TachoReader Combo Plus

Tutorial

Firmware version: from 1.7.1

TachoReaderConfigurator: from 1.8.2

TachoReader Combo Plus

Tutorial

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1. Introduction

TachoReader Combo Plus device allows to download data directly from a tachograph or a driver's and worshop card, without having to connect other devices. What is more, the device makes it possible to store data in its internal memory until the data is transferred to a different data carrier (e.g. a computer disk).

Fig. TachoReader Combo Plus.

The device set includes:

1. Two 1,5V AA batteries to supply the device without having to connect it to a different source of electricity;

2. **Mini-USB cable** by means of which the device is connected with a computer (transfers data from the memory to a computer disk) and provided supply from the computer;

3. TachoReader Combo Cable (hereinafter referred to as the **TRC cable**) - for reading data from the tachograph - the device uses the tachograph power supply.

2. Technical data

POWER SUPPLY:
- from the tachograph via **Tacho RC cable**;
- from the computer via the **Mini-USB cable**;
- 2 batteries AA 1,5 V - 1000 downloads from the card possible;
- 2 rechargeable batteries AA 1,2 V - number of downloads depending on the battery load.

DEVICE STORAGE:

- internal memory of 8 GB minimum;
- stores up to 160 000 readings (8 GB version) from driver cards;
- stores up to 40 000 readings (8 GB version) from digital tachograph;

OTHER:

- supported by all current tachographs and driver/workshop cards;
- fully configurable buttons for selecting the type and scope of data downloaded from the digital tachograph;
- file extension for download files "ddd";
- The files in the internal memory are saved with local time (synchronized with the time of the computer on which the "configuration 8 " was made);
- 12 leds that indicate the status of the unit (e.g. the progress of data download).

3. Operating elements

Fig. TachoReader Combo - main operating elements.

1. Description of the ports used to connect the device to the computer, tachograph:

⚡	- Mini-USB port - used to connect the device to the computer.
🔌	- Tacho-Combo port - used to connect the device to the tachograph.
🖥	- card reader slot.

2. (Item 1 - Fig. above) Progress bar - indicates the progress of the data download or reading error (see: "Error codes 20 ").

3. (Item 2 - Fig. above) Main indicator - indicates the reading/writing and events e.g. reading error, starting data download from a driver/workshop card or tachograph, etc.

4. Description of buttons:

●	– downloads data from tachograph / driver card, depending on the configuration (see: "Configuration 8 "); **The default configuration**: download "Overview", "Events and faults", "Technical data", **Activities -> Everything** and "Detailed speed" only from the tachograph;
◔	– downloads data from tachograph / driver card, depending on the configuration (see: "Configuration 8 "); **The default configuration**: download "Overview", "Events and faults", "Technical data", **Activities -> Since last download** and "Detailed speed" only from the tachograph; If, in the configuration window ☑ **Select day range using this button** ⇨§ was checked, the data is downloaded according to the range of days selected with the: ⇨§ button (see: "Configuration directly in the device 11 " topic for more).
⇨§	– downloads data from tachograph / driver card, depending on the configuration (see: "Configuration 8 "); **The default configuration**: download "Overview", "Events and faults", "Technical data", **Activities -> Last: 28 days** and "Detailed speed" only from the tachograph; If, in the configuration window: ☑ **Select day range using this button** ⇨§ was checked, using this button you can select directly on the device the range "Activities" or choose to download data from a driver card inserted into the tachograph (see: "Configuration directly in the device 11 " topic for more).

4. Installation

> The device is not supported by Windows® 2000 and earlier operating systems.

Required elements for PC installation:

1. The device **TachoReader Combo Plus**;
2. The cable MINI-USB.

Installation procedure:

1. Connect the device **TachoReader Combo Plus** to USB port via Mini USB cable and wait till Windows® has performed the installation automatically.
2. In device manager you can find the installed **TachoReader Combo Plus** as USB Mass Storage Device.

