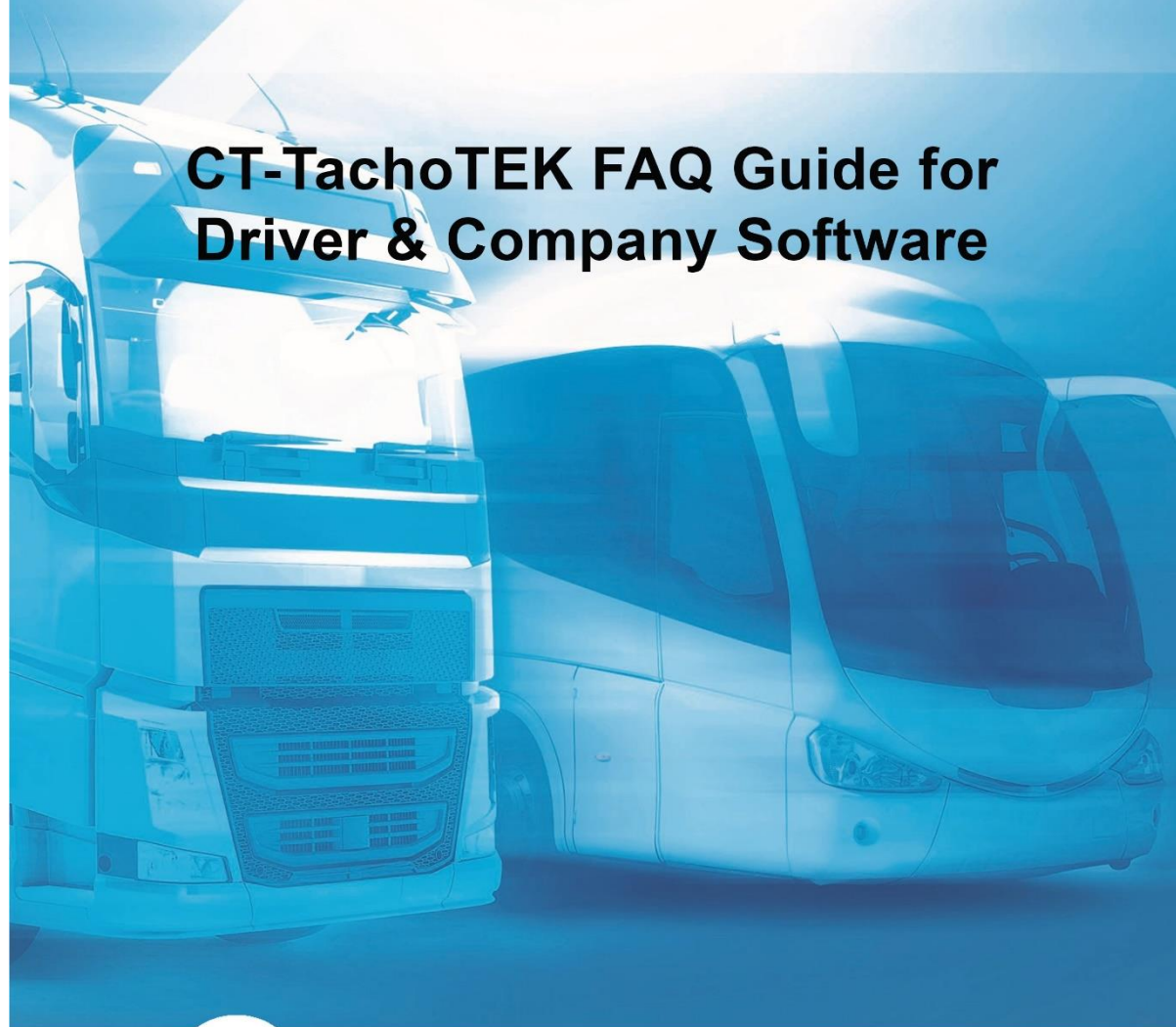




CT-TachoTEK FAQ Guide for Driver & Company Software

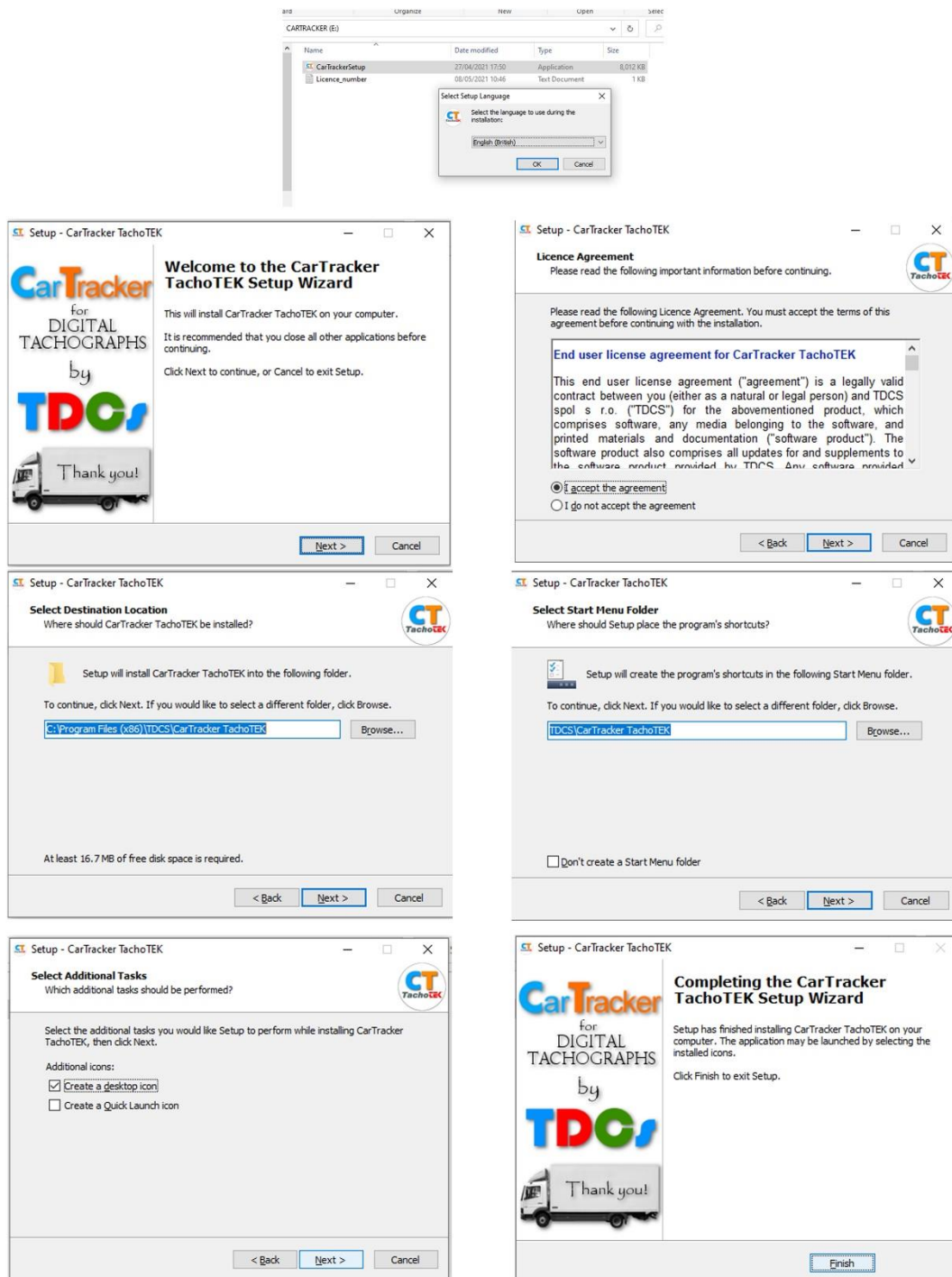


