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# Frequently Asked Questions

TIS-Web Motion

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## ***Table of contents***

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<b>Introduction .....</b>	<b>1</b>
<b>General things about TIS-Web Motion .....</b>	<b>2</b>
<b>Display of Activity Data in TIS-Web Motion.....</b>	<b>4</b>
<b>Display of the Current Position .....</b>	<b>6</b>
<b>Display of Remaining Driving Time.....</b>	<b>8</b>
<b>Setting up the Account.....</b>	<b>9</b>

## ***Introduction***

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**What is the purpose of this document?**

TIS-Web Motion presents to you various data for your drivers and vehicles, like current positions, activities or information about driver availability.

But as this information is coming from different sources, sometimes additional knowledge is required to correctly understand the shown data.

This document should help you in your daily work with TIS-Web Motion with frequently asked questions and the corresponding answers.

## ***General things about TIS-Web Motion***

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### ***Where can I see whether the data shown in the Current Status menu is really actual information?***

Both the Drivers/Vehicles list and the quick info for the Driver/Vehicle display the information when the last information was received from the DTCO/DLD.

The Driver/Vehicle list shows when the current shift was started and when TIS-Web Motion last received data from the digital tachograph (information about current activity, speed, VDO counter data).

The quick info shows the "DTCO time" and "GPS time". The "DTCO time" is the time when TIS-Web Motion last received data from the digital tachograph (information about current activity, speed, VDO counter data). The "GPS time" is the time when TIS-Web Motion last got a new information about the current position of the Driver/Vehicle.

### ***How can I check which route my vehicles have been driving?***

In the Trace menu you can display the recorded trace and activity data for your drivers or vehicles. This can be shown as well for the current day and for previous days.

Please select the date (or date range up to 7 days) in the calendar right above the map. Note: for a single day you need to select the same date as Start Date and End Date.

### ***Can I also compare the trace of different drivers or vehicles?***

Yes, in the Trace menu - if a single day is selected - you can also display the trace for up to two Drivers/Vehicles at the same time. Please select the drivers or vehicles in the Driver/Vehicle list by clicking on the "Trace" icon.

### ***How can I set-up alerts if I want to check whether my drivers are entering or leaving certain areas?***

The Geofencing menu offers you the possibility to define geographical areas in which your vehicles are allowed to be driven, e.g. in the case of high-value cargo that has to be kept secure. An alert will be generated should a vehicle e.g. leave the permitted area.

- Set up the areas in the Geofencing menu
- Define the alerts which should be generated
- Check the alerts either on the Dashboard or in the Notifications menu

## Display of Activity Data in TIS-Web Motion

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***When I compare the activity information shown in TIS-Web Motion > Current Status menu with the DTCO printout or download data, there sometimes are differences of several minutes. How can this happen?***

TIS-Web Motion does not have a continuous activity information from the DTCO. Instead it receives every X minutes (depending e.g. on the configured profile) a snapshot with current activity and position. For the time between those snapshots TIS-Web Motion estimates that the driver continues the previous activity and shows this activity instead of a gap.

Additionally there are different situations (e.g. during a download process) where the DTCO isn't able to send any activity data to TIS-Web Motion. In this case it may take up to 20min till Motion again receives new data.

### Detailed information

- When a file is downloaded remotely, DLD cannot get the latest DTCO information. This normally may take 5 to 10 minutes, in special cases even up to 20 min (e.g. if additionally the VDO data is downloaded). In this case TIS-Web Motion will continue to show the last activity while no new data is received. It is recommended that Remote Downloads are scheduled in a period where there is more probability that driver will not be driving (e.g. during the night time).
- The DTCO records the activity data every 1 min and the longest activity within the minute takes the precedence. In TIS-Web Motion, the snapshots can be received at each second during that minute. So there could be a scenario where the activity is sent as X, but DTCO is recording as Y. This is leading to mismatches at the end of day.
- Older DTCO releases (e.g. DTCO 1.3) have the "1-min-rule" implemented: here the DTCO is recording "Driving" for 1 minute even when driving is done only for 1 sec.
- DTCOs have the "3-min-rule" implemented: If first minute and third minute are "Driving", then the second minute in between is considered as "Driving" as well. Whereas TIS-Web Motion might have received for the minute in between a different activity.
- When no new activity data is received by TIS-Web Motion for a certain time period (e.g. while a DTCO download takes place), then the latest received activity gets extended till the time when the next new activity data is received. If for a longer period (5 hours or more) no new information is received, the last activity will only be extended once by 5 minutes. For the rest of the time the graph will show a gap which is counted as "rest". The reason for this is the assumption that Motion is not getting data for 5 or more hours because driver is taking a daily rest and ignition is switched

off, otherwise TIS-Web Motion should get new information based on the profile settings.