5. Operating modes

TachoReader Combo Plus works in different modes. They depends on:
- connection type - whether the device is operates standalone or if it is connected to a computer / tachograph;
- placing the driver card/workshop card in the card reader slot or the tachograph slot;
- **Driver card download via tachograph** option in the device configuration window;

Connection type:

1. Standalone operation.

Power supply: batteries (rechargeable batteries).

The card inserted in the reader slot

After the card is placed in the slot of the reader, the process of data download from the card starts automatically.

No communication with the device (remove the card).
- **Driver card download via tachograph** option - does not affect this mode of operation.

2. Device conected to the tachograph with the Tacho-Combo cable.

Power supply: from the tachograph.

The card inserted in the reader slot

After the card is placed in the slot of the reader, the process of data download from the card starts automatically.

No communication with the device (remove the card).
- **Driver card download via tachograph** option - does not affect this mode of operation.

The driver card inserted in the tachograph slot

Depending on the **Driver card download via tachograph** option:

☑ **_Option checked_** — downloads data from driver card and tachograph simultaneously;

☐ **_Option unchecked_** — downloads data of the tachograph only;

No driver card

Depending on the **Driver card download via tachograph** option:

☑ **_Option checked_** — error report (driver card should be inserted or the option should be unchecked) - no data will be downloaded;

☐ **_Option unchecked_** — downloads data of the tachograph only;

> *In each of these modes, to download data from the tachograph, you need to place the company card in the tachograph slot (see: "[Download from tachograph](#) ⌐12⌐").*

3. Device connected to the computer using a Mini-USB cable.

Power supply: from the computer.

The card inserted in the reader slot

After the card is placed in the slot of the reader, the process of data download from the card starts automatically.

No communication with the device (remove the card).

- **Driver card download via tachograph** option - does not affect this mode of operation.

No driver card

Operation in USB mode - the possibility to configure the device (run the "TachoReaderConfigurator.exe" file placed in **TachoReader Combo Plus** the memory), possibility to read/write data from/to the device and work with 4Trans and TachoScan.

- **Driver card download via tachograph** option - does not affect this mode of operation.

6. Configuration

Device configuration window can be launched in two different ways:

1. Directly from the device memory - **TachoReaderConfigurator.exe** file.
2. Using 4Trans or TachoScan - program menu.

*When you first start configuration, Windows® may prompt for installing **.NET Framework**. We recommend that you accept - otherwise you will not be able to start the configurator.*
***.NET Framework** will be automatically downloaded and installed by the operating system.*
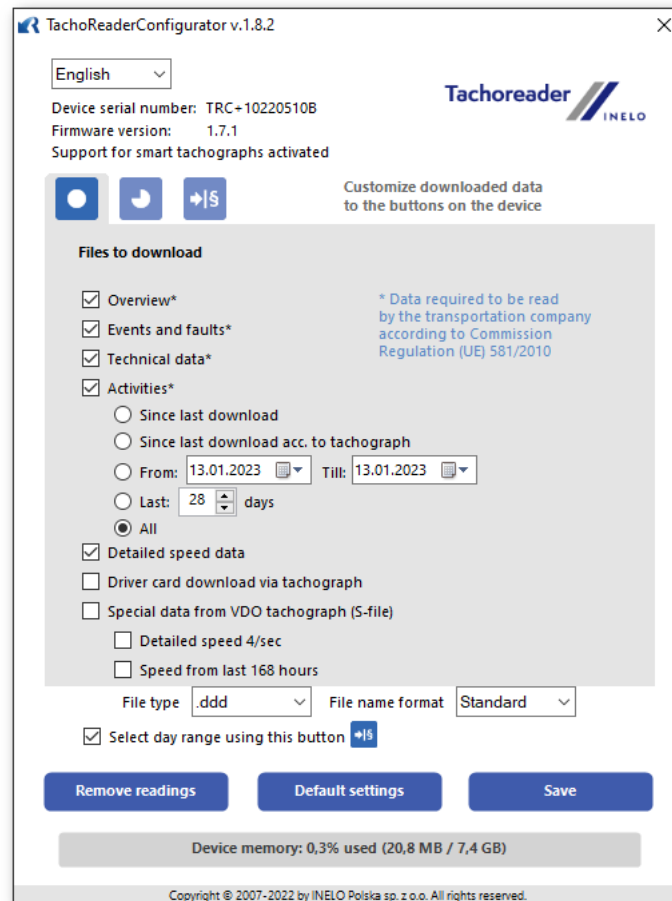
Fig. Configuration window.

