



Nextelligence Newsletter

Issue #24

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Environmental
Solutions Group



Welcome to the Nextelligence Newsletter!

Welcome to the 24th 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 refuse truck and 3rd Eye camera systems.



Nextelligence Tech Tips

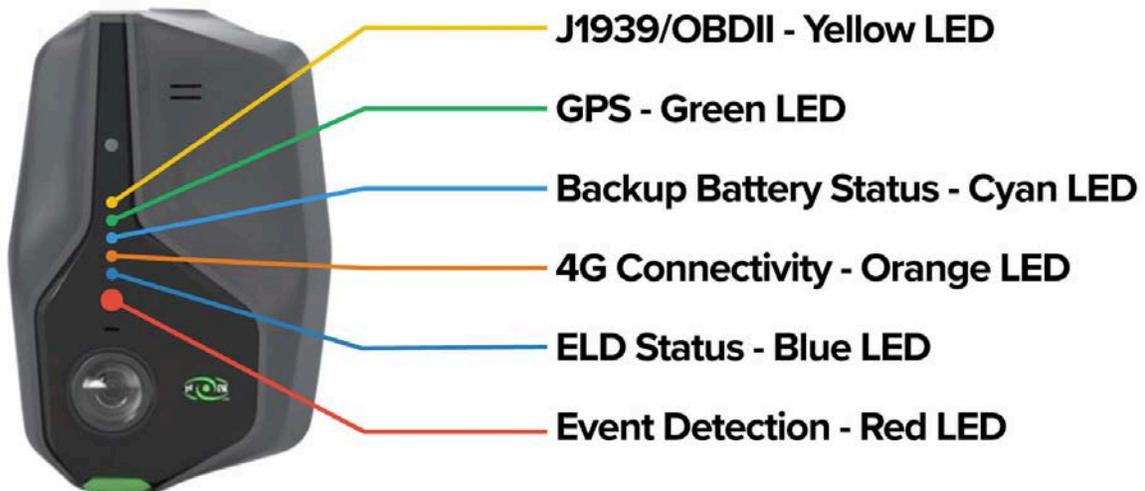
From Master Trainer Travis Wallen

3rd Eye Window Unit Troubleshooting

This month's Nextelligence Newsletter shows us the Window Unit and how to troubleshoot it if it stops working.



The Window Unit consists of a driver-facing camera, a front-facing camera, a microphone, a green user button, and LED lights used for troubleshooting. The LED lights are important in understanding what is happening with the 3rd Eye Gateway. The user button at the bottom of the Window Unit initiates a 12-second video event. The Window Unit is attached to the front windshield using a replaceable mounting bracket, part number 3EC-V4WUBRACKET.



How can we use the Window Unit to understand the status of the 3rd Eye System?

The Window Unit has a stack of LED lights that become active after the Gateway fully boots up.

- The top light is yellow, and when on, it tells us that the J1939 connection to the chassis network is connected.
- The second light down is green, and when on solid, it tells us the GPS is connected.
- The third light down is cyan, and when on solid, it tells us the backup battery is detected and seems to be functioning well.
- The fourth light down is orange and gives us cellular status. When on solid, this indicates the cellular connection is made and is connected to the 3rd Eye Portal.
- The fifth light down is dark blue for electronic logbook data and is not used now.
- The sixth and final light is red and provides event detection notification. When a manual event is detected, it blinks red once, and when an automated event is detected, it blinks red twice.

Using these LED indicators to troubleshoot potential failures, you can quickly and efficiently identify the issue, empowering you to keep the 3rd Eye System running smoothly.

Troubleshooting a Failed Window Unit

If the Window Unit is not working, meaning no lights are illuminating, here are the steps to recover status.

1. First, check the Gateway light's status. Is the green 12-volt battery connection light on? If not, troubleshoot the loss of battery power. If the light is on, battery power is detected.
2. Second, check the red light on the Gateway. Is it on solid red? No? Check for loss of ignition power and ground in the doghouse or wherever your ignition source is located in the cab. Is it red and blinking? If the red light is blinking, this indicates the Gateway is not booted up. A hard reboot is needed if this condition remains for more than 5 minutes. See the Service Shack Video on performing a Hard Reboot. If the light is on solid

- red, this means the Gateway is fully booted up and the Window Unit should begin to show system status.
3. Third, If the Window Unit is still not working, try a hard reboot as described in the Service Shack Video mentioned earlier. Allow the Gateway to fully reboot, and then look at the light status on the Gateway. Is the red light on solid? If so, look at the Window Unit. Are the lights beginning to show status? If not, Inspect the Window Unit Cable. Using a T10 security torx driver, disconnect it from the Gateway. Look for damage to the cable and connector pins, then reconnect the connection to the Gateway. If the cable looks good and the Window Unit light status is still not functioning, replace the Window Unit with a new device. This should correct the issue.
 4. Finally, if you have the Safety Solutions package, it's a valuable resource. You can log in to the 3rd Eye Portal and check if the cameras on the window unit are not functioning. This information could help validate the need to replace the unit.
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Utilize The 3rd Eye Microsite!

The 3rd Eye Microsite is an invaluable validation tool that 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

Would you like to know more about 3rd Eye systems and related topics? Good news! We teach that in our 3rd Eye Nextelligence

classes. You can get in-depth training by contacting us to register for a Nexteligenca class at Nexteligenca@doveresg.com

CONTACT US

Contact Info & Helpful Links

Miss a Newsletter?

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

[VIEW NEWSLETTER ARCHIVES HERE](#)

The 2024 Nexteligenca Training Schedule Is Here!

The 2024 Training Schedule is now available and can be viewed via the Nexteligenca 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
November 5th	Camera	Webinar	12 pm - 4 pm
November 6th	Digital	Webinar	12 pm - 4 pm
December 3rd	Camera	Webinar	12 pm - 4 pm
December 4th	Digital	Webinar	12 pm - 4 pm

2024 3rd Eye Factory Training Schedule

3rd Eye Training Dates	3rd Eye Product Training	Delivery Method	Time
December 5th	Camera/Digital	Factory	8 am - 12 pm
December 19th	Camera/Digital	Factory	8 am - 12 pm

[VIEW FULL 2024 TRAINING SCHEDULE](#)

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](#)



Service Shack

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

[View Service Shack](#)

Sign Up for the Nextelligence Newsletter!

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

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BRONZE



SILVER



GOLD



PLATINUM



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