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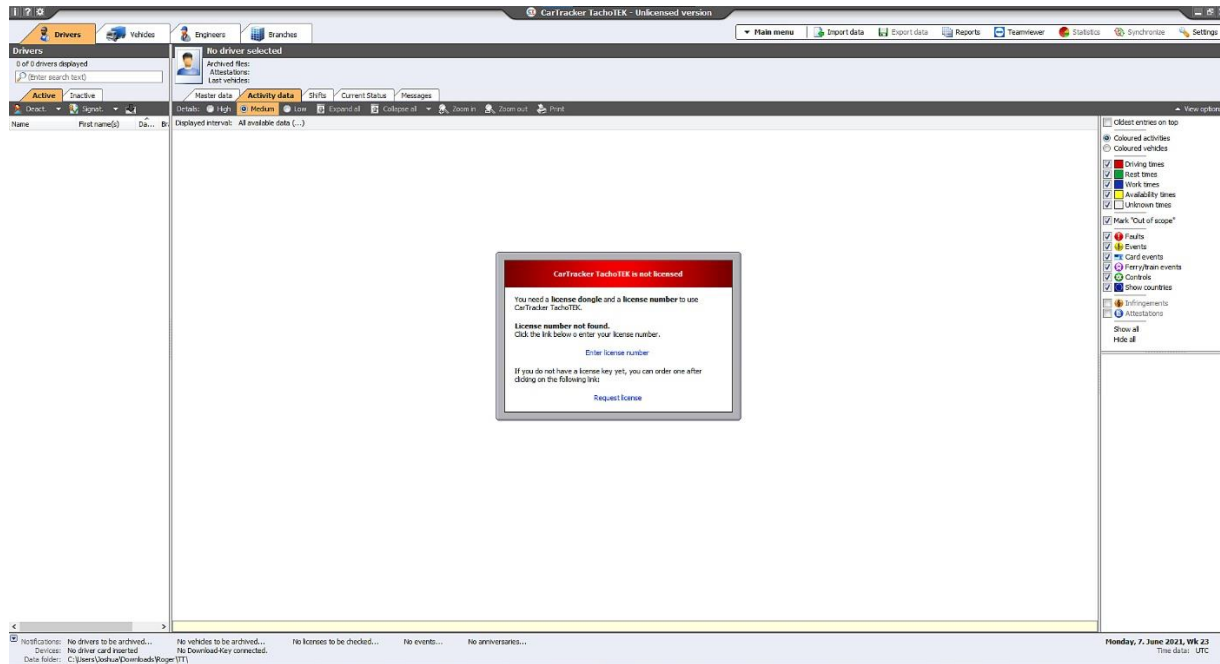
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CT-TachoTEK Installation Instructions