The options described below can be assigned separately to each of the three buttons on the unit (left-click on the button icon):

- **Overview** - basic tachograph data;
- **Events and faults** - download events (e.g. driving without an appropriate card) and faults (e.g. Power supply interruption);
- **Technical data** - Information like calibration date, tachograph serial number;
- **Activities** - Driver activities (driving, rest, availability, work) on the particular day,
  - **Since last download** - the range of downloaded activities is set from date of the previous download saved in the device's memory;

When this option is selected, the date of reading with other devices will not be counted.

- **Since last download acc. to tachograph** - the range of downloaded activities is set from date of the previous download saved in the tachograph's memory;

> *If you use a few devices to read the data, it is recommended to use this option.*

- **From: [...] Till: [...]** - set the time period for the download as required;
- **Last: [...]** - allows to download the last 1 to 365 days (set by one day);
- **Everything** - download all activity data stored in the tachograph (for all days);

> *On the "old" type of tachographs data reading can take up to one hour.*

- **Detailed speed** - downloading speed data that the tachograph records with a frequency of one second;

> *The tachograph stores the detailed speed data of the last 24 hours of driving in the memory.*
>
> *Reading this data can significantly extend the time of downloading data from the tachograph.*

- **Driver card download via tachograph**:

  - ☑ ***Option checked*** — allows to download data from the driver card placed in the tachograph slot in addition to downloading data from the tachograph (see: "<u>Download from driver card inserted in the tachograph</u> 17 " topic for more).

    > *If the driver card is not inserted in the slot of the tachograph the device reports a data download error.*

  - ☐ ***Option unchecked*** — the device will download data only from the tachograph, even if a driver card is inserted in the tachograph slot.

- **Speed data from VDO tachograph (S-file)** - enables downloading special speed data from some tachographs (see: "<u>Download special speed data</u> 14 " for a full description). Download special speed data option:
  - **Detailed speed 4/sec -** the following will be downloaded:
    - Last three records (high resolution - frequency: four values/second) of two-minute speed periods, in which there was an unnatural speed change in a short period of time
    - Last three records (high resolution - frequency: four values/second) of two-minute speed periods, in which there was a sudden, high change in speed
  - **Speed from last 168 hours** - allows you to download the speed history from the last 168 hours, saved with the frequency of one second
- **File type** - select your preferred File typefrom the drop-down list
- **File name format** - select your preferred File name format from the drop-down list

- **Select day range using this button** :

  ☑ **_Option checked_** — changes the function of: , buttons:

   – changes the number of the last days from which the device should download **Activities** (number of days is displayed with green leds on the device);

   - initiates the process of data download for the above settings.
  (see: "Configuration directly in the device 11" for more)

  ☐ **_Option unchecked_** — downloading data will be based on the configurator settings.

To confirm the configuration changes, click **Save** .

6.1. Configuration directly in the device

To perform configuration directly in the device:

1. *Connect the device to a computer - select:* **Select day range using this button** *option in the "device configuration" window (więcej w temacie: "Configuration 8 ").*

2. *Connect* **TachoReader Combo Plus** *to the tachograph using a Tacho-Combo cable.*

1. Setting the range of days to download:
   - below the progress bar there are numbers indicating the range of days to download (e.g., 7 - the last seven days, 60 - the last sixty days, etc.);

   - to change the range of days to download, press the: button until the LED on the respective number of days lights up;
   - downloading is started by pressing: button.

