



# DriveSync™

*Client User Guide*



**DriveSync™**

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## TABLE OF CONTENTS

<b>Section 1</b>	<b>INTRODUCTION</b>	<b>1</b>
	1.0 Welcome to <i>DriveSync™</i>	1
	1.1 About <i>DriveSync™ Client</i>	1
	1.2 <i>DriveSync™ Client</i> Software License Agreement	1
<b>Section 2</b>	<b>INSTALLING <i>DriveSync™ Client</i></b>	<b>3</b>
	2.0 Before You Begin	3
	2.1 Installation Procedure	3
<b>Section 3</b>	<b>FIRST LAUNCH OF <i>DriveSync™ Client</i></b>	<b>9</b>
<b>Section 4</b>	<b>CREATING and REGISTERING YOUR ACCOUNT</b>	<b>11</b>
	4.0 Creating and Registering Your Account	11
	4.1 User Settings	15
<b>Section 5</b>	<b>TRANSFERRING DATA and VIEWING REPORTS</b>	<b>17</b>
<b>Section 6</b>	<b>MANAGING MULTIPLE VEHICLES</b>	<b>21</b>
	6.0 Managing Multiple Vehicles	21
	6.1 Assigning a Fleet Manager	21
	6.2 Creating a Fleet	23
	6.3 Adding Another Vehicle	23
<b>Section 7</b>	<b>UPGRADING <i>DriveSync™ Client</i></b>	<b>25</b>
<b>Section 8</b>	<b>HELP and TROUBLESHOOTING</b>	<b>27</b>
<b>Section 9</b>	<b>SPECIFICATIONS</b>	<b>31</b>
<b>Section 10</b>	<b>CONTACT US</b>	<b>33</b>



## **1.0 Welcome to DriveSync™**

Thank you for choosing DriveSync™. Whether for family, personal or commercial fleet use, DriveSync™ tracks the route, mileage and speeds of each vehicle trip. You'll know exactly when, where and how your vehicle is being driven – every time it's on the road. This information provides you with a clear picture of vehicle use and driver behavior. With that knowledge comes peace of mind; which makes handing the car keys over to your teen, friend or employee a whole lot easier.

### **1.1 About DriveSync™ Client**

This guide describes installation and use of *DriveSync™ Client* software. This application is required to create one or more client accounts for transferring *vehicle usage data* from your data key to the DriveSync™ server for processing. A quick shortcut within *DriveSync™ Client* provides access to the *DriveSync™ Web Portal*, where you can log in and view an assortment of informative driving reports, route maps and other useful summaries generated by the server.

### **1.2 DriveSync™ Client Software License Agreement**

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## 2 INTRODUCTION

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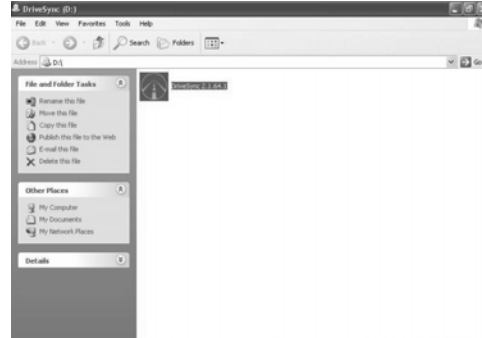
## 2.0 Before You Begin

Please note the following before attempting to install *DriveSync™ Client*:

- ❑ *DriveSync™ Client* requires Windows™ 2000 or Windows™ XP; other operating systems are not currently supported.
- ❑ You need Administrative rights for installation and device driver testing.
- ❑ Older versions of *DriveSync™ Client* (v2.3.14 or lower) previously installed under another Windows™ user account and restricted with the “Just Me” accessibility option will no longer function properly after your installation of *DriveSync™ Client* v2.4 or higher—such versions should be removed. For best results, log on as that user and use Windows™ “Add/Remove Programs” utility to delete the old *DriveSync™ Client* prior to installing *DriveSync™ Client* v2.4 or higher. NOTE: A reminder will also pop up if one of these old versions is detected on your system during installation.
- ❑ Remove the *DriveSync™* data key from your computer USB port
- ❑ As desired during installation, use the Back button to return to the previous window, or use the Cancel button to stop installation.

## 2.1 Installation Procedure

1. Place the *DriveSync™* CD in your computer’s CD drive and follow the prompts to start the installation process.
2. A CD-drive window containing the *DriveSync™* icon will appear; double-click the icon.



3. In the **Attention** dialog box requesting a temporary folder, click **Yes**.

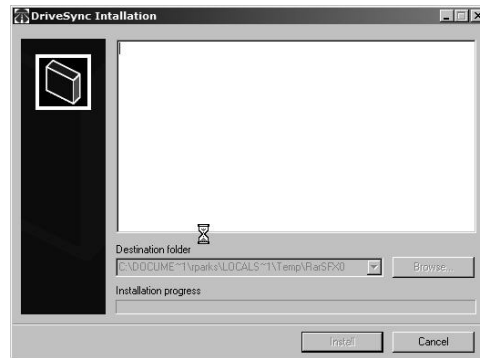


**NOTE:** At this point, if another Windows user has previously installed an older version of *DriveSync™ Client* on your PC, you will see a warning message explaining that the older software will be damaged by the current installation. For best results, click “No” to stop the installation, then log in as that user and use “Add/Remove Programs” to delete the older version before resuming a new install. Otherwise, click “Yes” to continue with your installation, noting that the older version will no longer function normally.

## 4 INSTALLING *DriveSync™ Client*

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4. The first *DriveSync™ Installation* window will appear (see right), briefly displaying the extraction of files, and will be followed by the *Welcome* window.



