



TachoTEK 3 FAQ Guide for the Standalone Software including Driver & Company Kits

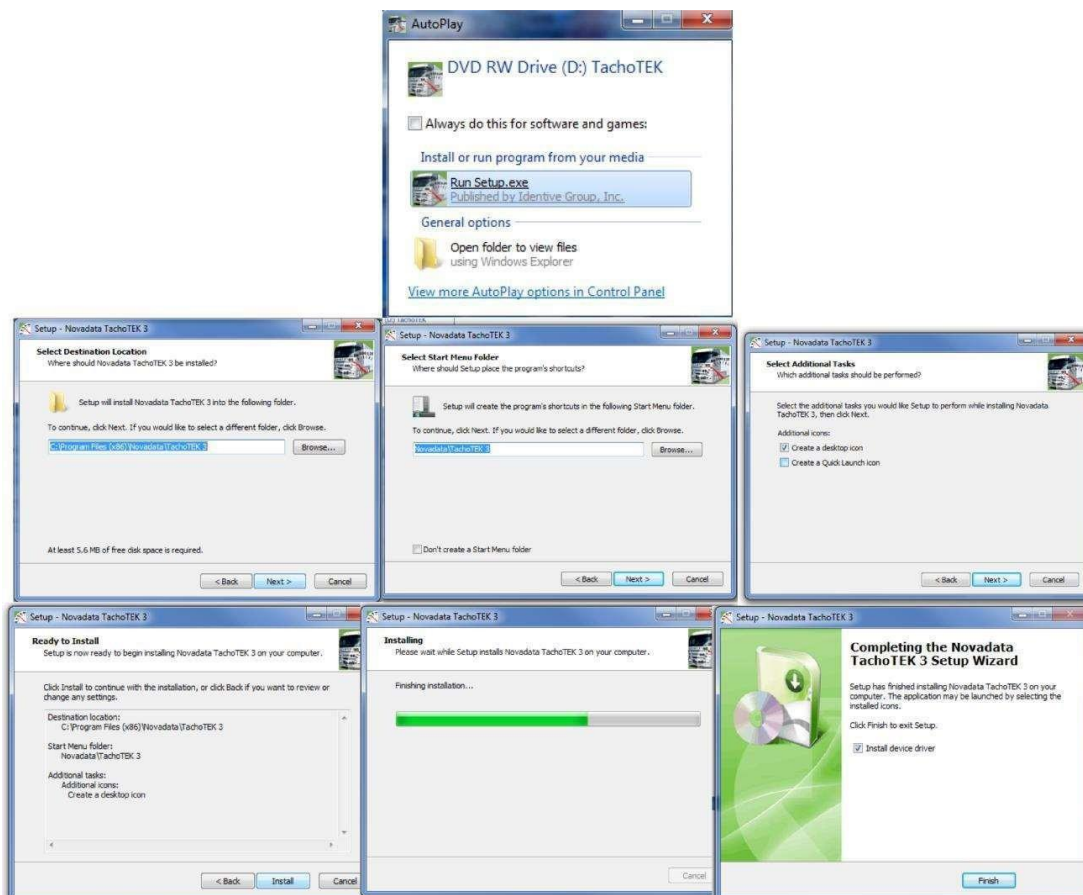


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TachoTEK Installation Instructions

To install TachoTEK, insert the disk into your disk drive, select “run “setup” and follow the onscreen instructions.



Alternatively, if you do not have a disk drive you can find the latest version of TachoTEK on our website using this [link](#) under ‘TachoTEK Update’.

What is included in the TachoTEK Kits?

TachoTEK is software to analyse driver cards and tachograph files. In addition to TachoTEK you will need a download device for the tachograph. All versions of TachoTEK include a card reader to read driver cards. We sell these as kits below; to help diagnose any problems, please refer to the kits below.