2. Direct configuration also allows to download data from a driver card inserted in the tachograph (see: "Download from driver card inserted in the tachograph 17 " topic for more).

7. Download from tachograph

Operations after connecting to a computer:

1. Open the **TachoReader Combo Plus** configuration window, and then, to configure button: [img] , [img] or [img] select the type and scope of activities to be downloaded from the tachograph (see: "Configuration ₈" topic for more).

    If you are not sure what to choose, click: **Default settings** .

2. If you want to control the scope of the downloaded data directly on the device, **check** the: ☑ **Select day range using this button** [img] option (see: "Configuration directly in the device ₁₁" topic for more).

3. If you do not want to download data from the driver card via the tachograph **uncheck** the option: ☐ **Driver card download via tachograph**.

Operations on the vehicle:

> *We recommend that you read the operating instructions of the tachograph.*

1. Turn the ignition switch to position II (ignition) - until the lights on the dashboard switch on (switching on the tachograph).

> *We recommend to carry out the above step accompanied by the driver of the vehicle.*

2. Insert a company card into any tachograph slot.

> *After reading the company card, some tachographs may request confirmation of "unlocking".*
> *In this case, "unlock" the tachograph, or "Technical data" and "Activities" will not be downloaded.*

3. Connect **TachoReader Combo Plus** to tachograph using Tacho RC cable.

> *Position of the interface within the tachograph - see tachograph manual.*

4. Depending on the method and the scope of data download, click on the appropriate button:

[img]	– downloads data from tachograph / driver card, depending on the configuration (see: "Configuration ₈");

	The default configuration: download "Overview", "Events and faults", "Technical data", **Activities -> Everything** and "Detailed speed" <u>only</u> from the tachograph;
◗	– downloads data from tachograph / driver card, depending on the configuration (see: "Configuration 8 "); **The default configuration**: download "Overview", "Events and faults", "Technical data", **Activities -> Since last download** and "Detailed speed" <u>only</u> from the tachograph; If, in the configuration window ☑ **Select day range using this button** ⇨┃§ was checked, the data is downloaded according to the range of days selected with the: ⇨┃§ button (see: "Configuration directly in the device 11 " topic for more).
⇨┃§	– downloads data from tachograph / driver card, depending on the configuration (see: "Configuration 8 "); **The default configuration**: download "Overview", "Events and faults", "Technical data", **Activities -> Last: 28 days** and "Detailed speed" <u>only</u> from the tachograph; If, in the configuration window: ☑ **Select day range using this button** ⇨┃§ was checked, using this button you can select directly on the device the range "Activities" or choose to download data from a driver card inserted into the tachograph (see: "Configuration directly in the device 11 " topic for more).

Press the respective button. A running download process is indicated by flashing of the red LED on the device foreside and by the expanding progress bar.

Fig. TachoReader Combo - indication elements.

> *If during the data retrieval the device beeps 4 times and the progress bar moves back to the beginning, this means that the reading of data will be continued by **TachoReader Combo Plus** at a lower speed. This can happen on the "old" type of tachograph, where the data download can take up to one hour.*
>
> *If during data retrieval red LED located in the center of the label lights up for about 4 seconds, and in this time the device sounds three short beeps, then it goes off for about 2 seconds (repeatedly), this means an error occurred - refer to the "Error codes [20]" topic.*

5. End of data download will be signaled by the device by repeated beeps and flashing LEDs on the progress bar.

6. Disconnect **TachoReader Combo Plus** from the tachograph and remove the company card.

7. The data is saved to a file (Vehicle reg.no._Date and time of data download.DDD), which is placed in the **TACHO** folder in the device memory.

> Do not delete files from the LOG directory in the device memory.

7.1. Download special speed data

Some tachographs record special speed data (except the data specified in the Regulation 3821/85).