5. In the *Welcome* window, click *Next*.

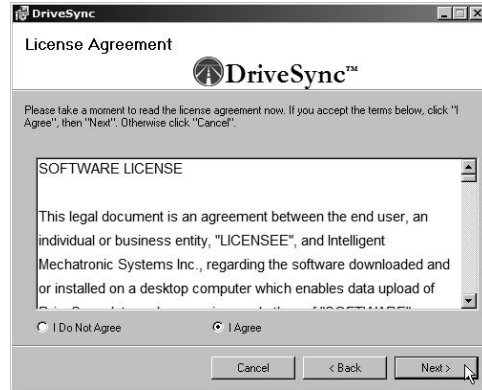


6. The *DriveSync™ Logo* window will appear; click *Next* to continue.

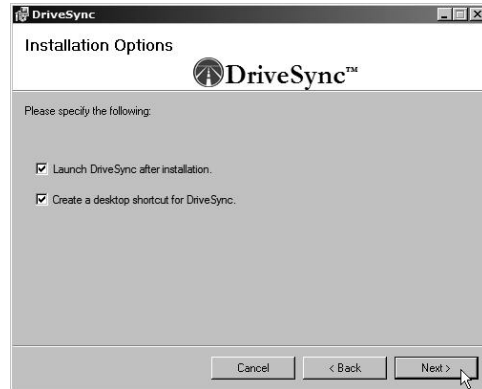


7. The *License Agreement* window will appear. Please read this license carefully—it is also reprinted in this manual for your convenience.

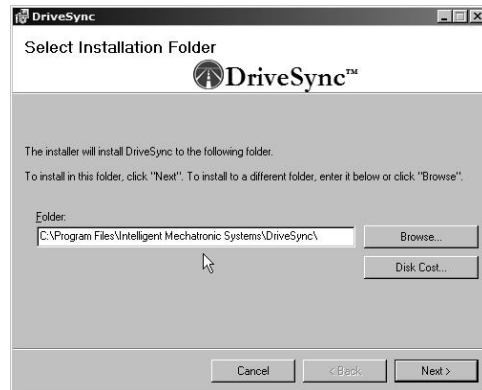
If you accept the license terms, click "*I Agree*" and *Next*.



8. In the *Installation Options* window, select the desired *DriveSync™* start-up options by entering a checkmark in the corresponding checkbox. Click *Next* to accept and continue.



9. In the *Select Installation Folder* window, note the default installation path shown (see example). If this location is acceptable to you, click *Next* to continue with the installation. To select a different location, click *Browse*. Or, to check your available disk space, click *Disk Cost*.

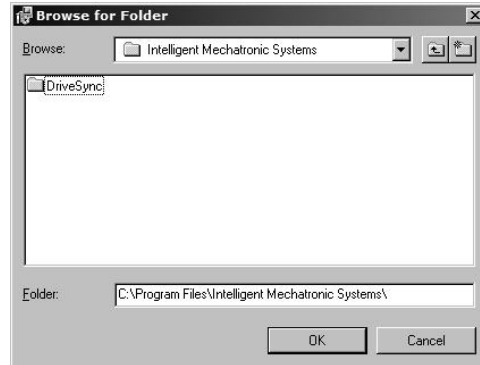




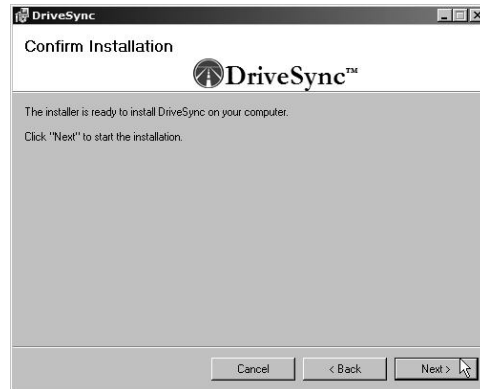
## 6 INSTALLING *DriveSync™ Client*

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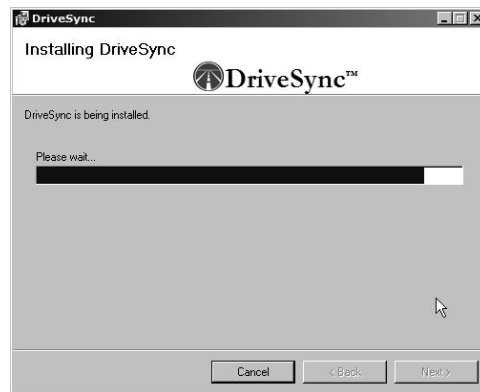
(OPTIONAL) In the *Browse* window, use the drop down menu to select a different installation location, if desired. Click on the location—its path will appear in the data field. Click *OK*.



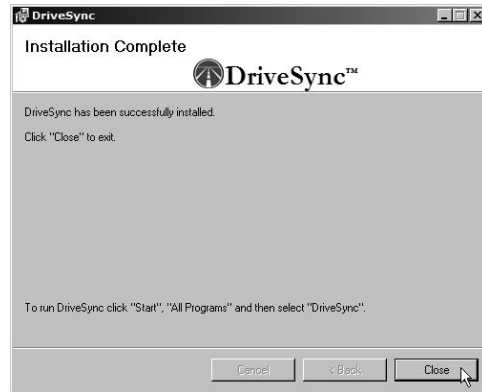
10. In the *Confirm Installation* window, click *Next* to start the installation process.



The *Installing DriveSync™* window shows the progress of the installation. When the progress bar is filled, the next window will appear automatically.



11. In the *Installation Complete* window, click **Close** to exit. Depending on your setting in the *Installation Options* window (refer back to Step 8), *DriveSync™ Client* will either launch immediately, or will remain closed until you start it from the desktop.