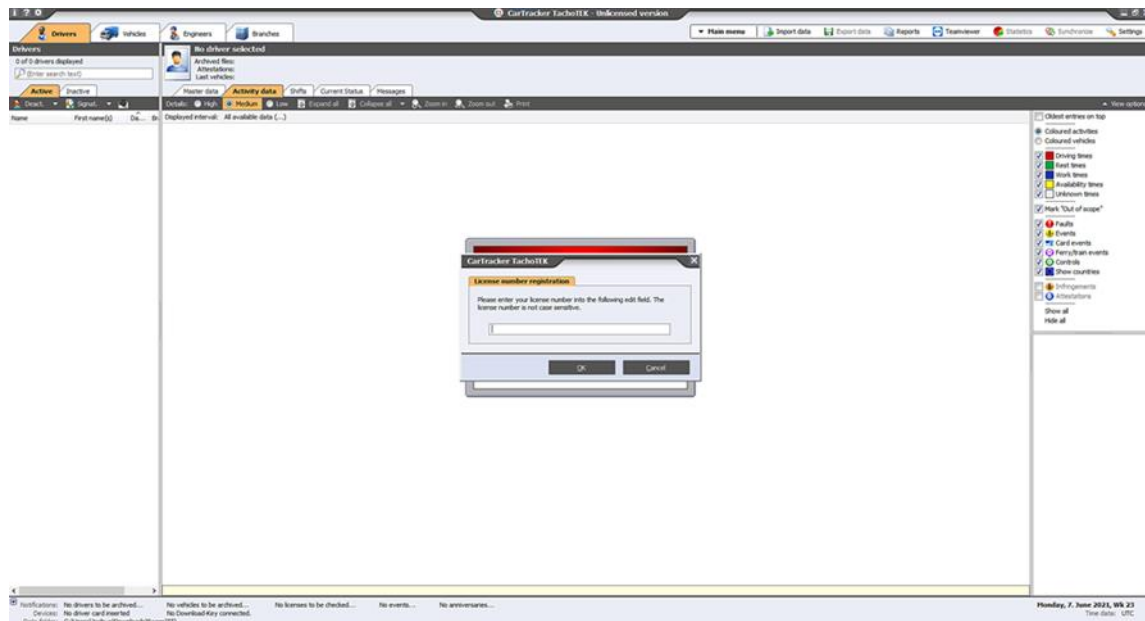
To install CT-TachoTEK, insert the Licence dongle into your PC, select “run “setup” and follow the onscreen instructions.