Requirements:

1. **Continental VDO** tachograph version 1.3 or higher

2. The device for downloading data from the tachograph: **TachoReader Combo Plus**, with serial number that ends with **the letter "A"**, **"B"** i **"AT"**.

> *The serial number can be found on the label placed on the bottom of the device.*

3. In the configuration window, for the selected button, select: ☑ **Speed data from VDO tachograph (S-file)** option (Fig. bellow) and decide which special data to download (all selected by default)

The special data include:

- Detailed data 4/sec, that is:
  - Last three records (high resolution - frequency: four values/second) of two-minute speed periods, in which there was an unnatural speed change in a short period of time
  - Last three records (high resolution - frequency: four values/second) of two-minute speed periods, in which there was a sudden, high change in speed
- Speed history of the last 168 hours of driving recorded with a frequency of one second

Operations during data download from the tachograph are the same as in regular data download (see: "Download from tachograph 12 ")

The only difference is that before downloading data in the device configuration window, you need to select the **Speed data from VDO tachograph (S-file)** option. After selecting it, you can decide what kind of special speed data you want to download (**Fig. bellow**).

> *The special data is always downloaded in full, regardless of the selected period of time.*
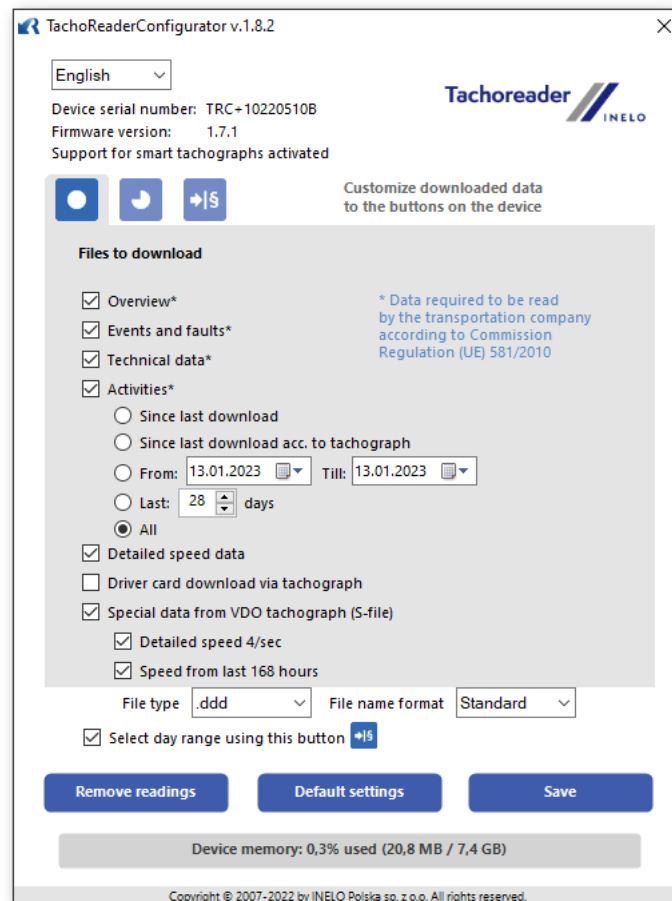
Fig. Configuration window: TachoReader Combo Plus.

Downloading data begins after pressing one of the buttons: [icon] , [icon] or [icon] – depending on the button for which you have selected: ☑ **Speed data from VDO tachograph (S-file)**.

> *For an instruction on data download, refer to: "Download from tachograph 12 " topic.*

The data is saved to a file (Vehicle reg.no._Date and time of data download with added "_S".DDD, e.g. "WWW1343_20150827110734_**S**.DDD"), which is placed in the **TACHO** folder in the device memory.

> Do not delete files from the LOG directory in the device memory.

8. Download from driver card/workshop card

Downloading driver card and workshop card data directly from the **TachoReader Combo Plus** slot can be accomplished in several ways, depending on the type of power supply of the unit:

1. When battery-powered (stand-alone operation) - insert the battery/rechargeable batteries to the device socket. (see: "Battery change 26 " topic for more).