### 3.0 First Launch of *DriveSync Client™*

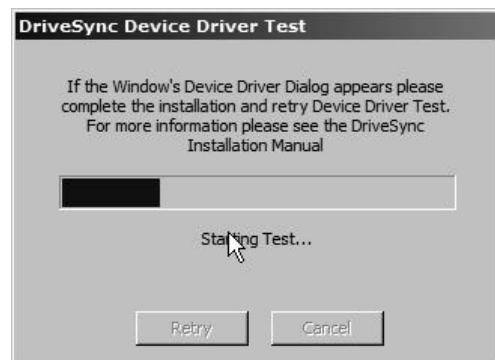
NOTES: 1) If you selected the “Launch *DriveSync™ Client* after installation” checkbox in the Installation Options window, the initial start-up described below begins immediately after your installation. 2) By default, your *DriveSync™ Client* version is automatically checked for version information, and any available upgrade offered. See [Section 7, Upgrading \*DriveSync™ Client\*](#) for details.

Your installation of *DriveSync™ Client* has included an auto-install of USB device drivers needed for the *DriveSync™* data key. These drivers are auto-configured (i.e., mapped to the device) by Windows™ XP/2000 the first time you insert the data key and start *DriveSync™ Client*. The application then confirms the proper drivers by running a brief ***DriveSync™ Device Driver Test*** before continuing with the first launch of *DriveSync™ Client*. See below:

1. Start *DriveSync™ Client* by selecting the *DriveSync™* icon from your desktop or by using your Start menu *DriveSync™* program folder group.
2. In the *DriveSync™ Device Driver Test* dialog box, click **Run**.



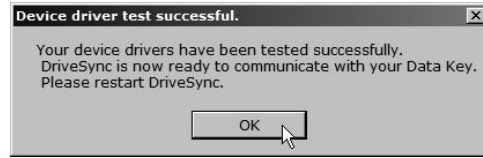
3. If you have not already done so, insert the *DriveSync™* data key into one of your computer’s USB ports. In the data key *Reminder* dialog box (above), click **OK** to resume the device driver test. Windows™ XP/2000 will display a small “Found New Hardware” bubble message in the lower right corner of your desktop as the operating system configures the data key driver.



## 10 FIRST LAUNCH OF *DriveSync™ Client*

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4. When Windows™ XP/2000 has finished and *DriveSync™ Client* has confirmed, the *Success* dialog box will appear. This indicates that the device driver for your data key is properly mapped and confirmed. Click **OK**.



*NOTE: In the rare case of a test failure, there may be a problem with your USB port or DriveSync™ Client installation. First check the USB port by swapping in a known working USB device (such as a mouse) at the intended port. If this device is OK, refer to [Section 8, Help and Troubleshooting for help](#)—do not attempt to reinstall DriveSync™ Client until you have read this section.*

5. Restart *DriveSync™ Client*. You are now ready to register a *DriveSync™* account.

### 4.0 Creating and Registering Your Account

Your first step in using *DriveSync™ Client* is to create and register a *DriveSync™* client account. A valid account enables the secure client/server communications you will need for typical *DriveSync™* tasks such as the transfer and viewing of data.

1. Start *DriveSync™ Client* by selecting the *DriveSync™* icon from your desktop or by using your Start menu *DriveSync™* program folder group.
2. Insert your *DriveSync™* data key into a USB port on your computer.
3. In the *DriveSync™ Client* main window, select **Action**. Then select **Create New Account** from the drop down menu.



4. In the **Create New Account** window (below), complete all the data fields.

A screenshot of the 'Create New Account' dialog box. It is divided into several sections: 'Personal Information' with fields for Salutation (Ms.), First Name (Jane), Middle Initial, Last Name (Doe), Email Address (jdoe@intellmec.com), User ID (jDoe), Password (\*\*\*\*\*), and Re-enter Password (\*\*\*\*\*); 'Security Question' (What is my favourite ice cream?) and Security Answer (Mayan Chocolate); 'Home Phone', 'Work Phone', and 'Cell Phone' (all 905-555-1234); 'Address' section with Address One (123 Main St.), Address Two, City (Troy), Country (United States of), Province/State (Michigan), and Postal/Zip Code (48084); 'Second Address' section with a checkbox and similar fields; and 'Vehicle' section with a dropdown menu showing '2003 KIA SEDONA' and a 'Select Vehicle' button. At the bottom are 'Create Account' and 'Cancel' buttons, and a link to 'Click to view the DriveSync Privacy Policy'. The DriveSync logo is in the bottom left corner.

## 12 CREATING AND REGISTERING YOUR ACCOUNT

NOTES: 1) Data fields are highlighted in red until you have entered valid data. 2) User ID defaults to your email address; to change it, activate the User ID check box and enter a new name. Make a note of your User ID and Password, as you will need this login later in order to access personal reports and routes via the DriveSync™ Web Portal.

5. When you have entered all necessary data, click **Select Vehicle**.

6. In the *Select Vehicle* window, use the drop down menus to select the descriptions representing your vehicle. Enter all data; click **Add Vehicle**, and go directly to Step 8.

Or, if your vehicle is not listed, click **Select Custom Vehicle** and go to Step 7.

The 'Select Vehicle' dialog box contains the following fields and controls:

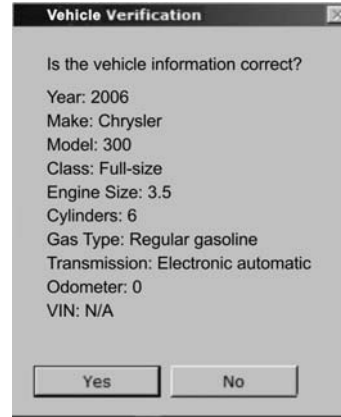
- Year: 2006 (dropdown)
- Make: VOLKSWAGEN (dropdown)
- Model: NEW BEETLE TDI DIESEL (dropdown)
- Class: Sub Compact (dropdown)
- Engine Size: 1.9 (dropdown)
- Cylinders: 4 (dropdown)
- Gas Type: Diesel (dropdown)
- Transmission: Automatic w/ manual mode (dropdown)
- Odometer: 5432 (text input)
- VIN:  (checkbox)
- Color:  (text input)
- Lic Plate:  (text input)
- Prov/State:  (text input)
- Buttons: Select Custom Vehicle, Reset List, Add Vehicle, Cancel
- Logo: DriveSync