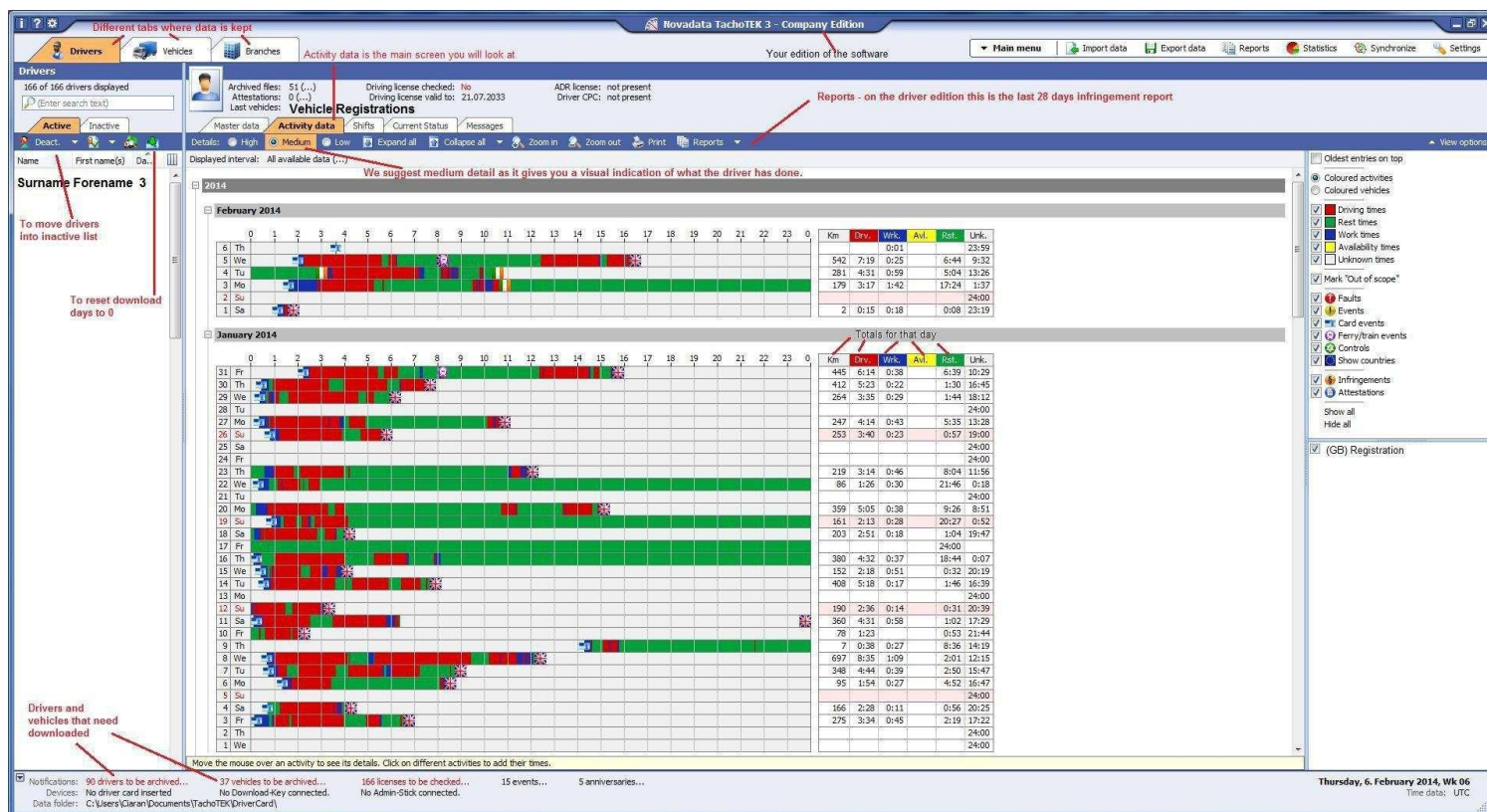
TachoTEK Kit	Kit Contents	Link
 TachoTEK Driver Kit 1	TachoTEK Driver Edition Licence Key in Dongle Flat Card Reader DigiVU	HERE
 TachoTEK Driver Kit 2	TachoTEK Driver Edition Licence Key in Dongle Flat Card Reader DigifobPro	HERE
 TachoTEK Company Kit 1	TachoTEK Company Edition Licence Key in Dongle Heavy Duty Card Reader DigiVU	HERE
 TachoTEK Company Kit 2	TachoTEK Company Edition Licence Key in Dongle Heavy Duty Card Reader DigifobPro	HERE

If you have purchased TachoTEK without a download device and require a download device; please see our full range [here](#) or call 01376 552999 for assistance.