2. When powered from the tachograph - connect **TachoReader Combo Plus** with the tachograph via **Tacho RC cable**.

3. When powered from the computer - connect **TachoReader Combo Plus** to a computer via the **Mini-USB cable**.

> *TR Combo is able to download data from a driver card inserted in the slot of the tachograph - see: "Download from driver card inserted in the tachograph 17 " topic for more.*

Download procedure:

1. Insert the batteries/rechargeable batteries to **TachoReader Combo Plus**or connect the device to a different power source (see the description above).

2. Insert the driver card/workshop card into the [ ] slot of **TachoReader Combo Plus**.
    Data download is started automatically when you place the card in the device slot. Download progress will be indicated by a single beep and incremental lighting up the LEDs on the progress bar.

Fig. TachoReader Combo Plus - inserting a driver card.

> *If during data retrieval red LED located in the center of the label lights up for about 4 seconds, and in this time the device sounds three short beeps, then it goes off for about 2 seconds (repeatedly), this means an error occurred - refer to the "Error codes 20 " topic.*

3. End of data download will be signaled by the device by repeated beeps and flashing LEDs on the progress bar.

4. Remove the card from the device slot.

5. The data is saved to a file (Surname_First name_Middle name_Date and time of data download.DDD) placed in the **CARD** directory in the device memory.

9. Download from driver card inserted in the tachograph

TachoReader Combo Plus can download simultaneously or individually the data from a driver card inserted in the tachograph and the tachograph data. This depends on the settings described below.

Operations after connecting to a computer:

Open the device configuration window (see: "Configuration 8 " topic for more), and then:

Option I - Downloading data from driver card only

1. For any selected configuration of ⬤ , 🌙 or ⇨§ button **uncheck** ☐ all the options.

2. **Check** one option only: ☑ **Driver card download via tachograph**.

Option II - Simultaneous downloading data from driver card and the tachograph

Download from driver card inserted in the tachograph

1. For any selected configuration of ⬤ , ◖ or ⇨§ button, choose the type and scope of activities to be downloaded from the tachograph (see: "Configuration 8 " topic for more).

   If you are not sure what to choose, click on the button: **Default settings** .

2. Additionally, **check** the: ☑ **Driver card download via tachograph** option.

Option III - Configuration on the device - Downloading data from driver card only

1. Regardless of the chosen button configuration, **check** ☑ **Select day range using this button** ⇨§ .

2. Other options do not affect the data download in this option.

Operations on the vehicle:

> *We recommend that you read the operating instructions of the tachograph.*

1. Turn the ignition switch to position II (ignition) - until the lights on the dashboard switch on (switching on the tachograph).

> *We recommend to carry out the above step accompanied by the driver of the vehicle.*

2. Depending on the selected option:
   - **Option I** 17 - insert the driver card into any slot of the tachograph;
   - **Option II** 17 - - insert a company card and the driver card to any tachograph slots;

> *After reading the company card, some tachographs may request confirmation of "unlocking".*
> *In this case, "unlock" the tachograph, or "Technical data" and "Activities" will not be downloaded.*

   - **Option III** 18 - insert the driver card into any slot of the tachograph;

> *Old types of tachographs:*
> *For* **Option I** 17 *and* **Option III** 18 *it may also be required to insert the company card.*

3. Connect TachoReader Combo Plus device to the tachograph using a **Tacho RC cable**.

4. Depending on the selected option:
   - **Option I** 17 - press the button you configured (⬤ , ◖ or ⇨§)
   - **Option II** 17 - press the button you configured (⬤ , ◖ or ⇨§)

- **Option III** [18] - repeatedly press the: ⇨§ button until the LEDs on the fields 28 and 60 of the progress bar light up (Fig. bellow);

Fig. Data download progress bar.

