugged in when using it on board of the vehicle, to avoid a sudden shutdown.

9. I have a limited data plan. How much does the eTRUCK app use up?

For its normal operation the eTRUCK app uses up few megabytes.

Any app updates may use up more data, but in this case you will be authorising the update and therefore you may decide to proceed over Wi-Fi.

10. Are there extra charges for the traffic generated by the eTRUCK app?

No, but you must have a phone contract that includes a data plan.

11. Does the eTRUCK app work if there is no data coverage?

The eTRUCK app works properly but the WORKSHOP may not have an updated view of the vehicle status.

Furthermore, some operations may work differently.

For example, the remote diagnosis must be unlocked using a PIN code provided by the WORKSHOP by phone.

12. Do I keep my data switching from an Android smartphone to an iOS one or vice versa?

Yes, when switching from an Android smartphone to an iOS one or vice versa, the data related to your vehicle remains unchanged and the data related to your account will come up again on the new smartphone.

Your vehicle's data, the expirations that were entered, etc. are saved in TEXA's servers and made available to all the smartphones that are associated with your specific TEXA eTRUCK.

13. Can I configure more than one TEXA eTRUCK on the same smartphone?

Yes, the eTRUCK app was designed to be able to communicate with several vehicles on which TEXA eTRUCK is installed.

If you configure more than one TEXA eTRUCK on the same smartphone, the data displayed by the eTRUCK app will always refer to the last device you were actually connected to.

14. How many TEXA eTRUCK devices can I configure on my smartphone?

You can configure a maximum of 5 TEXA eTRUCK devices on the same smartphone.

15. Can I contact the WORKSHOP directly from the eTRUCK app?

Yes, you can contact it from the Diagnosis section, through the specific icon.

16. If there is no data coverage, can I contact the WORKSHOP?

Yes, but the WORKSHOP may not have an updated view of the vehicle status.

DEVICE

1. Which vehicles are compatible with TEXA eTRUCK?

The vehicles that are compatible with TEXA eTRUCK are the ones that comply with:

- Euro 4, Euro 5 and Euro 6 regulations for the European market;
- Epa 04, Epa 07, Epa 10 and Epa13 for the North American market.

Further information on the actual available coverage can be found on www.texa.com/products/etruck.

2. Where do I find the serial number of TEXA eTRUCK?

You can find the serial number of TEXA eTRUCK on the product's label or packaging.

3. Can TEXA eTRUCK be updated?

Yes, it can be updated and it is possible to implement other functions in the future.

4. Can I connect more than one smartphone to the TEXA eTRUCK simultaneously?

No, you may configure more than one smartphone to communicate with TEXA eTRUCK, but the connection is established with only one at a time.

5. Can I associate more than one vehicle with the same TEXA eTRUCK?

No, TEXA eTRUCK is linked to the VIN.

6. Does TEXA eTRUCK use up the battery when the vehicle is off?

The absorption of current by TEXA eTRUCK never affects the battery's charge, however you should disconnect the device from the vehicle's diagnostic socket if the vehicle is not used for a long period of time.

7. How does the firmware update work?

Every firmware update is downloaded through your smartphone directly onto the TEXA eTRUCK device at the first connection following the release by TEXA.

The data network must be active.

8. How big is the update? How long does it take?

The size of the update and how long it takes to download and install it may vary.

Usually, the entire procedure lasts a few minutes.

WORKSHOP

9. What should I do if I have problems installing TEXA eTRUCK?

If you cannot find a solution in the FAQs, we recommend you to contact your Retailer or send a request for assistance through the **TEXA iSupport - eTRUCK** function.

10. How do I know if TEXA eTRUCK is connected to the vehicle's diagnostic socket correctly?

To verify if TEXA eTRUCK is connected to the vehicle's diagnostic socket correctly, proceed as follows:

1. Start the vehicle
 2. Make sure the TEXA eTRUCK LEDs are blinking as indicated in the table that can be found in the section **TEXA eTRUCK Blink Codes**
 3. Make sure the connection between TEXA eTRUCK and the app is established correctly
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11. Can the installation of TEXA eTRUCK last more than 5 minutes?

Yes, but only if TEXA eTRUCK needs a major firmware update.

12. Can the configuration process, during the installation of TEXA eTRUCK, last more than 30 minutes?

Yes, if the smartphone being used is an iPhone and if TEXA eTRUCK needs a major firmware update.

In this case we recommend making sure that the Wi-Fi or data connection has good signal strength.

DRIVER

13. If I deactivate the location services in my smartphone, can problems arise in the operation of TEXA eTRUCK?

TEXA eTRUCK does not have location systems of its own but uses the location services of your smartphone.

Keep all your smartphone's location services active to use TEXA eTRUCK and the eTRUCK app services to their fullest potential.

14. Can I transfer TEXA eTRUCK to another vehicle?

Yes, but the new installation and configuration must be carried out by the WORKSHOP.

TEXA eTRUCK BLINK CODES

Starting TEXA eTRUCK by plugging it in (inserting TEXA eTRUCK in the vehicle's diagnostic socket) and with the vehicle stationary.

LED	Meaning
GREEN - BLUE: quick alternate blink	Device connected to the vehicle, available for pairing.

Device connected via Bluetooth:

LED	Meaning
BLUE: Slow blink	Device configured and connected to the vehicle.
BLUE: 2 blinks	The device is in one of the following situations: <ul style="list-style-type: none"> • configuration check in progress • not configured but connected to the vehicle • not configured and not connected
BLUE: Quick blink	Device configured but not connected to the vehicle.

Device NOT connected via Bluetooth:

LED	Meaning
GREEN: Slow blink	Device configured and connected to the vehicle.
GREEN: 2 blinks	The device is in one of the following situations: <ul style="list-style-type: none"> • configuration check in progress • not configured but connected to the vehicle • not configured and not connected
GREEN: Quick blink	Device configured but not connected to the vehicle.

Starting TEXA eTRUCK by turning on the engine (device already plugged in) and with the vehicle stationary.

LED	Meaning
BLUE: 2 blinks	Smartphone authentication successful.

Every time TEXA eTRUCK is started:

LED	Meaning
GREEN: 2 blinks	User application successfully started.
RED: 4 blinks	Error in starting the user application.