



# STATION

## User manual



## Introduction

TachoSafe Station is a multifunctional device with two primary functions, depending on the type of smart card inserted:

### **Driver Card Downloading**

Automatically downloads data from the inserted driver card and securely saves the downloads to your user account created in the cloud.

### **Company Card Authentication**

Connects your remote tachograph downloading unit with the company card, using its credentials to authenticate and authorize the download of tachograph data.

## 1.1. What does TachoSafe Station offer?

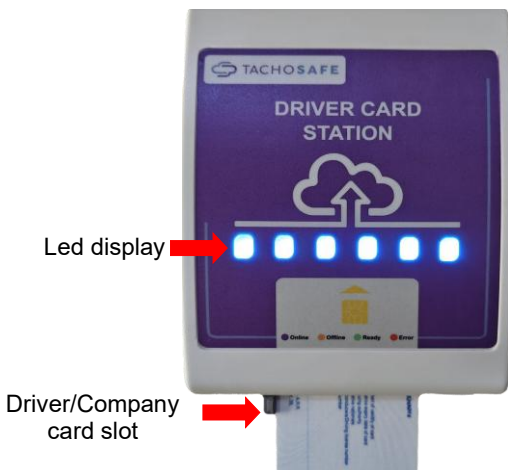
- **Automatic functionality selection:** Automatically detects and selects the desired operation mode upon insertion of a driver or company card
- **G2V2 compatibility:** Supports second generation (G2V2) cards
- **Fully Automated Downloads:** Hands-free data retrieval and processing
- **Flexible Data Storage:** Internal memory allows for both temporary and permanent local storage
- **Secure Cloud Integration:** Safe and encrypted data storage via cloud services
- **Data Analytics:** Comprehensive analysis of downloaded data through the *tachosafe.net* portal
- **Remote Authentication:** Automated company card authentication to enable more flexible and streamlined remote tachograph downloads

- **All-in-One Integrated Features:**

- Integrated driver/company card reader
- Built-in 4G/LTE modem for seamless cloud server communication
- Pre-installed SIM card with 500 MB of data traffic included.\*
- Extended 8GB internal memory capacity
- Universal USB cable for power supply and data transfer

\* The included data traffic is sufficient for a company operating **12 vehicles and 20 drivers**, supporting regular downloads over a period of **10 years**. Additional data traffic is available on request.

## 2. Main components



## 3. Device operation

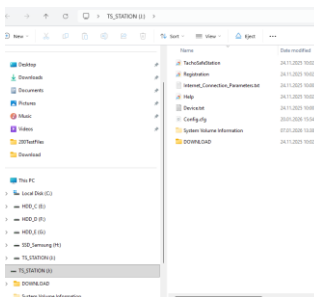
### 3.1. Starting the device

The device powers on automatically when connected to a PC via USB and enters USB Mass Storage Mode for 30 seconds, allowing you to browse and manage its internal files. After this period, it detects any inserted card and automatically switches to the appropriate operational mode based on the card type.

For normal operation, connect the device to the supplied USB 5V/2A adapter and wait 60 seconds while it establishes an internet connection via the built-in communication modem.

### 3.2. USB mass storage mode


Connect your device to a computer in order to manage the data stored on it or get the history of events from the log-file - required in case of faulty operation. The computer recognizes it as USB mass storage device, allowing you to access and manage files using standard file management software (such as Windows File Explorer or macOS Finder).



The device contains the following files and folders:

- **Device.txt:** Contains essential hardware information, including the serial number, firmware version, and other hardware details.
- **Help.url:** A direct link to the TachoSafe knowledge base on Freshdesk.
- **Registration.url:** A direct link for creating a user account and registering the device on the TachoSafe WEB platform.
- **TachoSafeStation.url:** A direct link to access the TachoSafe WEB platform.
- **Internet\_Connection\_Parameters.txt:** Contains the network settings required to establish the internet connection.
- **DOWNLOAD folder:** This directory contains:
  - Downloaded files that have not yet been uploaded to the server
  - **Log\_file.txt:** it records all important events during the operation of the device
  - **Backup folder:** Contains copies of all files that have been successfully uploaded to the **TachoSafe WEB** platform.