7. If necessary, use the *Add Custom Vehicle* window for entering your vehicle data; click **OK**.

The 'Add Custom Vehicle' dialog box contains the following fields and controls:

- Section: Vehicle information
- Year:
- Make:
- Model:
- Class:
- Engine Size:
- Cylinders:
- Gas Type:
- Transmission:
- Buttons: OK, Cancel

8. In the *Vehicle Verification* window, click **Yes** if all information is correct.

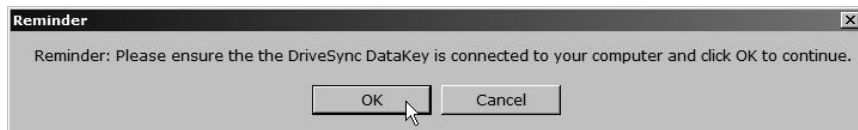


9. In the *Create New Account* window, click **Create Account**.

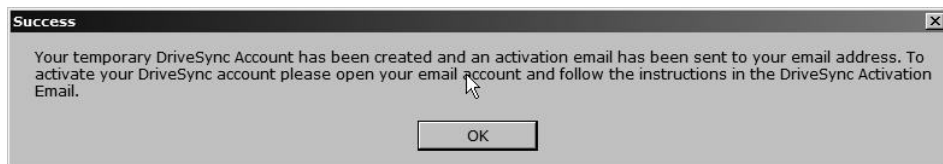
10. In the *User Verification* window, click **Yes** if all information is correct.



11. In the warning window (below), click **OK**.



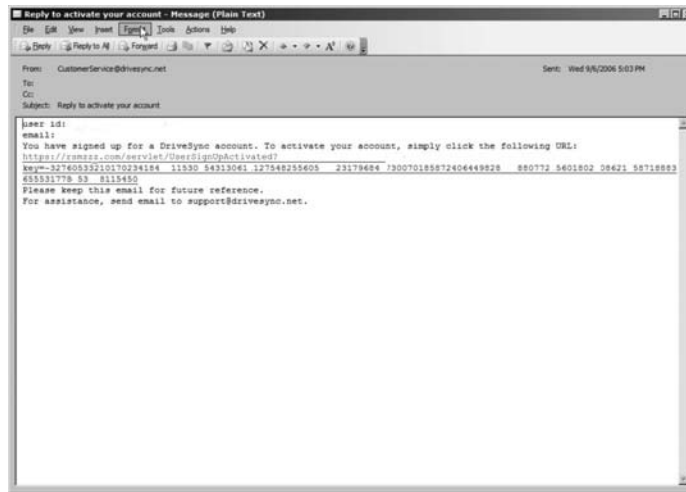
12. In the *Success* window (below), click **OK**.



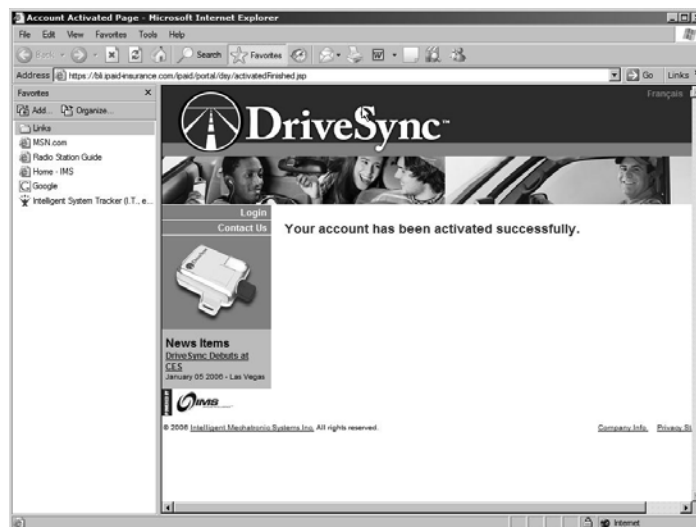


## 14 CREATING AND REGISTERING YOUR ACCOUNT

13. A return email notification will be sent to the email address you supplied. This indicates that your *DriveSync™ Client* account has been successfully registered. Activate the account by clicking on the URL provided in the email. **Note: you cannot log into the *DriveSync™ Web Portal* until you activate your account.**



The following confirmation should appear:



You now have a valid *DriveSync™ Client* account!

### 4.1 User Settings

Each launch of *DriveSync™ Client* remembers the user login—user settings—used during the previous session. To transfer or view data from a different *DriveSync™ Client* account, or to carry out other tasks for that user, log on as the user defined for that account:

1. Insert the data key belonging to the user account you wish to access.
2. In the *Options* drop-down menu, select *User Settings*.



3. In the *User Settings* dialog box, enter the *User Name* and *Password* defined for the account you wish to access.



4. Transfer data or view reports for this user as desired.



## 5.0 Transferring Data and Viewing Reports

### TRANSFERRING DATA

As you use *DriveSync™*, you will periodically transfer vehicle usage data from your data key to the *DriveSync™* server. This upload process—also known as *synchronization*—will enable the server to process the data and generate your vehicle usage reports and route maps. Results are based on your user ID and the vehicle information entered when the account was registered.

For best results, try to maintain a fairly regular data synchronization schedule to suit your driving habits. Some users may prefer a weekly schedule; for others, once a month is adequate. As a general rule of thumb, the more quickly you accumulate data on your data key, the more frequently you may want to synchronize. Sometimes you may wish to collect data for a specific trip or during a certain time interval, then transfer it immediately for processing and reports.

