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# Nextelligence® Newsletter

Issue #18

April 2024



**Environmental  
Solutions Group**  
a **DOVER** company



## Welcome to the Nextelligence Newsletter!

Welcome to the 18th edition of the Nextelligence Newsletter. We look forward to continuing to provide the latest news in the Nextelligence training community.

The Nextelligence Newsletter alternates with information related to vital parts of your Heil truck and 3rd Eye camera systems.



## Nextelligence Tech Tips

From Master Trainer Travis Wallen

## Adding the Digital System to your existing Camera Network is a real advantage!

ESG Connected Collections includes integrated camera and technology solutions that improve safety, productivity, and

**profitability.**

**Some popular Connected Collections solutions include:**

**Verif-Eye** – Positive Service Verification

**Optim-Eyes** – Fleet Maintenance Solutions

**Purif-Eye** – Commercial Contamination Identification

**Certif-Eye** – Asset location/fuel use for IFTA reporting & Excise tax refund audits

**Magnif-Eye** – Safety Solutions / Up to eight cameras for 360° of safety coverage

All of these great digital options are connected to the assets live through cellular uploads including real-time GPS.

## **Get Connected!**

**A Technician's world revolves around component failures and preventive maintenance. So, what happens if your unit loses GPS connection or cellular connectivity?**

Well, if a GPS connection fails then the asset can't be tracked, and this affects the accuracy of other service options like Verif-Eye where we attach a physical address to the data uploaded to the 3rd Eye portal. Without GPS this is unknown.

Cellular connection is important as well. Without cellular connectivity, no data can be uploaded to the 3rd Eye portal.

**How to confirm GPS or Cellular connection has a failure and steps to recover it.**

**1.)** To confirm there is an issue, make sure the ignition key is on and the gateway is booted up.

**2.)** Go to the 3rd Eye Microsite and enter the specific unit data to pull up the system connected to the unit. Review the screen shown

below for **GPS Status or Cellular Connection** issues you may have.

**Vehicle: 002369**

Vehicle Name: 002369  
 Customer: 3rd Eye  
 Division: 1/V4#2  
 Gateway S/N: EIU2315085086  
 Window Unit S/N:  
 MAC Address: 6C302A57FB1A  
 VIN:

**Unit Connectivity**

- Last Connected: 03/14/2024 02:07:01 AM
- Last GPS Lock: 03/14/2024 02:07:01 AM

**Gateway Performance**

- SD Card 1: Up
- SD Card 2: Up
- Cellular: Down
- DVR Status: Up
- Ignition Power Up: Up
- GPS: Down

**Camera Status**

- Camera 1: Up Position 1: NONE
- Camera 2: Up Position 2: NONE

**Annotations:**

- Red arrow from "Last time/date Cellular or GPS connected" points to "Last Connected" and "Last GPS Lock".
- Red arrow from "Cellular not connected" points to "Cellular: Down".
- Red arrow from "GPS not connected" points to "GPS: Down".

**Do you have access to Microsite?** Microsite is an extension of the 3rd Eye Portal and can help technicians confirm a reported failure and validate that the repair was made successfully. To learn more and request access, call or email 3rd Eye Support with the information detailed at the end of this Newsletter.

### 3.) GPS or Cellular Connection Failure detected? What now?

First, check the GPS/Cellular antenna commonly mounted on the dash. The antenna must face the sky without obstructions. If there are items covering the antenna like a clipboard or coat, these must be removed.

4.) Next, inspect the coax cables for the antenna leading to the Gateway. Ensure they are not damaged or cut. Make sure the GPS

connection is connected to the GPS port on the Gateway and the Cellular connection is connected to the Cellular connection positions.



- Cellular Connections
- GPS Connection

If these checks are good and you are still experiencing GPS or Cellular failure, then you should perform a hard reboot.

A hard reboot can fix application issues or a locked-up Gateway where GPS and Cellular have been lost. It can not fix hardware items like busted cameras or crushed cables.

5.) To perform a hard reboot, simply disconnect the 10-pin power connection from the Gateway, as shown in image below. Leave this connector disconnected for at least 60 seconds

**Power Cable  
Disconnected**



Then reconnect the connector and restart the system by turning on the key switch and allowing the Gateway to boot up which can take up to 5 minutes. Once the Gateway boots up, look at the window unit. Notice if

the light second from the top is on solid green. If so, this indicates GPS has connected.