### 3.2.1. LED indicators in USB mass storage mode

Display indications	Lighting and sound effect	Operation
	The entire progress bar lights up <b>green</b> and remains on, without any sound.	The device is in USB mass storage mode for browsing its content

### 3.3. Driver card downloading

Insert a driver card into the card reader slot on the side of the device, as shown in the figure.

Downloading the driver data starts automatically, while the LED indicators show the progress of the download. This takes approximately 30-50 seconds, and the end is confirmed by two light flashes and two short beeps.



When driver card download has been completed, automatic file transfer to TachoSafe server will begin.






When upload has been completed, the whole progress bar lights up constantly green, indicating that the download and upload completed successfully.




#### 3.3.1. Meaning of LED indicators at Driver card downloading mode

During operation, the device displays information about the current process via the built-in LED indicators. Understanding them is essential for proper use of the device.

Display indications	Lighting and sound effect	Operation
	The progress bar LEDs light up <b>orange</b> gradually, based on the download percentage.	The device is downloading the driver card, but it has not yet connected to the server.
	The progress bar LEDs light up <b>purple</b> gradually, based on the download percentage.	The device is downloading the driver card and has successfully connected to the server.

Display indications	Lighting and sound effect	Operation
	<p>The entire progress bar lights up <b>red</b> with a fading effect and a long beep.</p>	<ol style="list-style-type: none"> <li>1. The device failed to recognize the driver card.</li> <li>2. The device failed to download the driver card.</li> </ol>
	<p>The entire progress bar lights up <b>green</b> and remains on, accompanied by two short beeps.</p>	<p>The device successfully downloaded the driver card and is now ready to upload it to the server.</p>
	<p>The entire progress bar lights up <b>orange</b> with a fading effect.</p>	<ol style="list-style-type: none"> <li>1. The device is in Standby. It is waiting for a new card insertion, it has not yet connected to the server.</li> <li>2. The device is establishing a network connection.</li> </ol>
	<p>The entire progress bar lights up <b>purple</b> with a fading effect.</p>	<p>The device is in standby mode, and waiting for a new card insertion. Connected to server.</p>
	<p>The entire progress bar lights up <b>green</b> with a fading effect.</p>	<p>The device is uploading the files to the server.</p>

Display indications	Lighting and sound effect	Operation
	<p>The entire progress bar lights up <b>green</b> and remains on, without any sound.</p>	<p>If this display scene appears after the upload process, it indicates that the upload was successful. The device will remain in this state until the user removes the driver card from the device.</p>

If you are using the device as driver card downloader then go directly to section 4 - **TachoSafe WEB**

## 3.4. Company card authentication mode

Company Card Authentication lets you authorize remote tachograph data downloads without the company card ever leaving your premises. The TachoSafe RDU system manages the entire authentication process automatically and securely.

### During operation:

- tachograph authentication is performed within your own environment
- access rights are verified using your company card
- the company card remains in your possession throughout the entire process.

### The solution ensures:

- compliance with legal requirements for lawful data download
- elimination of the need for physical transfer or external storage of the company card
- fulfillment of data security and compliance requirements
- avoidance of third-party company card storage services and storage fees

**Important:** The device does not modify tachograph data and performs authentication solely to enable authorized remote downloads. The company remains responsible for secure storage and lawful use of the company card.

The system supports authentication only; proper remote download configuration and operation depend on the **TachoSafe RDU** settings - contact your service provider for details.

### 3.4.1. Performing Company Card Authentication

Connect the device to the power supply, then insert your company card into the card reader slot located on the bottom of the device.





The remote tachograph download authentication and authorization process will start automatically, and the entire authentication procedure is managed and controlled by the **TachoSafe RDU** system.

**Important:** For proper operation, keep the company card inserted in the device continuously. Only remove it if strictly necessary, and reinsert it as soon as possible.



### 3.4.2. Meaning of LED indicators at Company card authentication mode

During operation, the device displays information about the current process via the built-in LED indicators. Understanding them is essential for proper use of the device.