Previous versions of TachoTEK that are still being used by consumers but are no longer supported with updates. For example; a user with a TachoTEK 2 installation will not be able to update their software with a TachoTEK 3 update.

Please Note: TachoTEK is not suitable for international journeys.

TachoTEK – The basics



Above is an annotated version of the main features in TachoTEK, 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 DigifobPro is inserted, the data will also be saved.

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

For Example: C:\Users*yourname*\Documents\TachoTEK\DriverCard

This is where the RAW data gets saved to. You will notice 3 folders. C_Files, data 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.

TachoTEK licence Dongle

Provided you have purchased the TachoTEK 3 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 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 do not have enough USB ports on your laptop or computer, the licence can be transferred to the computer's hard disk drive. However, we strongly recommend **do not** transfer the licence, you are at risk of losing the licence for the software should your computer malfunction or hard disk break. If you leave it in the PC, there is no risk of the licence being lost because the licence is safe on the licence dongle.



Please Note: We can't be held responsible for any loss of the licence if the user manually transfers the licence on the computer and the licence is wiped if the computer was to be formatted, lost or malfunction. We can reinstate the licence back on the licence for a cost of £45+VAT if this was to occur.

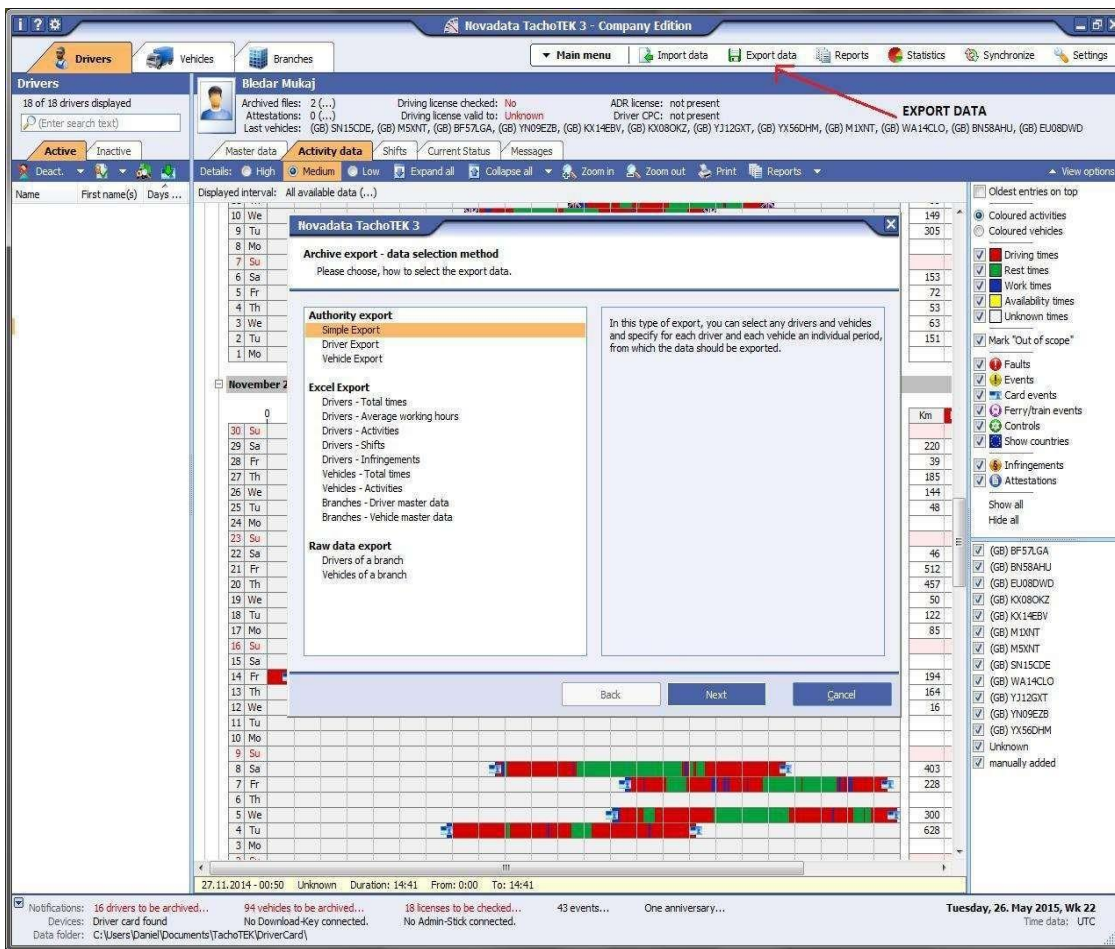
TachoTEK – Quick guide to getting started

