



A317 Installation Guide

Version 2.0

Proprietary & Confidential

Contents of this document

- Getting started (see below)
- Package contents
- Website set-up
- Installation / provisioning instructions
- Troubleshooting guide

Getting Started

Locate Credentials

Prior to hardware arrival an email was sent from support@isefleetservices.com that included the following information:

- Provisioning information (Organization ID, Provision Key, Host Name, and Port Number)
- Website administrator login user name and password

If you cannot find the e-mail in your inbox or spam folder, please contact customer support at (888) 316-3533 or support@isefleetservices.com.

Hardware installation

We recommend professional installations by qualified technicians such as:

- Your vehicle OEM Dealer maintenance facility
- Certified third party installers (we recommend Velociti. www.velociti.com)

Self installations can be performed by qualified personnel.

Website

- Refer to page 3 for website set-up

Package Contents

A317 Display



Y-Adapter Cable

(3m length)



Coil Cable



Package Contents

GPS/Cellular Antenna (2)



RAM Mount



Sticker



Zip Tie (2)



Website Set-Up

- Login to the website using the credentials provided in the email
- Change Your Password
 - Hover your mouse over the *Settings* menu and click on *Preferences*
 - Click on the *Change My Password* button to update your password and prevent unauthorized people from accessing your account
 - Click the *Save* button
- Create Home Terminal
 - Hover your mouse over the *Admin* menu
 - Click on *Home Terminals*
 - Click on the *New* button
 - Enter the name of the home terminal, select the time zone of the terminal and make sure to check the DST or Daylight Savings Time check box if this applies to your area
 - Click the *Save* button
- Create Drivers
 - Hover your mouse over the *Setup* menu
 - Click on *Drivers*
 - Click the *New* button
 - Enter the Driver ID assigned to your driver by the carrier, and the driver's first and last names
 - Select the home terminal from the drop down
 - Select the driver type for your carrier
 - Click the *Save* button

You have now set up the minimum information required to use your eFleetSuite Mobile and Website applications. More information is available by using the *Help* button in the upper right corner of the web page and referring to the Driver Guide that is available for downloading.

Installation

1. Determine the mounting placement of the display in the vehicle.

Note: This should be a solid and secure location that is visible and within arms reach of the driver where it will not block any other necessary controls or components.

2. Secure the RAM Mount base to the selected location with self tapping screws (not included).
3. Secure the other RAM Mount base to the back of the A317 display using the enclosed screws and washers.
4. Connect the A317 to the mounting location with the adjustable RAM Mount arm.
5. Run the Y-Adapter Cable through the vehicle dash from near the device mounting location to the diagnostic connector.
6. Unscrew the male diagnostic connector from the vehicle diagnostic port.
7. Attach the female connector from the Y-Adapter Cable to the diagnostic connector that was just removed.
8. Connect the ignition wire from the Y-Adapter Cable to a fuse that will only send a current while the engine is running. The location of this fuse will vary from vehicle make and model. **IMPORTANT: Use a volt meter when choosing the connection to use. The voltage present while the engine is running should be at least 6 but no more than 32. Verify the source by:**
 - **Turning the engine On and observing that voltage is present**
 - **Then turn the key to the On, Accessory, and Off positions without the engine running and verifying that no voltage is present (see VERIFICATION page for more instructions)**
9. Connect the white plastic Molex connector from the Coil Cable to the Molex connector on the Y-Adapter Cable.

Installation (continued)

10. Position or attach the Y-adapter Cable to the inside of the vehicle dash to avoid any vehicle operational interference.
11. Attach the male connector from the Y-Adapter Cable to the vehicle's diagnostic port.
12. Attach both Antennas to the bottom of the display (**finger tighten only**).

Note: The antennas provided will support both cellular and GPS, so it does not matter which antenna is connected to which port.

13. **If your vehicle has a master kill switch, it is required that you hard-wire our system to the battery.** Repeated losses of power to the device can cause error messages to appear on the device and in the driver's logs, and may have detrimental physical effects to the system over time. To hard-wire our system, use the following steps:

A. Behind the vehicle's diagnostic (6-pin, 9-pin, or OBDII) port, locate the power wire.

- For a 6-pin adapter, it is pin C.
- For a 9-pin adapter, it is pin B.
- For an OBDII (Volvo) adapter, it is pin 16.
- Pin-out diagrams shown on the next page.

B. Leaving plenty of wire to work with, cut this wire a ways behind the port.

C. Cover the end that is not connected to the port with a wire nut and tape.

D. Connect the wire coming from the diagnostic port to a 10 or 15 amp inline fuse.

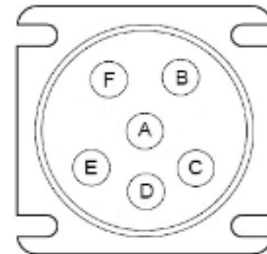
E. Connect the other end of the fuse directly to the battery with 18AWG insulated wire.