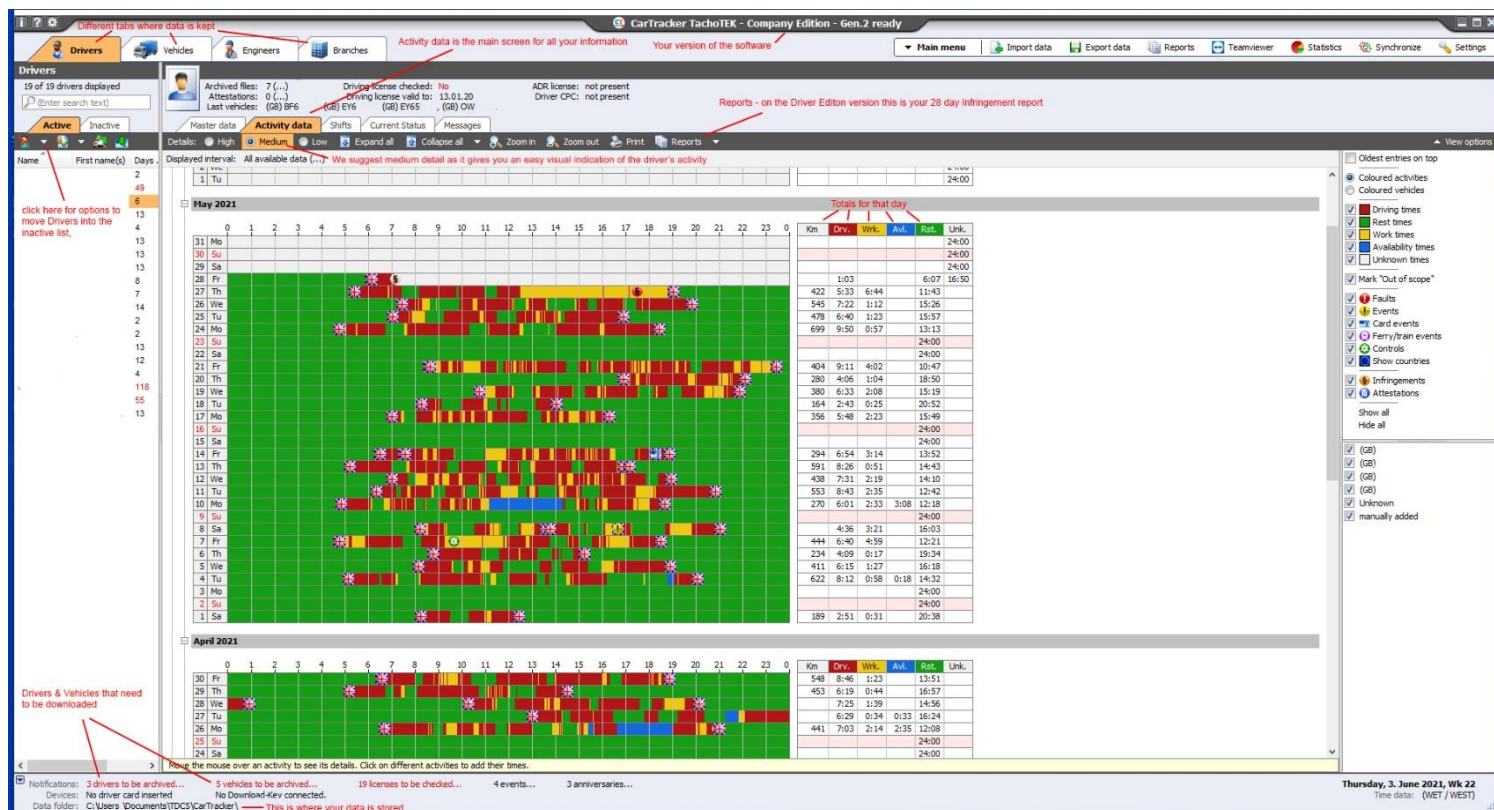
Once installed, open CT-TachoTEK. You will see a 'CarTracker TachoTEK is not licenced' window. Click on the blue 'Enter Licence number'.



You can find your licence number in the text document on the dongle. Highlight and copy the number (Ctrl C) and paste in the Licence number window (Ctrl V) and press OK. This should then activate your software.



CT-TachoTEK – The basics



Above is an annotated version of the main features in CT-TachoTEK, CT-TachoTEK is designed to be simple to use. We recommend that users explore the software so that that can easily become familiar with functions.

Data will automatically be saved to the computer when a driver card is inserted into the card reader.

When a download tool, such as a DigiVU or DigifobPro2 is inserted, the data will also be saved.

By default, CT-TachoTEK saves the data on your “My Documents” folder with Windows.

For Example: C:\Users*yourname*\Documents\TDCS\CarTracker\

This is where the RAW data gets saved to. You will notice 7 folders. Ignore all the folders except the C Files and M Files.

C Files – Where all **DRIVER** data gets stored.

M Files- Where all **VEHICLE** data gets stored.

Data – This is your program settings folder. Nothing needs to be amended within this folder.

CT-TachoTEK licence Dongle

Provided you have purchased the CT-TachoTEK software, you will have received a licence dongle as pictured on the right. This always needs to be inserted when using the software.

If you are using CT-TachoTEK on a desktop computer, we recommend that you plug the dongle in at the back of the computer and leave it plugged in.

If you lose the licence dongle, the only option is to purchase a replacement.



CT-TachoTEK – Quick guide to getting started

- 1) Open CT-TachoTEK with your licence dongle plugged in
- 2) Download your vehicles and driver cards using your download device (if you have a card reader, make sure it is plugged in and insert the drivers' card)
- 3) Plug in your download device. The data will automatically transfer from the device onto your computer.
- 4) Create and save infringement reports for your drivers (for the driver edition, click the 'Infringement (Up to 28 days)' button)
- 5) **A full manual explaining all the features of CT-TachoTek can be found by pressing the F1 function key or under the 'Main Menu' tab. Click on this and then select the '? Help' icon. This will open a full guide to using the software.**

Setting of availability in CT-TachoTEK

Mandatory setting for the application of the "Availability" evaluation rules in the United Kingdom

Company Edition

❖ Language English ❖ Country GB or IRL

CarTracker TachoTEK

Application settings

Archiving
Reminders
Infringements
Messages
View
Outdated files

Language

English Country: GB (United Kingdom)

If you want to translate this software into your language, send an email to our [support team](#).

Date and time

❖ Each driver must be assigned to a branch based in the United Kingdom or Ireland

2 of 2 drivers displayed

(Enter search text)

Active Inactive

Deact. Signat. Vehicles

Name	First name(s)	Days ...	Branch
Espley	Donna Lorr...	111	TEST , London
Key	Marc Seba...	225	TEST , London

CarTracker TachoTEK

Please enter the data of your company here.
These data are essential for the use of the software.