***I did check again the driver activities in TIS-Web Motion on the next day and it seems that the data has changed slightly overnight. How is this possible?***

Every night TIS-Web Motion checks whether in TIS-Web DMM new activity data is available from the download files. As the evaluated download data is more precise than the activity data recorded by TIS-Web Motion, the data gets synchronized and TIS-Web Motion then shows the activity data similar that TIS-Web Motion.

**Detailed information**

The data synchronization with TIS-Web DMM is done only overnight. So earliest on the next day you can see the activity data based on the evaluated download data. There can be a different activity displayed in case there is a card retrieval and re-inserting during the shift: TIS-Web Motion will regard this as rest, TIS-Web DMM might be showing a gap (in case the driver doesn't make a manual entry for the time while he had not inserted his driver card). There can also be cases where TIS-Web Motion shows more data than TIS-Web DMM: if a chart is deleted manually in TIS-Web DMM, the corresponding data anyhow will remain in TIS-Web Motion till it gets deleted according to the regular retention period.

***Yesterday there has been a driver card download. Why does TIS-Web Motion anyhow still show yesterday's activity data based on the activity data recorded by TIS-Web Motion and not based on the exact activity recording from the DTCO?***

Please check when exactly this driver card download was made. TIS-Web RTM tries to start the authentication process as soon as there is the first connection. So most driver card downloads are made already in the morning and hence do not contain yet the activity data for the current day. In this case TIS-Web Motion can only synchronize the activity data once in TIS-Web DMM a further download is available.

***I'm using TIS-Web Motion and TIS-Web RTM. When will I be able to see in the Trace menu and Reports the exact activity data from the download data?***

The download files are only evaluated in TIS-Web DMM service. So if you don't use TIS-Web DMM, the download files will not be evaluated and no synchronization can be done. TIS-Web Motion hence can only show the activity data like it was received from the DLD in the snapshots together with the GPS data.

## Display of the Current Position

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***Why can't I see the current position of my vehicle? I'm sure the driver currently is on the road and TIS-Web RTM also shows the DLD as online.***

Please check in Current Status menu whether the tooltip maybe shows current DTCO data, but no current GPS data. The DLD might be able to send new data (GPRS connection and connection to DTCO are ok), but e.g. due to poor weather conditions the DLD doesn't get a new GPS signal. In this case you see the difference in the timestamps shown in this tooltip.

If the Current Status menu doesn't show any current data (DTCO timestamp and GPS timestamp are outdated), this can have the following reasons:

- the DLD might currently be doing a download and hence cannot send new data to TIS-Web Motion.
- if a DLD goes offline (ignition goes off or DLD enters an area of poor GPRS connection), then it takes up to one hour till the DLD is not shown any more as online in TIS-Web RTM.
- If in TIS-Web RTM the VRN is shown only underlined, then this shows that the DLD currently doesn't have a connection to the tachograph. In this case no data can be send for TIS-Web Motion. Please check in this case whether the DLD is connected correctly to the DTCO and that no other devices are communicating on the same CAN connection where the DLD is connected to.

***In Current Position menu I can see that the GPS timestamp is newer than the timestamp of the latest received DTCO data. How is this possible?***

Even if the data is received at the same time, the displayed time stamps for DTCO data and GPS data can differ as they are coming from different sources.

- The GPS clock is synchronized automatically with the satellite signal, however the DTCO clock is set by a human being in the workshop. So it is normal that there are some small differences.
- The GPS clock is based on an atomic clock with no visible deviations from actual time. The DTCO clock is basically a software which could have more visible deviations over a period of time, that is why the DTCO also allows a possibility for fleets to adjust the clock by +/- 1 min.

- When ignition is off or when DLD is doing a DTCO download, then the DLD might still be sending the latest GPS data with updated time stamp, but the DTCO information that will be sent, will remain the last known information with the old time stamp. TIS-Web Motion will get the latest GPS data and will update this information, but DTCO information will not be updated.