Click: to start downloading data.

> *If during the data retrieval the device beeps 4 times and the progress bar moves back to the beginning, this means that the reading of data will be continued by **TachoReader Combo Plus** at a lower speed. This can happen on the "old" type of tachograph, where the data download can take up to one hour.*
>
> *If during data retrieval red LED located in the center of the label lights up for about 4 seconds, and in this time the device sounds three short beeps, then it goes off for about 2 seconds (repeatedly), this means an error occurred - refer to the "Error codes [20]" topic.*

5. End of data download will be signaled by the device by repeated beeps and flashing LEDs on the progress bar.

6. Disconnect **TachoReader Combo Plus** from the tachograph and remove the driver card and possibly the company card.

7. The data is saved to a file (Surname_First name_Middle name_Date and time of data download.DDD) placed in the **CARD** directory in the device memory.

10. Transferring data files into PC

> *Files downloaded from the driver card are stored in the **CARD** directory, and files downloaded from the digital tachograph are stored in the **TACHO** directory.*
>
> *Under no circumstances should you move, delete, or rename these directories!*
>
> *Do not delete files from the LOG directory in the device memory.*

Transfer procedure from **TachoReader Combo Plus** into a PC:

1. Connect the **TachoReader Combo Plus** device to the USB port in your computer.

2. When you press the appropriate button, select the "**Download data files**" -> "**all**".

> *Menu in the 4Trans is different than shown here - refer to the 4Trans Help.*

3. TachoScan picks the data and performs the evaluation (the digital signature check as well). If the digital signature is valid, the data is saved to the data base and the original file copied into

the PC. The download file data will be presented in the "Daily view" (see: "**Help for TachoScan**").

Source files (original downloaded files) will be copied (moved) to the appropriate directory configured in the program settings.

*It is also possible to move the files from **TachoReader Combo Plus** into the PC (backup) without involving the program TachoScan. For this purpose perform the common Windows® copying procedure (the **TachoReader Combo Plus** is installed as a removable drive named "**PNSTACHO**").*

Downloaded tachograph data file name format: "Vehicle reg. no_Date and time of the data download (year, month, day, hour, minutes, seconds). DDD" (Example: SB_3106G_20130520091234.DDD).

Downloaded driver card data file name format: "Surname_First name_Middle name_Date and time of the data download (year, month, day, hour, minutes, seconds). DDD" (Example: Kowalski_Jan_Mateusz_20130520084432.DDD).

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11. Error codes

Errors during device operation are indicated by sound and flashing of the corresponding LEDs.

Error Indication: Red LED located in the central point of the label is lit for about 4 seconds and is off for about 2 seconds. At the same time **TachoReader Combo Plus** sounds three short beeps. The fault code is displayed in the progress bar.

The meaning of the error codes depends on the data source:

11.1. Download from driver card/workshop card

Possible errors when downloading from a driver card:

No response of the unit.

Cause

No power.

Solution

Replace batteries / rechargeable batteries or connect the device to a tachograph or computer.

The whole line of the progress bar lights up smoothly four times just before reading the card.

Cause

Low battery, you can download the data.

Solution

Replace batteries / rechargeable batteries or connect the device to a tachograph or computer.

Quick three blinks of the red LED in two-second intervals.

Cause

The battery is low, reading of the driver card is not possible.

Solution

Replace batteries / rechargeable batteries or connect the device to a tachograph or computer.

Cause

False card type.

Solution

Insert the card correctly again. Check if it is the right card type.

Cause

False file structure of the driver card.

Solution

Repead reading of the card.

Cause

Read error of the driver card.

Solution

Repead reading of the card.

Cause

Differing card structure.

Solution

Repead reading of the card.

Cause

Invalid file signature.

Solution

Repead reading of the card.

Cause

No card inserted / the card withdrawn during download.

Solution

Check if the card has been pulled out when downloading data. If so repeat the download.
Repead reading of the card.

Cause

Read error.