Address

Company: TEST Code:

Street:

Post code: +135555 Town: London

County: Country: GB (United Kingdom)

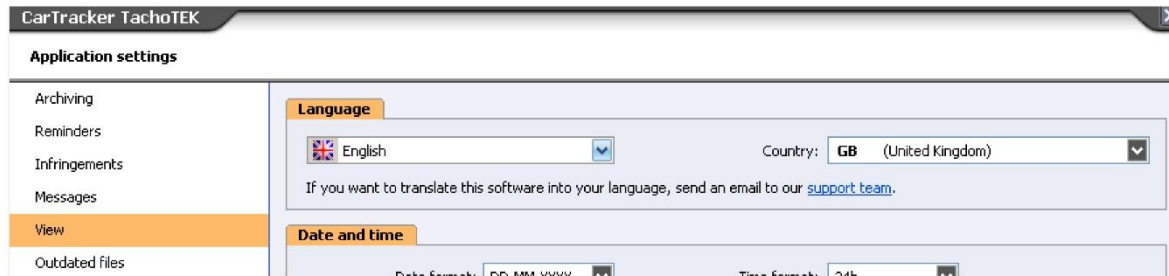
Contact data

Driver Edition

❖ Language English ❖ Country GB or IRL

b. 8 Driver edition

- ❖ Language English
- ❖ Country GB or IRL

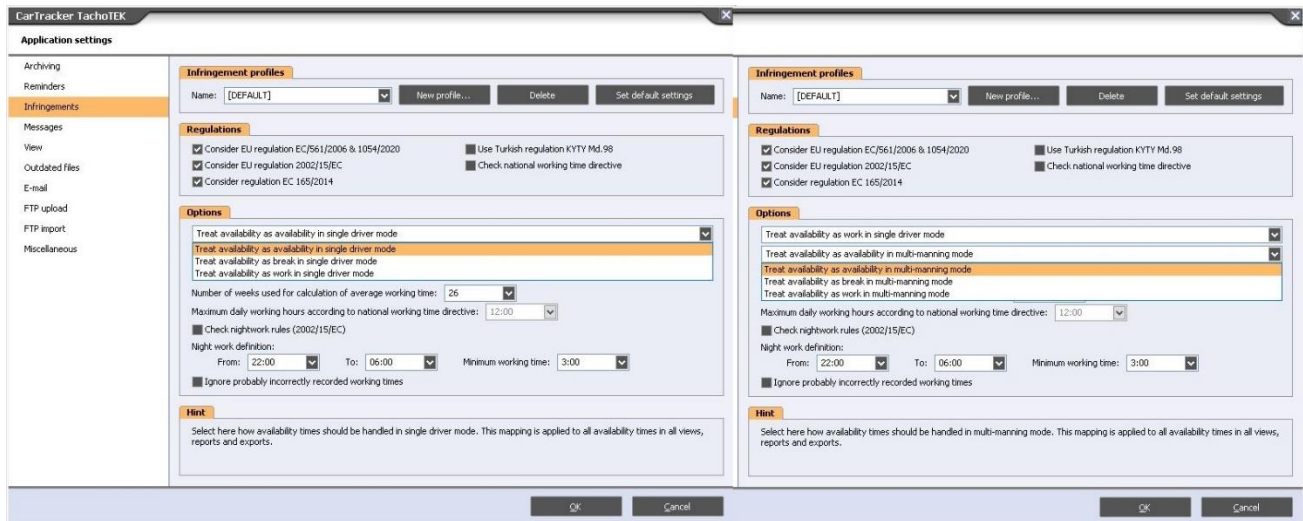


In Both Company and Driver Editions

Please check the infringement settings are correct. We recommend the following settings:

Treat availability as availability in single driver mode.

Treat availability as break in multi-manning mode.