***Why do I get the current position updated only every 10 or 15 minutes while my vehicles are driving?  
And if the vehicle is driving curvy roads, I anyhow can see only straight lines on the map.***

Please check in TIS-Web RTM which GPS recording profile is selected for the used DLD. The profile selected there configures in which timely intervals and at which angle changes the DLD will send a position update to the system.

In case you are using the Smartlink and TIS-Web Fleet App you generally can only see a new position every 5 minutes as this is the shortest time interval the app is sending data to the TIS-Web system. So even if the vehicle is doing e.g. a U-turn, you will get the next position update earliest when the next 5 minutes interval is reached.

## ***Display of Remaining Driving Time***

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### ***Why is the sum of the already recorded daily driving time and the shown remaining driving time not as expected 10 hours (or 9 hours)?***

- The Remaining Driving Time left must consider additional legislation rules like the requirements for daily or weekly rest. The Remaining driving time available must take into account that the driver cannot drive longer than the time until the daily / weekly rest is due. So if e.g. a driver needs to start his next daily rest in 2 hours, then he can have max. 2 hours remaining driving time - regardless whether till now he only was driving few hours today.
- TIS-Web Motion only can show the activities which have been recorded by using "Motion vehicles". If a driver e.g. in the Morning used a vehicle without Motion, then this activity cannot be shown for the current day and will not be considered if the remaining driving time is calculated by Motion. Whereas the VDO Counter is considering this activity data as it is recorded on the driver card.
- Due to the way how TIS-Web Motion records the activity data (e.g. to continue the last activity when no new data is received, see above) the driving time shown by Motion can differ from the driving time recorded by the DTCO. In case of VDO Counter the remaining driving time anyhow is shown based on the data recorded in the DTCO and not based on the slightly different activity totals in Motion.
- The displayed remaining driving times is always based on the time when the last data was received from the DTCO and not on the actual time when the screen last was refreshed.

### ***Does the shown Remaining Driving Time also consider the rules of the Working Time regulation which is selected for the Site in the Company Data?***

The VDO Counter does not consider any Working Time regulations. And if the vehicle has the VDO Counter function, then TIS-Web Motion shows the availability based on the information received from VDO Counter.

To keep consistency with the VDO Counter, also TIS-Web Motion calculates the Remaining Driving Time only based on the EC regulation 561/2006 without considering any other regulations. So also for vehicles without VDO Counter function, the Working Time regulations are not considered.

## Setting up the Account

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***I have 20 vehicles in TIS-Web DMM, but only 5 of them have a DLD configured for TIS-Web Motion. Will all 20 vehicles be invoiced when I use TIS-Web Motion service?***

No, only the vehicles which have the checkbox "Show in TIS-Web Motion" activated will be invoiced. And only for those vehicles you will be able to see positions and activity data in TIS-Web Motion.

***I have configured the DLD for TIS-Web Motion in TIS-Web RTM, but in the Current Status menu I only see a "unknown vehicle" used by my driver.***

Please check in TIS-Web Motion > Vehicles menu whether the checkbox "Show vehicle in TIS-Web Motion" really is activated. Only then the position and activity data will be shown for the vehicle.

In case you don't use TIS-Web DMM you first might need to manually add the vehicle with the correct VRN.

***How do I have to configure the account if I subscribe only TIS-Web Motion and TIS-Web RTM, but not TIS-Web DMM service?***

Between TIS-Web RTM and TIS-Web Motion the master data is not synchronized. So even if the vehicles and drivers are already available in the Company Data of TIS-Web RTM, you need to manually add the vehicles and drivers in TIS-Web Motion.

### Detailed information

First check in TIS-Web RTM the exact VRNs which are shown for the used DLDs. Only if you add the vehicles with exactly the same VRN like configured in the DTCCO, then the data can be shown in TIS-Web Motion.

Add the vehicles manually in TIS-Web Motion > Vehicles menu and activate the checkbox "Show vehicle in TIS-Web Motion".

Add the drivers in the Current Status menu when "Unknown Driver" is shown.

***How long is the trace and activity data shown in TIS-Web Motion?***

With the default settings the trace and activity data will be deleted after 90 days. If you need to have the data available for a longer or shorter period, please contact your service partner.

TIS-Web Motion FAQs | Edition 12/2018

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