After driving and recording some data, follow the steps below to transfer (*sync*) the data to the *DriveSync™* server.

1. Insert the data key into your computer USB port.
2. Start *DriveSync™ Client* by selecting the *DriveSync™* icon from your desktop or by using your *Start* menu *DriveSync™* program folder group.
3. In the *DriveSync™ Client* main window, click the **Sync** button (or select this option from the **Actions** menu). You'll see a reminder that the data key must remain in your computer while uploading; click **OK**.

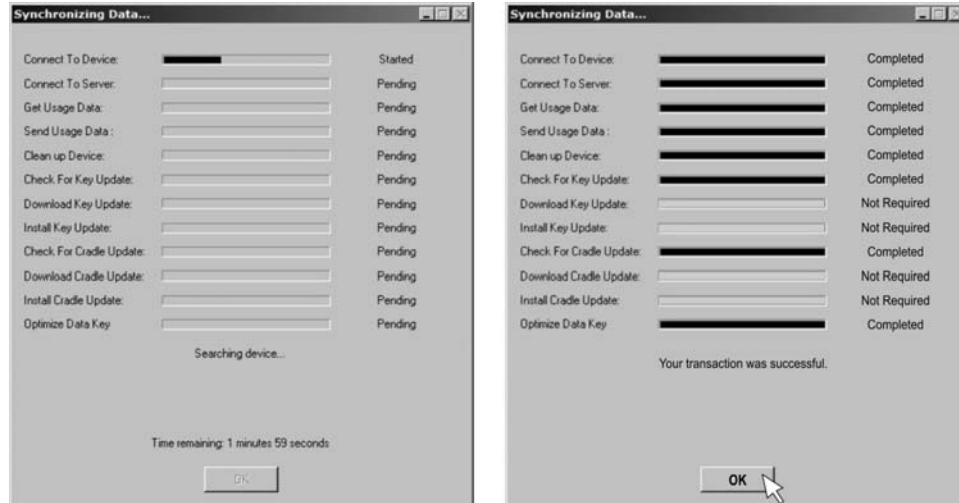
#### **▲ IMPORTANT ▲**

To prevent possible damage to your data key, do not remove the key or power down during the *Sync* process.



## 18 TRANSFERRING DATA AND VIEWING REPORTS

- The *Synchronizing Data* window will be displayed as your computer transfers data from your data key to the *DriveSync™* server. Progress is shown in the various status bars, some of which may not fill completely. Note that a successful sync clears all vehicle usage data from the key.



*NOTE: If the data key has no vehicle usage data, the relevant fields will indicate "Not Required".*

- When **OK** button is enabled and the final success message appears (see above, right), click **OK** to complete the upload and return to the main *DriveSync™* window. At this point, you have successfully transferred the vehicle usage data from your data key to the *DriveSync™* server. You can view data as route maps and other reports at any time.
- You may now remove your empty data key from the computer USB port. When you are next in your vehicle, insert the data key into the *DriveSync™* cradle to resume tracking.

**VIEWING REPORTS**

After uploading your data to the *DriveSync™* server, follow these steps to view the resulting reports and route maps:

1. In *DriveSync™* main window, click the **View Reports** button (or select **View Online Account** from the *Actions* menu). This acts as a shortcut to the URL for the *DriveSync™ Web Portal* through which you can view your reports.



2. A web browser window will open and take you directly to the *DriveSync™ Web Portal*.

Alternatively, you can enter the following URL in your web browser without opening *DriveSync™ Client*:

***portal.drivesync.net***

**NOTES:** 1) It takes a few minutes for the server to generate the reports and route maps. During this processing time, the most recently synchronized data will not be displayed. 2) For further information regarding the use of the *DriveSync™ Web Portal*, refer to the online documentation available at the portal.



### 6.0 Managing Multiple Vehicles

Every DriveSync™ unit requires a minimum of one valid user account for transferring and viewing vehicle usage data. Establish this account as described in Section 4, Creating and Registering Your Account. Once registered, this unique login enables you to securely transfer and view your data.

In most cases, a single account login is all that you will ever need. However, users or administrators in organizations who must track multiple vehicles, each with its own DriveSync™, can do so either as a *fleet manager* or as a *multi-vehicle user*. As shown below, both types of managers can transfer data from multiple data keys and access the resulting reports and map routes using their own account—however, each member of a *fleet* also retains access to their own account, whereas subordinates under a *multi-vehicle user* do not even have accounts.

Keep in mind that you can set up *either* configuration but not both. Consider your needs carefully—you cannot switch between the two configurations.

**⚠ IMPORTANT ⚠**

Choose the multiple vehicle configuration which best suits your needs. Fleet managers (or members) cannot also be a multi-vehicle user, and vice versa.

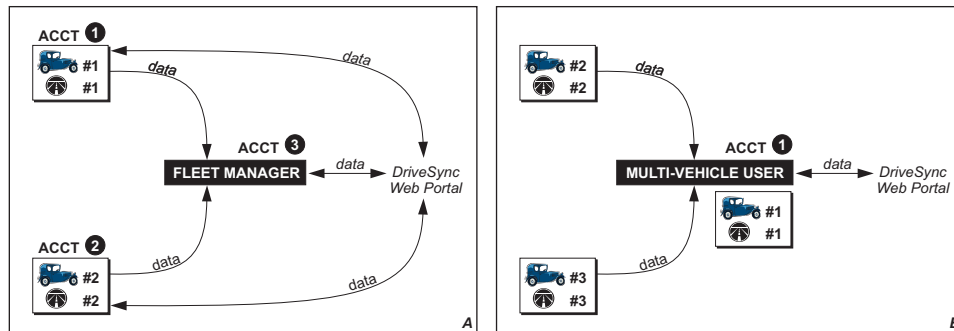


Figure 6.0. Managing Multiple Vehicles as a Fleet Manager (left) or a Multi-Vehicle User (right)

**A NOTE ABOUT PRIVACY:** Typically the persons who drive the vehicle have sole rights to the DriveSync vehicle usage data collected in that vehicle. You may have to obtain permission from all personnel driving the vehicle in order to view their DriveSync data. Please consult all applicable privacy laws in your region to ensure compliance.

