



Nextelligence® Newsletter

Issue #27

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Environmental
Solutions Group®



Welcome to the Nextelligence Newsletter!

Welcome to the 27th edition of the Nextelligence Newsletter. We look forward to continuing to provide the latest news in the Nextelligence training community.



Nextelligence Tech Tips

From Master Trainer Travis Wallen

Using the Three Status Lights to Troubleshoot the V4 Gateway



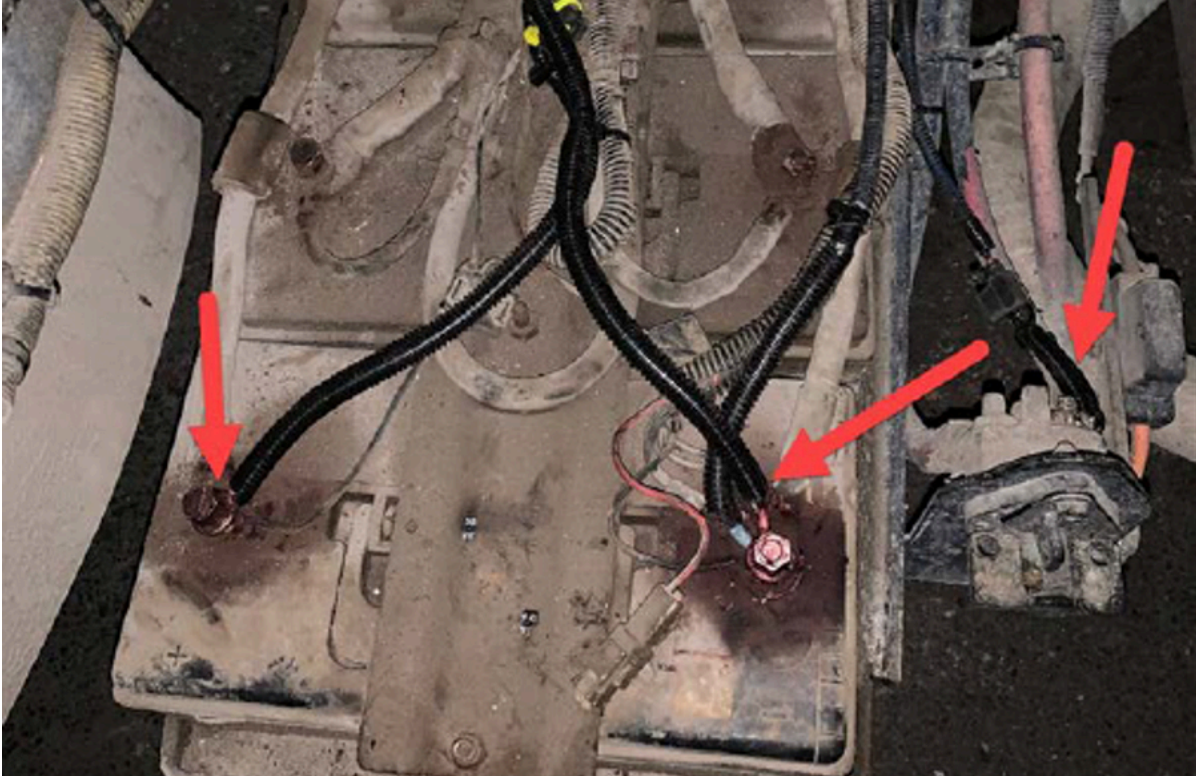
There are three lights located on the 3rd Eye V4 Gateway: green, red, and yellow. The status of the V4 Gateway can be determined by the status of these lights.



GREEN LIGHT - When illuminated, it confirms that the connection to the chassis battery is present. When not illuminated, it indicates that the battery connection is either absent or that the fuse has failed. In either case, we would troubleshoot a disconnect from the chassis battery.

Troubleshoot - Step One

To perform this, open the battery box, inspect the battery connection, look for damaged wires, and check the inline 15-amp fuse. If the issue is not found here, trace the two-conductor wire harness back into the cab and onto the Gateway. You will find the disconnection during this inspection.



