

ME500-X

Technical Manual

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Release Notice

This document is release 1.X of the ME500-X, Technical Manual.

THIS MANUAL IS INTENDED FOR USE BY SYSTEM INTEGRATORS, SERVICE PROVIDERS AND APPLICATION DEVELOPERS (COLLECTIVELY, "RESELLERS"). IT IS NOT INTENDED FOR END-USERS OF THE ME500-X. ANY END-USER DOCUMENTATION IS TO BE PREPARED AND FURNISHED BY THE RESELLERS.

The following Product Limited Warranty gives Resellers specific legal rights. You may have others, which vary from state/jurisdiction to state/jurisdiction.

Product Limited Warranty

Subject to the terms and conditions set forth herein, M-Tec Trackunit A/S ("Trackunit") makes the following warranty only to its Resellers who purchase the ME500-X hardware product ("Product") directly from Trackunit: for a period of one (1) year from the date of shipment from Trackunit, the Product will substantially conform to Trackunit's standard published specifications for the Product and the Product hardware will be substantially free from defects in materials and workmanship. The foregoing warranty shall not apply to embedded software/firmware components.

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If the Product fails during the warranty period for reasons covered by this Product Limited Warranty and Reseller notifies Trackunit of such failure during the warranty period, Trackunit at is option will repair OR replace the nonconforming Product, OR refund the purchase price paid by Reseller for the Product,

provided that Reseller returns the Product to Trackunit in accordance with Trackunit's standard return material authorization procedures or as otherwise instructed by Trackunit.

Warranty Exclusions and Disclaimers

The foregoing Product Limited Warranty shall only apply in the event and to the extent that (i) the Product is properly and correctly installed, configured, interfaced, maintained, stored and operated in accordance with Trackunit's specifications, and (ii) the Product is not modified or misused. This Product Limited Warranty shall not apply to, and Trackunit shall not be responsible for, defects or performance problems resulting from: (a) the combination or utilization of the Product with hardware or software products, information, data, systems, interfaces, services or devices not made, supplied or specified by Trackunit; (b) the operation of the Product under any specifications other than, or in addition to, Trackunit's standard published specifications for the Product; (c) the unauthorized installation, modification or use of the Product; (d) damage caused by: accident, lightning or other electrical discharge, water immersion or spray, or exposure to environmental conditions for which the Product is not intended; or (e) normal wear and tear on consumable parts, including by way of example and without limitation, batteries.

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The Product and associated tools, if any, may contain embedded software/firmware, which is licensed, not sold, and is only for use within the Product as an integral part thereof. Such embedded software/firmware (which includes all updates thereto) contains valuable trade secrets and is proprietary to Trackunit and its suppliers. To the greatest extent permitted by law, such embedded software/firmware may not be modified, copied, disassembled, decompiled or reverse engineered. Trackunit reserves all other rights.

Limitation of Liability

TRACKUNIT'S ENTIRE LIABILITY REGARDING THE PRODUCT SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY RESELLER FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL TRACKUNIT OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER UNDER ANY CIRCUMSTANCE OR LEGAL THEORY RELATING IN ANY WAY TO THE PRODUCTS, ACCOMPANYING DOCUMENTATION AND MATERIALS, AND ANY EMBEDDED SOFTWARE/FIRMWARE AND UPDATES THERETO (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF DATA OR ANY OTHER PECUNIARY LOSS), REGARDLESS OF WHETHER TRACKUNIT HAS BEEN ADVISED OF THE POSSIBILITY OF ANY SUCH LOSS AND REGARDLESS OF THE COURSE OF DEALING BETWEEN TRACKUNIT AND RESELLER. BECAUSE SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATION MAY NOT APPLY TO EVERY RESELLER.

Notices

Class B Statement – Notice to Users. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Changes and modifications not expressly approved by the manufacturer or registrant of this equipment can void your authority to operate this equipment under Federal Communications Commission rules.

Regulatory Approvals

CF

The ME500-X product comply with the essential requirements of the R&TTE Directive 1999/5/EC as stated by the EC Declaration of Conformity (CE 0682). The ME500-X product comply with the European Telecommunications Standards Institute Specifications EN 301 489-1, EN 301 489-7 (EMC for GSM 900MHz and DCS 1800MHz for Radio Equipment and Systems).

EC/International

The ME500-X product comply with the essential requirements of the Automotive directive 2004/104/EC clause 6.5, 6.6, 6.8 and 6.9, UN regulative ECE R10 EMC rev4.