- 1) Open 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)

TachoTEK Company Edition only queries

How can I export a specific type of data?

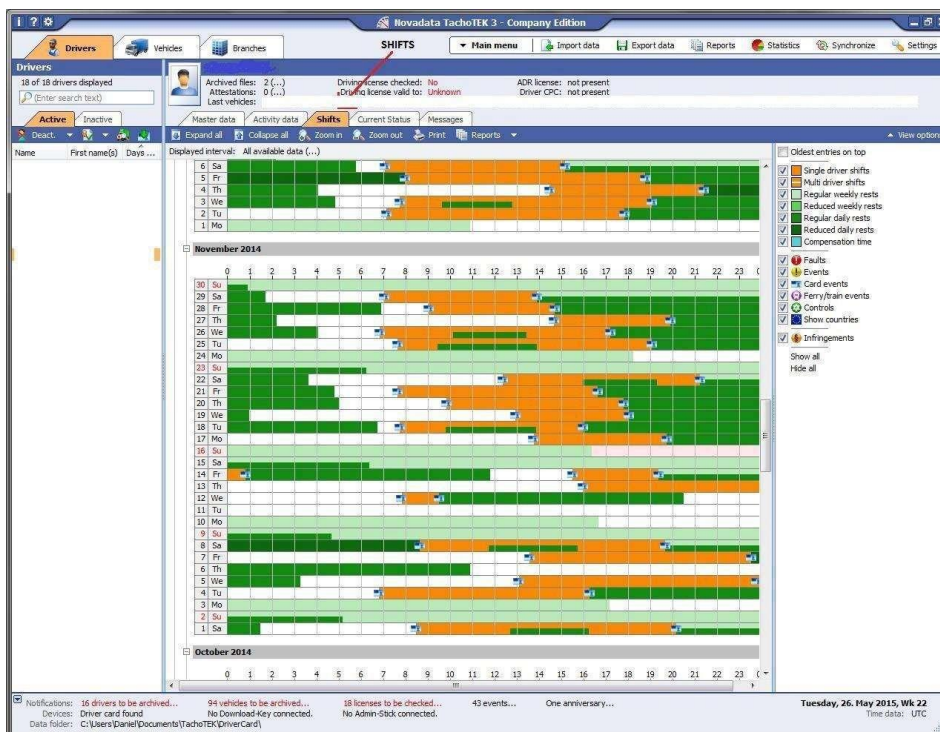
TachoTEK can be used to export vehicle and driver data, this is necessary if you wish for your files to be analysed by a third party or if a copy of your files have been requested by the DVSA. (see below)



By clicking 'export data' you'll 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 TachoTEK software you may have noticed a tab called 'Shifts'. (see below)

