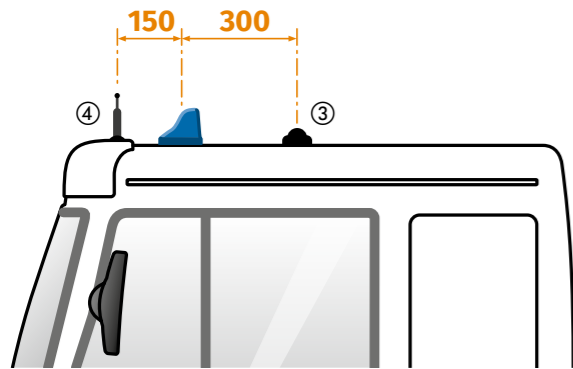


2. Antennae

Always on receive

Please observe the following instructions for correct use of the Toll Collect antennae:

- A minimum distance of 300 mm is required between the Toll Collect GPS (or combination) antenna and other GPS antennae (e.g. for navigation systems). ③
- A minimum distance of 150 mm is required between the Toll Collect GPS (or combination) antenna and other antennae, (mobile phone, radio, CB). ④
- These minimum distances also apply to the internal GPS antenna of the 2G DSRC module.
- All Toll Collect antennae are exclusively intended for the installed OBU.



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 of charge, mobile phone service charges may differ
** Within Germany: EUR 0.039 per minute from fixed-line networks;
mobile phone rate max. EUR 0.42 per minute.

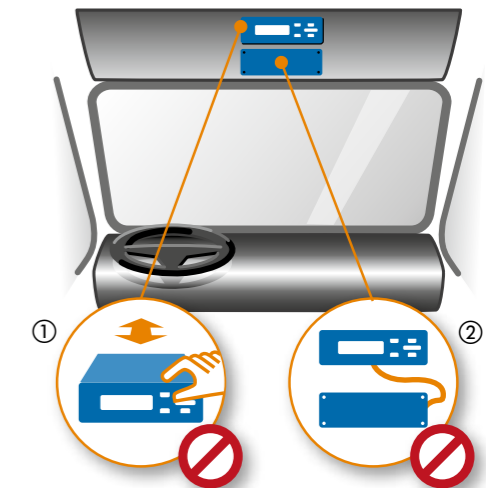
Commissioned by  Bundesamt für Güterverkehr

1. On-Board Unit (OBU)

For uninterrupted contact

A fault with the On-Board Unit or the DSRC module can lead to the Federal Office for Goods Transport (BAG) pulling you over as part of its enforcement activity. Therefore please observe the following instructions for correct use of the OBU:

- Please do not remove or modify the OBU yourself. These tasks must only be performed by a Toll Collect certified service partner. ①
- Please do not attach any additional devices to the OBU. This can result in faults or failures of the OBU. ②
- Splitting of the speedometer signal, which is used for the automatic toll logon system, can also result in faults and failures of the OBU.



KEEPING IN TOUCH

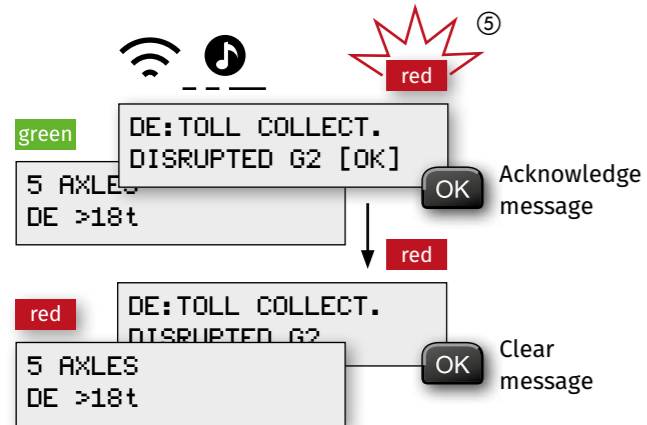


Toll Collect GmbH, KOM, Berlin, 092, V 4.0, GB – as at 05/2020

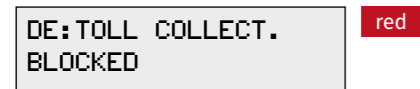
3. Fault in On-Board Unit

Clear communication in case of malfunctions

If the OBU is not functioning properly, an error message appears on the display, accompanied by error tones (tone sequence of two short tones and one long tone) and the red blinking LED. ⑤



When the error message appears



please contact Toll Collect customer service exclusively.

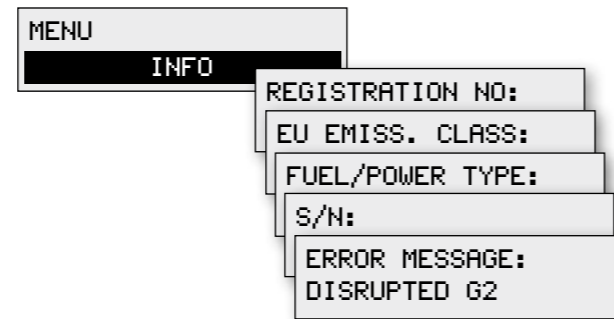
! After an error message has occurred, the OBU will not be ready for operation with the automatic toll collection system. Please log your toll using the Toll Collect app, online on the internet or at a toll terminal.

For rapid remedying of faults

If there are faults in the On-Board Unit, please drive to the closest Toll Collect service partner.

At the workshop, the service partner can identify error messages quickly using the “INFO” menu. This speeds up repairs and reduces downtime.

The “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, the OBU’s serial number, and the last two OBU error messages that have been saved.



+ You will find more information about the OBU in the user manual.

4. DSRC module

Interference-free area

Electronic products can cause electromagnetic interference. Generally all devices not necessary for operation of the vehicle (especially voltage transformers and lighting elements) should be disconnected from the vehicle electrical system while driving in order to prevent possible interference.

- Please keep the area around the DSRC module free from mobile phone charging cables, laptops, voltage transformers or similar equipment. ④ ⑦



Correct installation

The DSRC module must always be left in the prescribed installation position:

- The installation angle of the DSRC module should not be changed. ⑧
- Please ensure that the DSRC module cabling is intact and in the event of visible damage, drive to a Toll Collect service partner. ⑨