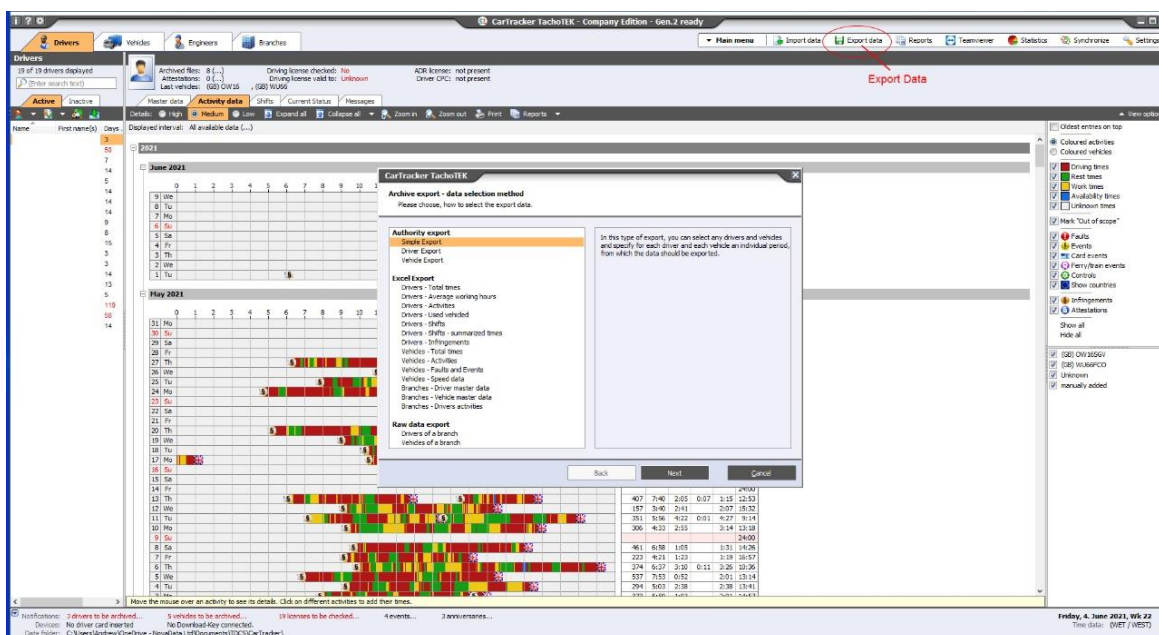


CT-TachoTEK Company Edition only queries

How can I export a specific type of data?

CT-TachoTEK can be used to export vehicle and driver data, this is necessary if you wish for your files to be analysed by a third party or if a copy of your files have been requested by the DVSA. (See below)

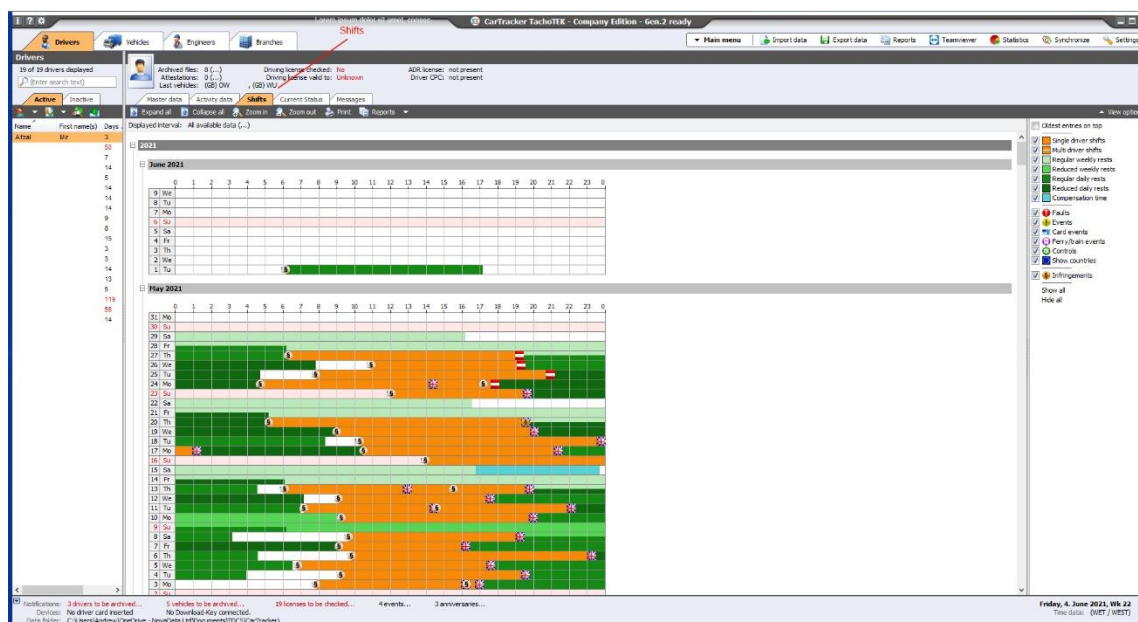
By clicking 'export data' you will be presented with a selection of predefined methods of export. In most cases, if you are exporting for analysis, you will be using either of the methods under 'Raw data export.' If you are asked by the DVSA to provide driver & vehicle data this is the method to provide such data.



What does the 'Shifts' tab mean?

When exploring your CT-TachoTEK software you may have noticed a tab called 'Shifts'. (See below)