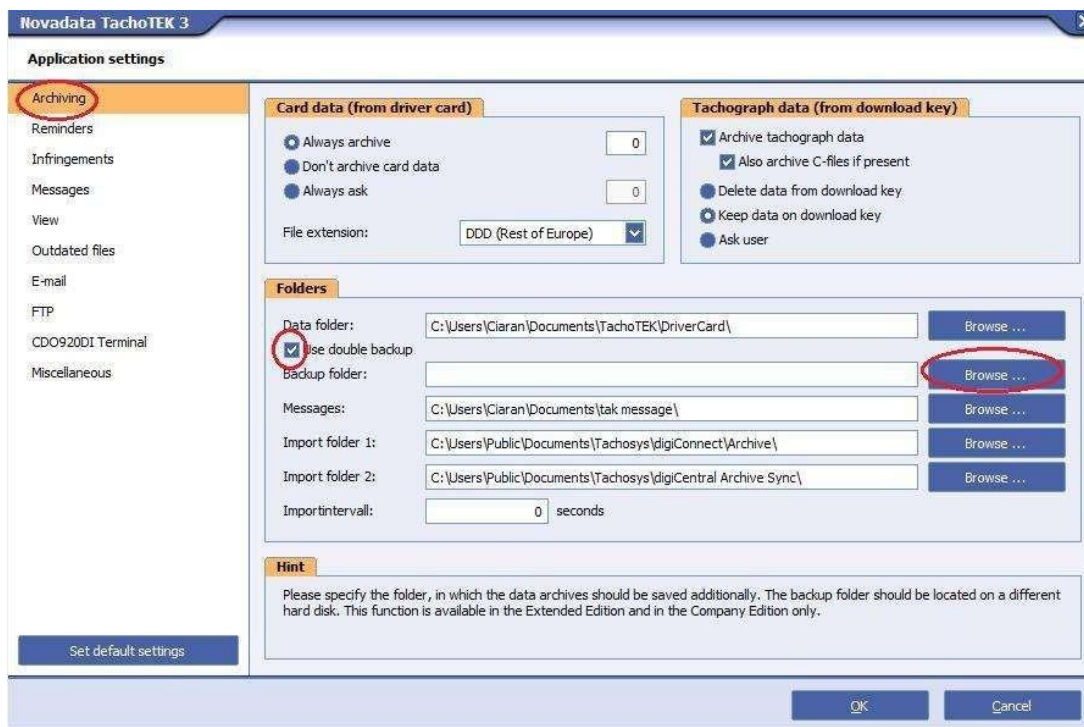


The 'Shift' screen allows the user to see a quick snapshot of the drivers working and rest periods without giving a breakdown of mode changes to the tachograph but will alert if any infringements have occurred during that shift.

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 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 every **28 days**
- Vehicles must be downloaded 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**.

Please note that in other parts of the EU, the time to download cards may differ from UK Law, for example in the Republic of Ireland, driver cards need to be downloaded within 21 days and at least once every three months by law.

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

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

If the vehicle data is still not appearing, please update the software and reopen the software with the download tool in once updated:

[TachoTEK Latest Update](#)

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 DigifobPro)
- 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 TachoTEK.

How do I get data from my device into TachoTEK?

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

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

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 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, TachoTEK says it is unlicensed, why?

The licence is not inserted, or it resides on the old computer. If your licence was on a dongle, plug in your licence dongle and restart the TachoTEK software. If it is still saying unlicensed, the licence may have been transferred to another computer.

To check if your licence has been transferred, click on Main Menu and then select Licence Management (as shown in the image to the right).

You will then see either one of two situations:

1) 'Please insert a licence card' under Licences stored on the licence card:

This means the licence dongle is either not correctly inserted, the PC hasn't picked up the dongle or the SIM in the dongle needs wiping. Try reinserting the licence dongle, plugging it in other USB ports and taking the SIM card out and reinserting it into the dongle.

2) 'Licence has been transferred to another PC': This means you have transferred the licence from the dongle onto another PC.

If you have access to the old PC then plug the licence dongle into the old PC, go to licence management and click the icon next to the licence under 'Licences stored on this PC'.

If you do not have access to the old PC but still have your licence dongle then you can have your licence reinstated at a cost of £45+VAT. This needs to be done over the phone.