Display indications	Lighting and sound effect	Operation
	<p>The entire progress bar lights up <b>orange</b> with a fading effect.</p>	<p>The device is in standby mode. It is waiting for a new card insertion and connecting to the server.</p>
	<p>The entire progress bar lights up <b>purple</b> with a fading effect.</p>	<p>The device is in standby mode. It is waiting for a new card insertion and has successfully connected to the server.</p>
	<p>The entire progress bar lights up <b>green</b> with a fading effect.</p>	<ol style="list-style-type: none"> <li>1. The device is performing remote authentication.</li> <li>2. The device is updating its firmware.</li> </ol>
	<p>The entire progress bar lights up <b>red</b> with a fading effect and a long beep.</p>	<ol style="list-style-type: none"> <li>1. The device failed to recognize the company card.</li> <li>2. Any error occurred during remote authentication.</li> </ol>

## 4. TachoSafe WEB

**TachoSafe WEB** is a comprehensive online platform designed to manage all your digital tachograph and driver card related requirements and duties. You can use it with our range of manual download devices such as **Tacho2Safe**, **Tacho5Safe**, **Tacho5Safe+**, **TachoSafe Connect** and **TachoSafe Station** but you can also automate downloads with RDU devices.

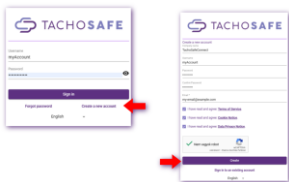
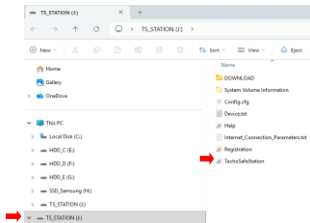
All your data will be stored in one secure location, accessible from any internet-connected device. This platform is ideal for fleet owners, transport managers, drivers, and digital tachograph download solution providers.



**TachoSafe Web** provides clear and easy-to-understand data analyses, allowing you to stay on top of your operations and make informed decisions that drive your business forward. The application ensures the secure storage of all your data, giving you peace of mind that your information is always safe and easily accessible.

## 4.1. Create your account

Connect the device to your computer and double-click on **TachoSafeStation** file or access [www.tachosafe.net](http://www.tachosafe.net) from your default web browser.

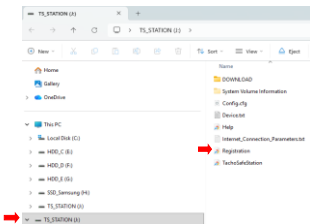


Create a new account by following the website instructions.

**Important:** New account creation must be confirmed with activation link sent to your e-mail address!

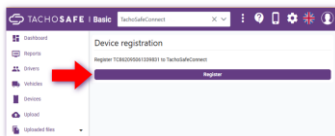
## 4.2. Register your device

Sign in to your **TachoSafe WEB** account



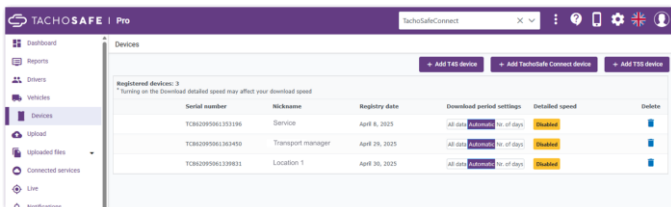
Connect the device to your computer and double-click on **Registration** file

confirm device registration



### 4.3. Managing your devices

In **Devices** menu you can manage your devices. You can add more devices to an account, so that all your downloads are stored in one place. For easier identification assign a **Nickname** to them and also you can modify digital tachograph download procedure operation.

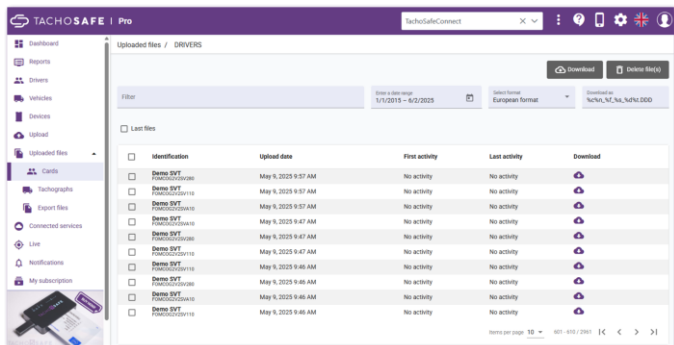


You can choose between **All data**, **Automatic** and **Nr of days** setting, you can enable or disable **Detailed speed** information download as well.