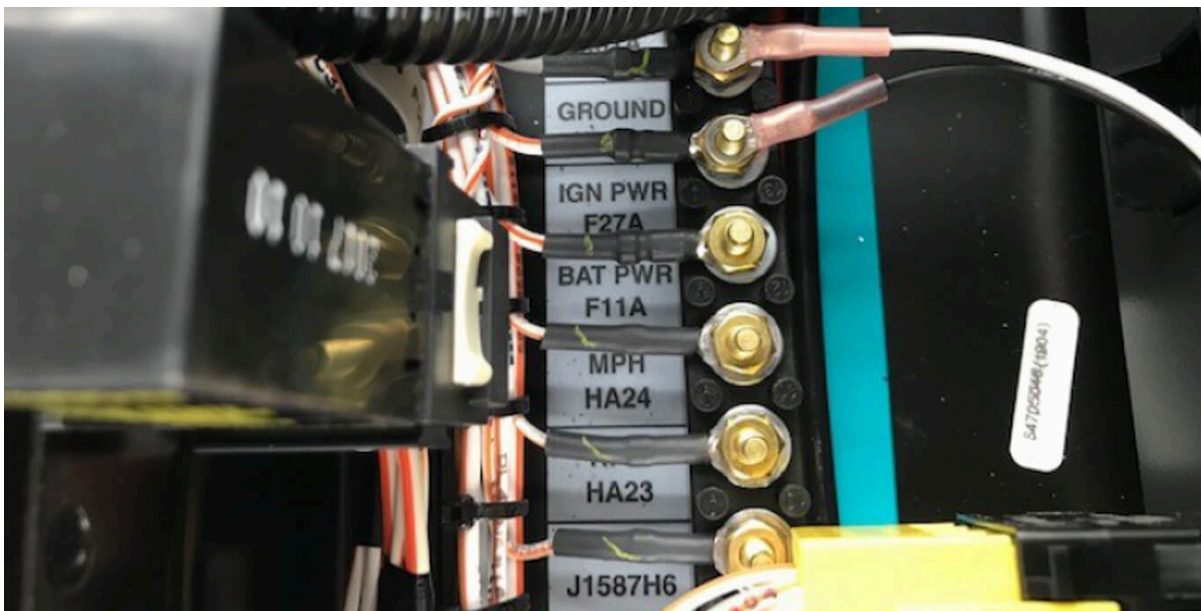
**Inspect the 3rd Eye Battery Connections
(NOT THE BATTERY DISCONNECT)**



RED LIGHT – When the ignition switch is turned on, the red light will begin to blink. This indicates that the V4 Gateway is booting up. This status will persist until the V4 Gateway has fully booted up. Once it is fully booted, the light will turn solid red instead of blinking, indicating that the V4 Gateway is fully booted up. After the V4 Gateway has finished booting up, the window unit will then begin its boot process.

Troubleshoot - Step One

If the red light does not illuminate when the ignition is powered on, locate the ignition terminal where the ignition connection is made for the V4 Gateway. Inspect the connection, power supplied by the chassis, the inline fuse, and the wiring harness. If the issue is not found here, trace the ignition harness back to the V4 Gateway; the failure point will be identified during this inspection.



Troubleshoot - Step Two

If no failure is found, perform a Hard Reboot by disconnecting the power cable from the V4 Gateway and leaving it disconnected for 60 seconds. Then reconnect the power cable and allow the system to fully boot up.



YELLOW LIGHT – The yellow light has three statuses. When illuminated, it indicates that the battery is charging. When not illuminated, it shows the battery is fully charged. When blinking, it signifies that the battery has failed or is no longer detected by the V4 Gateway.

Troubleshoot - Step One

If the status light is blinking, simply replace the backup battery with a new one. The battery is located inside the plastic box attached to the V4 Gateway.



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

Contact Info & Helpful Links

Miss a Newsletter?

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

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2025 Nexteligenz Training Schedule

The 2025 Training Schedule can be viewed via the Nexteligenz webpage, or on the Heil Dealer Portal.

2025 3rd Eye Online Webinar Training Schedule

3rd Eye Training Dates	3rd Eye Product Training	Delivery Method	Time
March 25th	Camera & Digital	Webinar	8am - 1pm CST
April 22nd	Camera & Digital	Webinar	12pm - 5pm CST
May 20th	Camera & Digital	Webinar	8am - 1pm CST
June 10th	Camera & Digital	Webinar	12pm - 5pm CST

2025 3rd Eye Factory Training Schedule

3rd Eye Training Dates	3rd Eye Product Training	Delivery Method	Time
March 27th	Camera & Digital	Factory	8am - 12pm CST
April 24th	Camera & Digital	Factory	8am - 12pm CST
May 22nd	Camera & Digital	Factory	8am - 12pm CST
June 12th	Camera & Digital	Factory	8am - 12pm CST

[VIEW FULL 2025 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

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