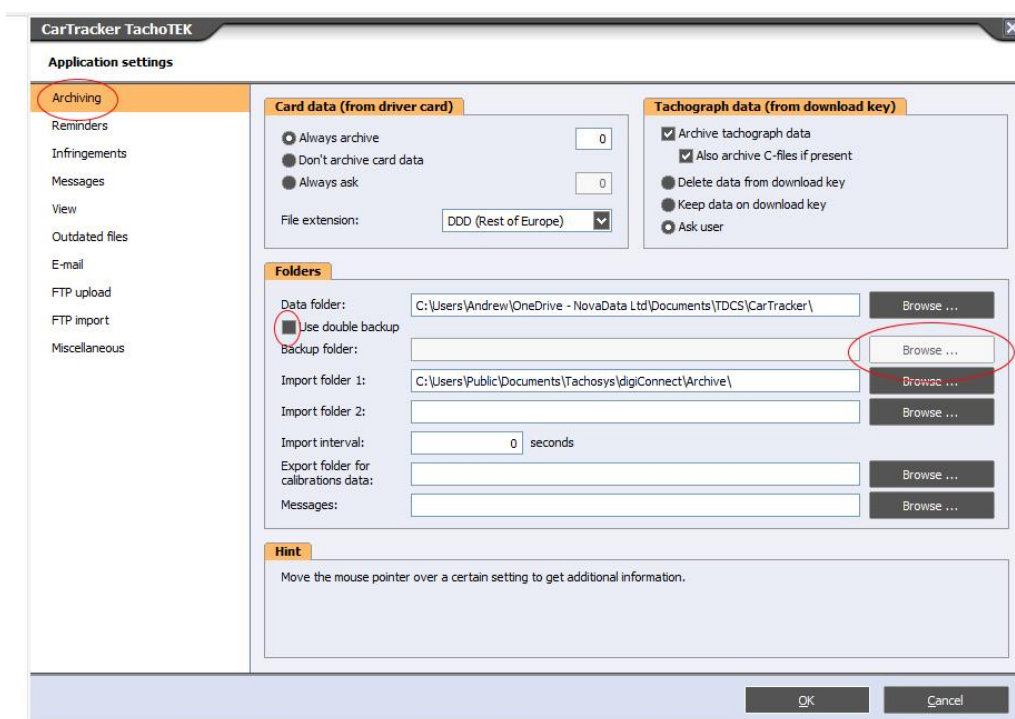
The 'Shift' screen allows the user to see a quick snapshot of the drivers working and rest periods without giving a breakdown of mode changes to the tachograph but will alert if any infringements have occurred during that shift.



How do I create an additional backup location?

You can back up to a server or another location other than your computer. However, it is highly recommended that you periodically back up the data away from the computer onto a device such as a memory stick or online cloud backup (OneDrive, Google Drive).

To create an additional back up of your data in CT-TachoTEK Company edition; click Main Menu and select settings. Under Archiving, you will see a section called folders.



Tick “Use Double Backup” and select the location you wish to back up to and hit ok to save the changes.

Frequently Asked Questions/Issues:

What is a company card? I don't have one, do I need one?

It is essential that you own a company card in order to carry out the legal obligation of downloading the tachograph head. You can get a company card by filling out the D779B form located [on this page](#). This will then need to be completed and sent to the DVLA.

A company card allows you to unlock the tachograph in preparation for downloading. As soon as you take over a new vehicle (or even hire vehicles) you will need to insert your company card and lock the data in. Then you will need to download the tachograph head onto your device within 56 days or when you have finished hiring the vehicle or selling on.

No data gets saved to the company card; it simply acts as a key to unlock the tachograph.

How often do I need to download my card and vehicle?

Under UK law:

- Driver cards must be downloaded at least every **28 days**
- Vehicles must be downloaded at least every **90 days**

However, it is recommended that you download them more regularly, especially driver cards so you can check for any infringements or problems. We recommend that you download driver cards **every week** and vehicles **every month**.

I plugged in my download device into my computer but cannot see any new data, why?

CT-TachoTEK can automatically import data from your download device. We recommend to first insert the download device, and then open up CT-TachoTEK.

You will get a notification to import the data from the download key. Click yes and the data will import across into the software.

It may also ask if you want to delete the files from the download key. We recommend clicking yes, and the data will be transferred to the computer. To free space on the download key, you can delete them.

I am having issues downloading from my tachograph*

- 1) Make sure that the ignition is on.
- 2) Put your company card into either slot 1 or slot 2 and wait for the welcome screen to come on with the company name that is on your company card.
- 3) Plug your download device into six-pin section of the tachograph. With certain devices you may need to start download on the device (such as the DigifobPro2)
- 4) Let the device download the data. This can take a few minutes depending on how much data is being downloaded.
- 5) Once device has completed, take it out of the unit and plug it into your PC. The data will automatically transfer onto CT-TachoTEK.
- 6) * Please note your download device may require updating to be able to work with the new Gen2 type Tacographs. Please see our website for a full range of Gen2 compliant devices <https://www.novadata.co.uk/sec/264/Digital-Tacho-Reader-Download-Devices/>

How do I get data from my device into CT-TachoTEK?

After downloading the Tachograph head or from your driver card, simply insert your download device (DigiVU, DigifobPro2, OPTAC tool, DigiDown, DigiDown plus, VDO DLK etc) into your computer whilst CT-TachoTEK is running. CT-TachoTEK should automatically recognise the download key and transfer the data across from the device onto CT-TachoTEK.

TachoTEK will ask if you would like to clear the device once the data has been transferred. It is advised to clear the device once the files have successfully transferred onto CT-TachoTEK.

Why does my software not work on Apple/Chromebook/non-Windows computers?