## Window Unit Light Status



Look at the 4th light from the top. This is an orange indicator light for cellular connection. Is it on and solid orange? If so, this indicates your cellular connection is good and connected to the 3rd Eye portal.

### **6.) Connected? Now, Check Your Work.**

Once the window unit shows a connection to GPS and the Cellular network has been restored, login to the Microsite and enter the specific unit data to review the active status of the system.

**If the microsite now displays green indicators as shown below, congratulations - you've successfully repaired your 3rd Eye camera system!**

**Vehicle: 002075**

Vehicle Name: 002075  
Customer: 3rd Eye  
Division: 2\_V4 Test  
Gateway S/N: EIU2327090260  
Window Unit S/N: EIW2327090260  
MAC Address: B4AC9DF007AE  
VIN: 2075

**Unit Connectivity**

- Last Connected: 03/22/2024 01:40:45 PM
- Last GPS Lock: 03/22/2024 01:40:45 PM

**Gateway Performance**

- SD Card 1: Up
- SD Card 2: Up
- Cellular: Up
- DVR Status: Up
- Ignition Power Up: Up
- GPS: Up

**Camera Status**

- Camera 1: Up Position 1: NONE
- Camera 2: Up Position 2: NONE

**Reconnected with current date/time**

**Cellular status restored**

**GPS status connected**

## Utilize The 3rd Eye Microsite!

The 3rd Eye Microsite is an invaluable validation tool, which allows you to confirm that repairs have been made successfully.

If your fleet is running the 3rd Eye Digital System and you don't have access to the Microsite, reach out to 3rd Eye Technical Support today at 866-804-2984 or email them at [support@3rdeyecam.com](mailto:support@3rdeyecam.com)

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## In the next 3rd Eye Newsletter

Are you Connected? Making Proper 3rd Eye Connections.

GET THE NEWSLETTER

Would you like to know more about 3rd Eye systems and related topics? Good news! We teach that in our 3rd Eye Nexteligenz classes. You can get in-depth training by contacting us to register for a Nexteligenz class at [Nexteligenz@doveresg.com](mailto:Nexteligenz@doveresg.com)

[CONTACT US](#)

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## **Contact Info & Helpful Links**

### **Miss a Newsletter?**

No problem - You can now view all past Nexteligenz newsletters by visiting our Archives page.

[VIEW NEWSLETTER ARCHIVES HERE](#)

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### **The 2024 Nexteligenz Training Schedule Is Here!**

The 2024 Training Schedule is now available and can be viewed via the Nexteligenz webpage, or on the Heil Dealer Portal.

### **2024 Live Online Webinar 3rd Eye Training Schedule**

3rd Eye Training Dates	3rd Eye Product Training	Delivery Method	Time
April 3rd	Digital	Webinar	12 pm - 4 pm
April 16th	Camera	Webinar	12 pm - 4 pm
April 17th	Digital	Webinar	12 pm - 4 pm
May 21st	Camera	Webinar	12 pm - 4 pm
May 22nd	Digital	Webinar	12 pm - 4 pm
June 4th	Camera	Webinar	12 pm - 4 pm
June 5th	Digital	Webinar	12 pm - 4 pm
June 18th	Camera	Webinar	12 pm - 4 pm
June 19th	Digital	Webinar	12 pm - 4 pm

## 2024 3rd Eye Factory Training Schedule

3rd Eye Training Dates	3rd Eye Product Training	Delivery Method	Time
May 23rd	Camera	Factory	8 am - 12 pm
June 20th	Digital	Factory	8 am - 12 pm

[VIEW FULL 2024 TRAINING SCHEDULE](#)

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## Nextelligence Class Registration

Feel free to contact us anytime if you have any training questions or to register for one of our training classes.

[EMAIL TRAINING](#)

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## Service Shack

Visit the 3rd Eye Service Shack for helpful training and instructional videos

[View Service Shack](#)

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## Sign Up for the Nextelligence Newsletter!

To sign up or add team members, click the button below!

EMAIL TRAINING



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