### 6.1 Assigning a Fleet Manager

If desired, use the *Set Fleet Manager* control to authorize an additional user to synchronize your data key and view your vehicle data reports. This enables one user—the fleet manager—to access data from multiple vehicles and/or user accounts, and can help streamline and centralize the logistics of managing numerous sets of data. Each member of a fleet can still access their own account.



## 22 MANAGING MULTIPLE VEHICLES

**IMPORTANT:** 1) Your authorization is permanent—once assigned, fleet manager permissions remain in place until the **fleet manager** removes your vehicle from their account. That is, you can only assign permissions to a fleet manager, not revoke them. 2) You cannot grant fleet manager status to yourself. 3) Due to privacy and security issues, fleet managers and fleet members cannot use the “Add Another Vehicle” function or change to this configuration. Please contact Technical Support for details.

To assign a fleet manager to your account, follow these steps:

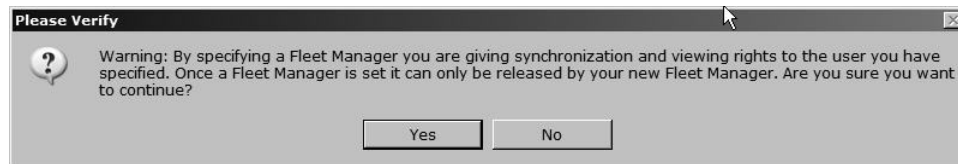
1. Insert your data key into the computer USB port and start *DriveSync™ Client*.
2. In the *DriveSync™* main window, select **Set Fleet Manager** from the **Action** menu.



3. In the *Select Fleet Manager* dialog box, enter the **User ID** of the person you wish to permanently assign as your fleet manager; click **OK**.



4. In the *Please Verify Fleet Manager* window (below), click **Yes**.



You have successfully assigned a fleet manager for your account. A notification email will be sent to the new fleet manager, indicating that your account has been added to their fleet.

### 6.2 Creating a Fleet

In some cases, you may need to grant fleet manager privileges to yourself in order to create a fleet more efficiently. Since such permissions must be granted by each individual user rather than by the fleet manager, you can first create and register these separate user accounts using *Create New Account* (see right), then log in to each account and enter your own user ID in the *Set Fleet Manager* option. You can then access data from each user account without each user first having to grant this right to you themselves.



### 6.3 Adding Another Vehicle

If you have multiple *DriveSync™* units installed in multiple vehicles, you may want to manage them exclusively from a single account by using the *Add Another Vehicle* function. Unlike Fleet Manager, data from each vehicle can then be transferred and viewed from your multiple-vehicle account only—there is no unique user account for each vehicle.

For each vehicle, complete a new *Add Another Vehicle* form as described below:

1. Insert the new data key into the computer USB port and start *DriveSync™ Client*. Make sure this data key is for the new DriveSync™ unit and vehicle you wish to add.
2. In the DriveSync™ main window, select **Add Another Vehicle** from the **Action** menu.

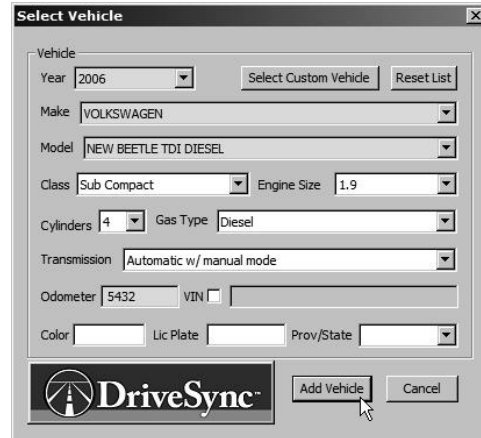


## 24 MANAGING MULTIPLE VEHICLES

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3. In the *Select Vehicle* dialog box, enter the description of the new vehicle; click the **Add Vehicle** button to submit.

Repeat for each vehicle / *DriveSync™* data key, taking care to keep each data key correctly matched to its own *DriveSync™*.



The screenshot shows a 'Select Vehicle' dialog box with the following fields and values:

- Year: 2006
- Make: VOLKSWAGEN
- Model: NEW BEETLE TDI DIESEL
- Class: Sub Compact
- Engine Size: 1.9
- Cylinders: 4
- Gas Type: Diesel
- Transmission: Automatic w/ manual mode
- Odometer: 5432
- VIN:
- Color:
- Lic Plate:
- Prov/State:

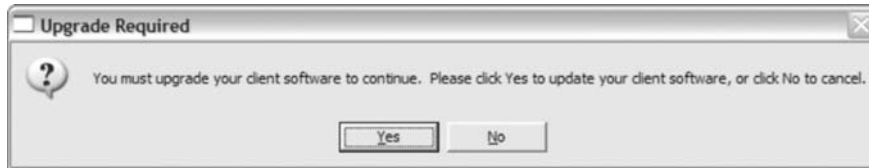
Buttons: Select Custom Vehicle, Reset List, Add Vehicle, Cancel.