CT-TachoTEK is only intended to be ran on Windows computers. However, there are ways of running Windows on your non-Windows computer, but it is strongly advised to use a Windows computer to ensure the software works correctly.

Apple Mac – Purchasing Parallels or VMWare Fusion and a copy of Windows Operating system.

Chromebook – Very technical to do as there isn't one software that can deal with this.

Non-Windows computer – Best to search online: 'Windows on [INSERT OPERATING SYSTEM]'

Be warned that there is very limited support available for users who wish to do this when using CT-TachoTEK.

I keep seeing 'This function is only available in the Company Edition', why?

The functions that you are trying to use are not available in the driver edition of the software. The company edition features additional reports, speed detail and greater organisational features for companies whom need the additional information and functionality. If you feel that you would benefit from the additional features of the company edition of the software, please call 01376 552999 to discuss upgrade options.

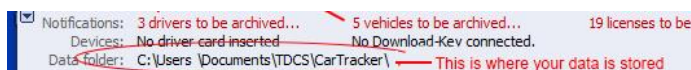
Why is my driver card not working when I put it in the card reader?

The most common reason for the card not working in the card reader is that the card has been inserted incorrectly. Ensure that you insert the card with the chip side face up and with the chip pointed towards the reader. If you are still having issues, please call us for further assistance on 01376 552999.

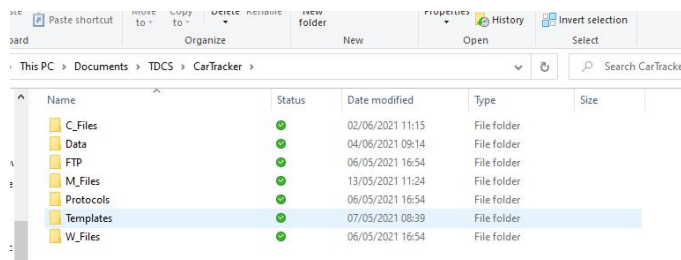
You do not need to put the company card in the card reader at all.

I have moved to a new computer; how do I transfer my old data across?

The easiest way to transfer data from one computer to another, is to copy data onto a memory stick or similar storage medium with the below method.



- 1) Click on the data folder which is in the bottom left-hand corner of TachoTEK.



- 2) Copy only the C_Files and M_Files to your memory stick. Do not copy the Data folder over. The C_Files contain the driver card files and the M_Files contain the vehicle files.
- 3) On your new computer, go to the same folder on CT-TachoTEK data folder and copy and paste the C and M files from your memory stick.
- 4) Close and reopen CT-TachoTEK and all your data will be available for you to view.

I have drivers/vehicles listed that I don't want/are not mine

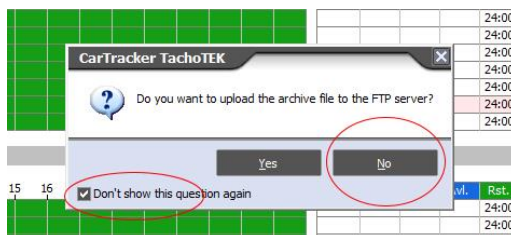
- 1) On the left side of the screen, you should see the list of drivers/vehicles. At the top of the list there is a deactivate button:



- 2) Select the driver/vehicle you do not wish to see and click Deactivate. This will move them into the Inactive tab and won't appear on reports.
- 3) To get rid of multiple drivers/vehicles at once, clicking the arrow allows you to deactivate multiple files that does not have data or hasn't had new data in a certain amount of days.

When I upload data, a box appears asking about the FTP server/email

When you insert a driver card and/or download tool into the computer, after the data has been written to the computer, the following options will pop up on the screen. We recommend selecting the “don’t show this message again” and “no” as this is for more advanced users.



I have a lot of vehicle data missing, why?

Either you need to do a full vehicle download or the vehicle has only just been locked into your company via inserting the company card into the tachograph. You can only check if the vehicle is locked into your account on the company edition or by asking us to check for you.

Why are these ‘Unknown Time’ infringements appearing in CT- TachoTEK?



No.	Date	Time	Duration	Infringement
1	01.11.2019	08:30	87:26	Please note: Unknown time of 5246 minutes. If tachograph used conforms to regulation (EU) 1266/2009 then very serious infringement as no manual entry made as required by regulation (EU)165/2014 Art.34; para. 3b
2	01.11.2019	08:33	0:00	minor infringement: Shift started without input of country EC 165/2014, art. 34, para. 7

These infringements will occur because the driver is not making a manual entry on the tachograph when they start their shift. The manual entry is needed to fill in the time between the last time the card was taken out of the tachograph to when it was put back in.

We have a more in-depth guide which covers this issue more. Please call 01376 552999 if you are interested in this guide.

My query isn’t listed; where can I get more information?

CT-TachoTEK has a built-in guide included in the software which can be accessed by clicking “Main Menu” then “Help”, or by pressing F1.

Alternatively, please call 01376 552999 and ask for the Technical Department or send an email with your query to support@novadata.co.uk