14. Replace any dash or access panels removed during assembly.

Installation (continued)

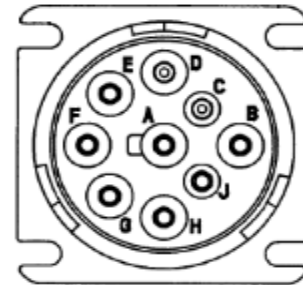
6-pin connection:

| Pin | Value |
|-----|----------------|
| A | J1708/J1587 Hi |
| B | J1708/J1587 Lo |
| C | +12V |
| D | OEM Specific |
| E | Ground |
| F | OEM Specific |



9-pin connection:

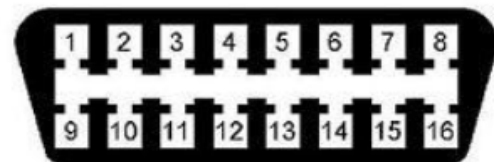
| Pin | Value |
|-----|------------------|
| A | Ground |
| B | +12V |
| C | CAN/J1939 Hi |
| D | CAN/J1939 Lo |
| E | CAN/J1939 Shield |
| F | J1708/J1587 Hi |
| G | J1708/J1587 Lo |
| H | OEM Specific |
| J | OEM Specific |



OBDII connection:

Note that this diagram is the female (or vehicle) port. The pin-out of the connector used to plug into the vehicle will be flipped from left to right.

| Pin | Function |
|-----|------------|
| 1 | |
| 2 | |
| 3 | J1939 + |
| 4 | |
| 5 | GND |
| 6 | ISO15765 + |
| 7 | |
| 8 | |
| 9 | |
| 10 | |
| 11 | J1939 - |
| 12 | J1708 + |
| 13 | J1708 - |
| 14 | ISO15765 - |
| 15 | |
| 16 | VBAT |



Provisioning

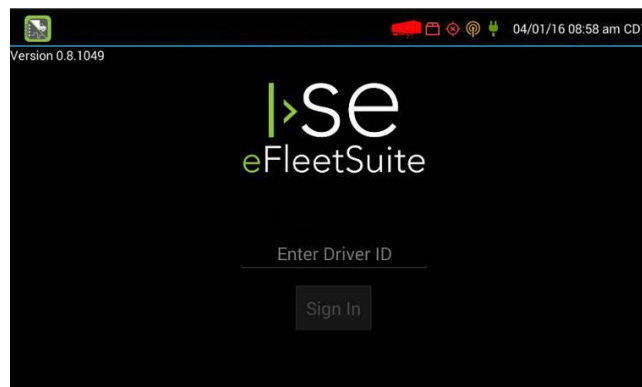
1. Before the device can be used, it must be provisioned. To begin the provisioning process, press the circular button located in the middle of the arrow buttons. This will turn on the device.

The first time the device is powered on, you will need to tap on the VDS icon on the home screen. This will start Vehicle Data Service and eFleetSuite. This is a one-time step, as these programs will auto-start on all subsequent boot-ups. All provisioning information other than Vehicle ID should be provided to you by ISE Fleet Services or the carrier for whom you are performing the



installation. If provided directly by ISE Fleet Services, it can be found in an email sent to you shortly after your order is placed and on the packing list of your shipment.

2. Device ID will be pre-populated on this screen.
3. Enter the Vehicle ID, Organization ID, Provisioning Key, Host Name, and Port, using the Next button on the keyboard to navigate between fields. Tapping Next on the keyboard while on the Port field will complete the provisioning process if all other fields are filled in.
4. The device will now begin to connect to the server for the first time. When initial communication completes the Sign In screen will appear.
5. Verify that the cellular indicator (second icon to the left of the date) in the upper right corner is green. If it shows red, you either cannot get cellular coverage in the location you are in or the device cannot connect to the website. If this occurs try moving to an outside location away from buildings. If the problem persists please call ISE Fleet Services Customer Support at (888) 316-3533 and select Option 2.



Troubleshooting

Please refer the following troubleshooting methods prior to contacting ISE Fleet Services customer support line at (888) 316-3533 - Option 2.

Communications

| Symptom | Possible Cause | Corrective Action |
|---|-------------------------------|---|
| System Check screen shows "Failed" for Comms or the communication indicator on the Sign In screen is red and never changes. | Antenna connection not solid. | Verify the connection is tight, but use finger tightening only. No tools should be used to tighten this connection. |
| | Cellular Coverage issue | Contact the cellular provider of your device and request a coverage check for your area. |

GPS

| Symptom | Possible Cause | Corrective Action |
|---|-------------------------------------|---|
| System Check screen shows "Failed" for GPS or missing locations are appearing on a drivers logs, use the following steps to troubleshoot. | Antenna connection not solid. | Verify the connection is tight, but use finger tightening only. No tools should be used to tighten this connection. |
| | Inconsistent voltage to the device. | Call ISE Fleet Services support at 888-316-3533 – Option 2 |

Ignition

| Symptom | Possible Cause | Corrective Action |
|--|--------------------------------------|--|
| "Unable to Record" remarks in Driver logs/Device Failure Report. | Ignition wire incorrectly installed. | Verify ignition wire is correctly installed. Review the Ignition Verification section of this guide. |

Troubleshooting

Odometer

| Symptom | Possible Cause | Corrective Action |
|--|--|---|
| System Check shows "Failed" for odometer or missing odometer conflicts are appearing on a drivers logs, use the following steps to troubleshoot. | 9 pin connection not properly installed. | Verify the 9 pin connector used for installation is connected tightly and snapped into place. |
| 9 pin connector installed properly and failed or missing odometer still exists. | Data not being broadcast from ECM. | Verify the 9 pin connector is receiving data from the data bus using a diagnostic tool provided by your vehicle manufacturer. |
| Installation did not use 9 pin cables. | Incorrect wires used for connection. | Verify the correct j1708 or j1939 wires were used to connect to the wiring on the vehicle. |
| | | Verify that the connection point on the vehicle was not by-passed by some other connection. |
| | | Verify that the data lines used to connect are live and sending data from the databus. |

Power

| Symptom | Possible Cause | Corrective Action |
|--|--|---|
| "Power Failures" remarks in Driver logs/Device Failure Report. | Incorrectly installed power wire. | Verify the power and ground wire is receiving a constant 12 volts of power with ignition off. |
| | Power pin in 9 pin connector not connected to constant 12 volt source. | Verify the 9 pin connector power is connected to constant 12 volt power source. |
| | Master kill switch on vehicle is engaged while driver is in an On-Duty status. | Please contact ISE Customer Support for more information. |