*NOTES: 1) Once you use the "Add Another Vehicle" function, you are a multi-vehicle user—you cannot be a fleet manager or assign a fleet manager. Please contact Technical Support for details. 2) You cannot remove a vehicle after you have added it.*

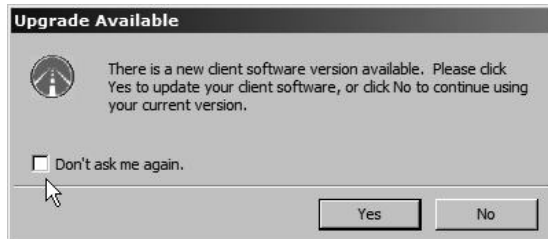
### 7.0 Upgrading *DriveSync™ Client*

Each launch of *DriveSync™ Client* includes an auto-upgrade function that quickly checks your version and determines whether or not a newer version is available for downloading from the *DriveSync™* website. This service helps ensure optimized performance while eliminating the inconvenience of searching for upgrades on your own, and works as follows:

- ❑ If your *DriveSync™ Client* is up-to-date, the application will start and run normally.
- ❑ If a new *and mandatory* version of *DriveSync™ Client* is available at the website, your version requires upgrading before use (see message below). This function cannot be disabled.



- ❑ If a new but *optional* version of *DriveSync™ Client* is available at the website, you can (by default) choose to immediately accept the upgrade or not. If desired, you can also permanently turn off this query so that future start-ups will not be interrupted by offers of optional upgrades.
- ❑ If the website connection cannot be made at all, *DriveSync™ Client* will not start.



## 26 UPGRADING DriveSync™ Client

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You can also check for updates at any time by selecting *Check for Updates* in the *Help* menu.



## 8.0 Help and Troubleshooting

Several features in the *Help* drop-down menu help ensure trouble-free installation and use of *DriveSync™ Client*:

- ❑ *Email Support*: opens a new *Microsoft Outlook* email message addressed to the *DriveSync™* Customer Technical Support team. Feel free to email your question or describe an issue you have encountered during installation or use; a technical specialist will respond as promptly as possible.
- ❑ *DriveSync™ Help*: opens *DriveSync™* online help for quick reference.
- ❑ *Check for Updates*: checks your *DriveSync™ Client* installation and determines whether or not a newer version is available for downloading from the *DriveSync™* website. See also *Upgrading DriveSync™ Client*.
- ❑ *About DriveSync™*: identifies the version of *DriveSync™* you are currently running, and provides a link to other general information.



### TROUBLESHOOTING YOUR INSTALLATION

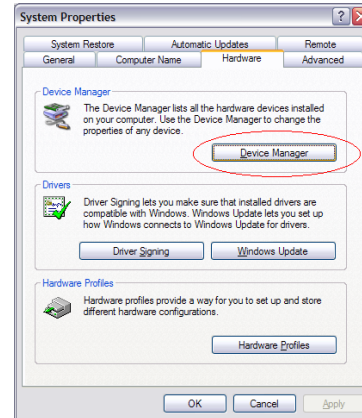
*NOTE: Illustrations show typical Windows™XP dialog boxes and windows. Equivalent views in Windows™2000 may differ slightly.*

**IF THE DEVICE DRIVER TEST FAILS:** If your *DriveSync™ Device Driver Test* fails upon start-up of *DriveSync™ Client*, and you have confirmed that the USB port you are using is indeed functional with other USB devices, there may be an issue with the driver installation. Follow the instructions below to make sure that the device drivers are installed and that Windows™ is detecting the device:

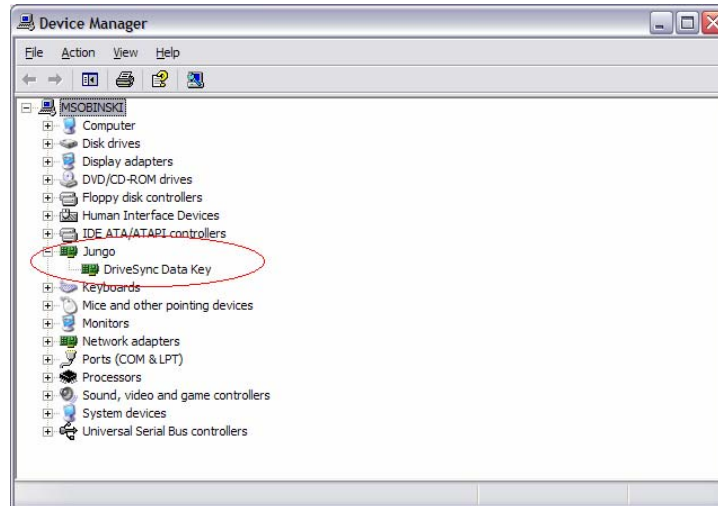
1. Plug the *DriveSync™* data key into a working USB port on your computer.
2. From the Windows™ *Start* menu, open the **Control Panel**.
3. In the *Control Panel*, select **System**.
4. In the *System Properties* dialog box, select the **Hardware** tab.

## 28 HELP AND TROUBLESHOOTING

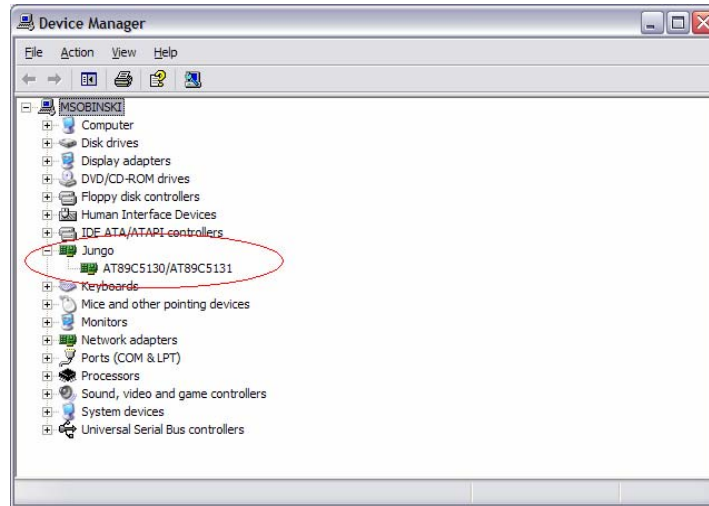
5. In the *Hardware* panel, click the *Device Manager* button (see right).