For best performance it is recommended to use **Automatic** download period selection and disable detailed speed download.

**Note:** Download period settings are available only for **Tacho4Safe**, **Tacho5Safe**, **Tacho5Safe+** and **Tachosafe Connect** devices!

## 4.4. Accessing your downloads






Files stored in Tachosafe WEB can be downloaded from **Uploaded files** menu.

## 5. Tips and tricks

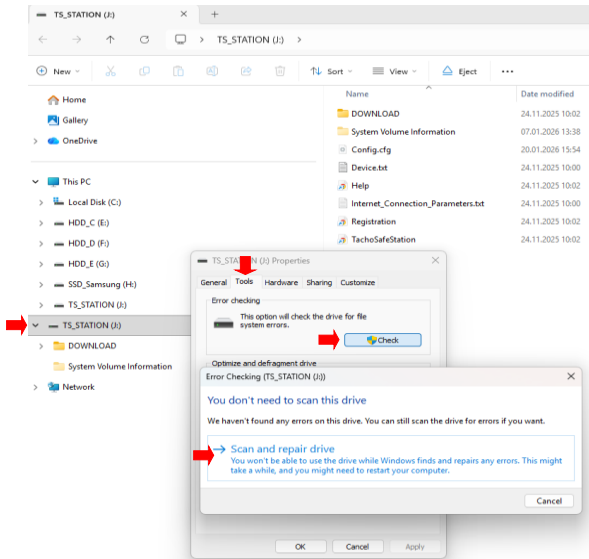
- You can start using the device immediately — registration can be done later.
- Your downloads made without registration will be automatically assigned to your account after device registration.
- To speed up server uploads, collect multiple cards and download them one by one in a single session.
- Uploaded files are moved to the Backup folder. Clean it periodically to free up storage space.
- The device contains useful documents and links. Connect it to your computer to access them.
- If you encounter issues, connect your device to a computer and send the **Log\_file.txt** to the support team (<https://tachosafe.net/support>).

## 6. Troubleshooting

Error	Details	Solution
<p>1. An error occurred after Driver or Company card was inserted.</p>	 <p>The entire progress bar lights up <b>red</b> with a fading effect and a long beep.</p>	<p>Check if the card was inserted in correct way. Leave the card inserted to the device; the device will attempt to recognize it again. If the problem persists after the second attempt, remove the card from the device and insert it again.</p>
<p>2. An error occurred during or after the Driver card download process.</p>	 <p>The entire progress bar lights up <b>red</b> with a fading effect and a long beep.</p>	<p>Remove the card from the device and insert it again.</p>
<p>3. An error occurred during connection establishment or the file upload process, likely due to an internet connection or server issue</p>	 <p>The entire progress bar lights up <b>orange</b> with a fading effect longer than 1 minute.</p>	<p>You can still download driver cards in this state. The downloaded files are temporarily stored on the device and will be uploaded once the connection is re-established.</p> <p>No action is required; please wait. The device will automatically attempt to re-establish the connection periodically.</p>

Error	Details	Solution
4. The device does not start	USB connector or USB adapter issue.	Disconnect and reconnect the USB cable. Try another adapter. If the problem persists, please contact your nearest authorized TachoSafe service center for repair.
5. File system error occurred	The computer cannot read or write to the file system, or other mass storage faults have occurred.	Check and repair the file system integrity using a disk scanning utility (see the image below)  <b>Warning:</b> <i>This process might erase or corrupt some data.</i>
	Faulty internal memory	If the problem persists, please contact your nearest authorized TachoSafe service center for repair.
6. “USB device not recognized” error message appears on your computer	USB connection error	Disconnect and reconnect the data cable.
	Faulty memory or other internal error	Please contact your nearest authorized TachoSafe service center for repair.

*The figure below illustrates how to use the disk scan utility in the Windows operating system.*



## 7. Useful links

### **TachoSafe WEB platform:**

You can find all your uploaded driver and tachograph data here!

<https://tachosafe.net>



### **TachoSafe helpdesk support:**

You can find answer and solution to most of your questions here!

<https://tachosafe.net/support>