Solution

Repead reading of the card.

Cause

File system error.

Solution

When you plug your device into a computer, check the file system (scandisk). If this operation does not work, update your device with updater.

11.2. Download from tachograph

Possible errors when downloading from a digital tachograph:

Cause

No data transmission.

Solution

Check if the plug of the TRC cable is pressed all the way into the socket of the tachograph.

When the position of the card is correct, check if it is properly detected by the tachograph.

Cause

Data volume too small (files can be saved only when larger than 500B).

Solution

Repeat the download.

Cause

No storage space in internal memory.

Solution

Transfer all files from **TachoReader Combo Plus** onto another data medium.

Necessary memory space: at least 10 MB.

Cause

There is a problem with the file system on the card.

Solution

When you plug your device into a computer, check the file system (scandisk). If this operation does not work, update your device with updater.

Cause

No driver card in the tachograph.

Solution

Insert the driver card into any slot of the tachograph or in the device configuration window uncheck the: ☐ **Driver card download via tachograph** option (see: "Configuration 8 " topic for more).

Repeat reading from tachograph.

Cause

No response from the tachograph.

Solution

Repeat reading from tachograph.

Cause

Incorrect data in the configuration file or other unrecognized error.

Cause

1. Connect the **TachoReader Combo Plus** to the computer.

2. Open the configuration window.

3. Click on **Default settings** (see "Configuration [8]" topic for more).

4. Click: **Save** .

12. Battery change

> If **TachoReader Combo Plus** indicates (see "Error codes [20] -> Download from driver card [20]" topic for more) a low or critical charge of the battery / rechargeable batteries, replace the batteries with new ones.

To replace the batteries proceed as follows:
- take off the blue protection skin;
- press the spot on the back of the case as shown by the arrow (Fig. bellow) and remove the cover. There you will find two batteries AA 1,5V;
- take out old batteries and put new ones in.

Fig.TachoReader Combo - battery change.

13. FAQ

Driver card is inserted in TachoReader Combo Plus Plus and the LEDs on the device do not light up.

In this case re-insert the card into the device, press it so that the device sounds a beep and the first LED on the progress bar lights up.

The problem may also occur when TR Combo Plus is connected to a computer using a mini-USB cable via a HUB. Connect the device directly to the USB port.

If the problem persists, contact the manufacturer's service 30.

After connecting TachoReader Combo Plus to computer LEDs on the progress bar do not blink and the device is not detected in the system.

Restart the computer.

If the above step does not help, to check the very device, connect it to another computer.

If the device is still not visible in the system, connect the device to the computer using a different MINI USB cable.

If the problem persists, contact the manufacturer's service[30].

After connecting the TachoReader Combo Plus to the tachograph LEDs on the device do not blink and data from tachograph are not downloaded

Switch the tachograph off and on, unplug and re-connect the device to the tachograph.

If the problem persists, check the device on another tachograph.

If the problem persists, contact the manufacturer's service[30].

TachoReader Combo Plus cannot read the driver/workshop card

Make sure that you insert the card reader correctly into the slot.

Check if the card is read by another digital card reader.

If **TachoReader Combo Plus** is running on battery power, the reason may be discharged batteries / accumulators (see: Error codes -> Download from driver card/workshop card[20] topic for more).

If the problem persists, contact the manufacturer's service[30].

Invalid file name

Example: Kowalski_Jan_Mateusz_20000000000000.DDD

The error occurs when the internal processor clock battery (not the customer-replaceable AA battery) runs out. In this case, send the device back to the Service Department for replacement.

The date and time of saving the file does not correspond to the current time

Example: Kowalski_Jan_Mateusz_20141228231255.DDD

In this case, connect the **TachoReader Combo Plus** device to the computer, make any

changes to the reading parameters and click the [Save] button. Clicking the

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active [Save] button updates the date and time in the **TachoReader Combo Plus** device.

14. Additional information

14.1. The company

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14.2. Support

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