6. In the *Device Manager* window, find an entry called '*Jungo*'. Under the '*Jungo*' listing, locate either a '*DriveSync Data Key*' or an '*AT89C5130/AT89C5131*' device. See Figures 8.1 (below) and 8.2 (next page):

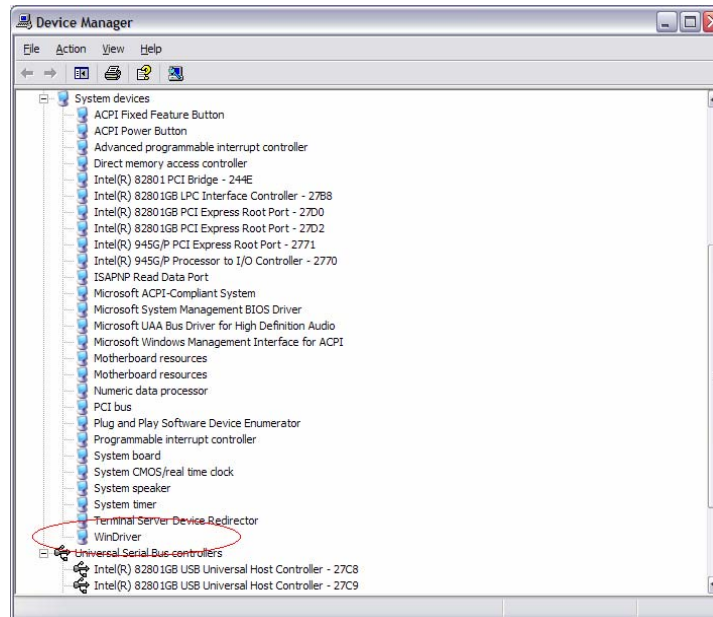


**Figure 8.1.** Device Manager window with the *DriveSync Data Key* device present.



**Figure 8.2.** Device Manager window with the AT89C5130/AT89C5131 device present.

7. In the *Device Manager* window, locate a 'WinDriver' entry under the 'System devices' node. See Figure 8.3.



**Figure 8.3.** Device Manager with the WinDriver device present under the System devices node.



## 30 HELP AND TROUBLESHOOTING ---

*If you have found all the devices shown so far* AND your USB port is functioning properly when a known working USB device is swapped in:

- ❑ There may be an issue with the driver installation.
- ❑ Do not attempt to reinstall *DriveSync™ Client* at this point—your system must first undergo a careful “clean-up” so that problematic files interfering with Windows™ and/or the *DriveSync™ Client* device driver are properly deleted.
- ❑ Please contact *DriveSync™ Customer Technical Support*, and a qualified specialist will guide you through the step-by-step clean-up of your system.

*If you have NOT found the devices shown so far:*

- ❑ The necessary USB device drivers are likely not on your system.
  1. Use Windows™ “Add/Remove Programs” to delete your current *DriveSync™ Client*.
  2. Reinstall *DriveSync™ Client*.
  3. If your *DriveSync™ Device Driver Test* still fails, contact *DriveSync™ Customer Technical Support* for help.

**9.0 Specifications**

<b>COMPONENTS</b>	
DriveSync™ Unit Dimensions (mm)	110 x 89 x 39 (L x W x H)
DriveSync™ Unit Weight	159 g
DriveSync™ Unit Security	Secure private-key encryption (RSA)
Operating Voltage Range	8 to 28V (requires 12V battery vehicle supply)
Max. Current Consumption @ 13.5V	65 mA
Stand-by Current Consumption @ 13.5V	24 mA
Internal Backup Battery Life	Estimated 10 years
Operating Time with No Power Source	100 days
Operating Temperature Range.	-40 to 85°C
Storage Temperature Range	-40 to 85°C
Data Key Dimensions (mm)	85.8 x 23.9 x 13.8 (L x W x H)
GPS Antenna Dimensions (mm)	50 x 40 x 14 (L x W x H)
GPS Antenna Weight	115 g
OBD-II Cable Length	2 m (6 ft.)
Hard-wired Cable <i>(optional)</i>	3 m (10 ft.)
<b>SYSTEM REQUIREMENTS</b>	
Operating System	Windows™ 2000 (SP4) or Windows™ XP (SP2)
Hard Disk Space	15 MB
Hardware Requirements	Computer USB Port
Internet Access Requirements	Internet Explorer 6.0 or greater; <i>Note firewalls must allow transfer via port 443</i>
<b>PERFORMANCE AND GPS SENSING</b>	
Memory Capacity <i>with data key inserted</i>	16 MB; approx. 25,000 km of driving data
Memory Capacity <i>without data key</i>	2 MB; approx. 3,000 km of driving data
GPS Signal Acquisition Time (90%)	Warm Start (vehicle ignition off): < 45 s Cold Start (recovery from power interruption): < 180 s
GPS Accuracy	< 9 meters / 30 ft. (90%)
GPS Data Collection Time	Once per second
GPS Data Collection Range	20 m x 20 m zones (65 ft x 65 ft); street level resolution
Geographical Support	<ul style="list-style-type: none"> <li>· All of US, Canada and Mexico</li> <li>· Western Europe, including: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Iceland, Italy, Luxemburg, Malta, Netherlands, Norway, Sweden, Switzerland, Spain, United Kingdom</li> </ul>



**10.0 Contact Us**

Do you have questions or concerns? Please contact us by phone or email:

**TECHNICAL SUPPORT**

Phone: 1-866-534-7243

E-mail: [support@drivesync.net](mailto:support@drivesync.net)

**ALL OTHER INQUIRIES**

Phone: 1-877-273-7483

E-mail: [info@drivesync.net](mailto:info@drivesync.net)

You can also reach us through the DriveSync™ Web Portal.