If you do not have access to the old PC nor have the licence dongle then you will have to pay for a new licence dongle:

Driver Edition: £85+VAT

Company Edition: £425+VAT

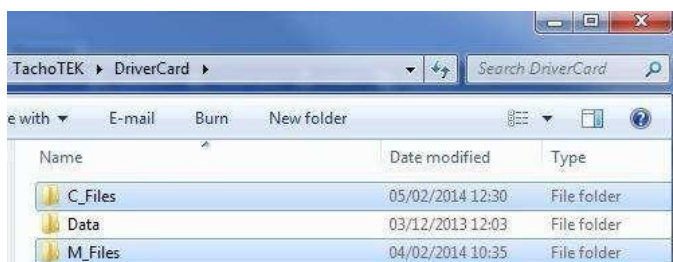


I have moved to a new computer; how do I transfer my old data across?

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 TachoTEK data folder and copy and paste the C and M files from your memory stick.
- 4) Close and reopen 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.

How do I do a full vehicle unit download?

This will depend on your download device:

- DigiVU and DigifobPro = Download DigiConnect from our website [here](#). Once downloaded, plug in your device into the computer and go into the device's setting. Go to Vehicle Unit Download Options and set the download to however long you would like to download.
- DigiDown and OPTAC download device = Click the Full Download button when connected to the tachograph.

My online registration has failed, what do I do?

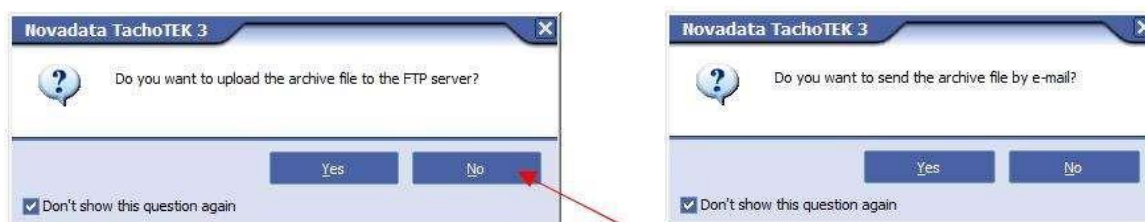
Close the software and click the below link to update the software to the latest version:

[TachoTEK Latest Update](#)

On the page, scroll to 'TachoTEK Update' and click the blue 'Software Download' button to download the setup to update TachoTEK.

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

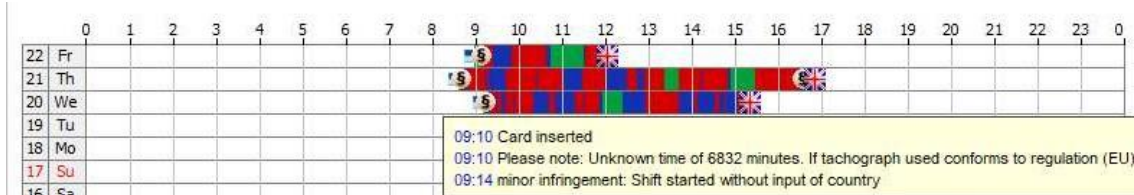
When you insert a driver card and/or download tool into the computer, after the data has been written to the computer, the following options will pop up on the screen. We recommend selecting the "don't show this message again" and "no" as this is for more advanced users.



I have a lot of vehicle data missing, why?

Either you need to do a full vehicle download (see '[How to do a full vehicle unit 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 have these 'Unknown Time' infringements appeared when I updated TachoTEK?



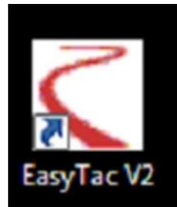
No.	Date	Time	Duration	Infringement
1	01.11.2019	08:30	87:26	Please note: Unknown time of 5246 minutes. If tachograph used conforms to regulation (EU) 1266/2009 then very serious infringement as no manual entry made as required by regulation (EU)165/2014 Art.34; para. 3b
2	01.11.2019	08:33	0:00	minor 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.

Older versions of TachoTEK may not show this infringement, however it will still be there. Make sure you have the latest version of TachoTEK to make sure you are keeping to all the rules and regulations.

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

I have the TachoTEK 2/EasyTac software



The software is outdated and no longer supported. Please purchase the latest version of TachoTEK 4 (Driver or Company edition) from our website [here](#).

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

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