The ME500-X product comply with the essential requirements of the Directive 2003/37/EEC and Directive 2006/42/EEC. The ME500-X product comply with the international standards ISO-13309, ISO-13766 and EN ISO-14982, for tractors, forest and agricultural machinery, moving machinery and construction machinery.

The ME500-X product complies with the essential and environmental requirements of the Interoperability of trans-European conventional rail system 2001/16/EC and 2004/50/EC directives according to ISO 50121-3-2 and DIN EN 50125-1, when used as intended on rolling stock and transportation. The ME500-X complies with the essential requirements of the 2011/65/EC directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

FCC

The ME500-X product comply with the FCC Part 15, Part 22, Part 24, and the Industry Canada requirements RSS-GEN, RSS-102, RSS-132, RSS-133.

The ME500-X product comply with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

For fixed mounted operations the ME500-X must be installed to provide a separation distance of at least 20 cm from all persons.

ME500-X: FCC ID: ZMF-ME500 IC-ID: 9746A-ME500



Introduction

This document contains the installation guide for the (GSM/GNSS) product type series ME500-X units. This manual is intended for use by system integrators, service providers and application developers (collectively, "Resellers"). It is not intended for end-users of the ME500-X. Any end-user documentation is to be prepared and furnished by the Resellers.

This manual covers the ME500-X with 60.010 and later firmware operating on 2.5G bands 850 MHz, 900 MHz, 1800 MHz and 1900 MHz Global System for Mobile communication (GSM) networks.

Data and Event Reporting support is by Short Message Service (SMS), General Packet Radio Service (GPRS), or both.

This manual describes how to set up, configure, install, operate, and troubleshoot the product. Even if you have used other GSM or Global Positioning System (GPS) products before, Trackunit recommends that you spend some time reading this manual to learn about the special features of this product.

Trackunit assumes that you are familiar with Microsoft Windows.

Related Information

The Trackunit web site is found at www.trackunit.com. This site links to the fleet management system from M-Tec Trackunit A/S called Trackunit Manager. ME500-X devices are integrated to Trackunit but can also be used together with third part system providers.

Safety first

Simple Guidelines

Please follow these guidelines when configuring, using or recycling the ME500-X. Violating these guidelines may be dangerous, illegal or otherwise detrimental. Further detailed information is provided in this manual.

Do Not Operate Where Prohibited

Do not allow the ME500-X unit to operate wherever wireless phone use is prohibited or when doing so may cause interference or danger. The ME500-X cannot be turned off after installation, so any vehicle, moving machinery, construction machinery using ME500-X etc. must not enter areas where it is prohibited to operate wireless phones as the device periodically turns on the transmitter in a short period of time to perform tracking reporting.

Examples include but are not limited to operation in hospitals, aircrafts, near blasting sites or wherever operation can cause interference.

Interference



Like all wireless devices, the ME500-X may encounter electrical interference that may affect its performance.

Avoid Body Contact with Device during Operation

Do not operate the ME500-X in direct contact with your body. Maintain at least 2 inches (20 cm) separation between the device and any parts of your body.

Qualified Service

Except for batteries and Subscriber Identification Module (SIM) card, the ME500-X contains no user serviceable or replaceable parts. Non-functioning units must be returned to an authorized service center for repair or replacement.

Accessories and Batteries

Use only approved accessories or batteries. Do not connect incompatible products. There is risk of explosion or fire if an incorrect type replacement battery contacts are shorted. Do not exceed the temperature ranges or other environmental conditions specified by the battery manufacturer. Dispose of used batteries according to the instructions provided with the batteries.

Water-Resistance

The ME500-X series is water-resistant according to the IP-67 standard. It is however recommended that it is be used where it is relatively dry and not subjected to either water streams or submersion.

Detailed Safety Information

Exposure to Radio Frequency Signals

The ME500-X unit is a low power radio transmitter and receiver. Periodically the ME500-X wakes up either due to activity or by a timer. When it is ON, it receives and also sends out radio frequency (RF) signals for a short period of time.

The ME500-X unit cannot be turned off after installation; however the unit is mostly asleep waiting for either the wake-up timer or activity on the acceleration sensor.

The unit operation can continue for approximately 3 to 4 days depending on the charging state of the backup battery.



The ME500-X unit is not designed to be worn on a person's body.

Electronic Devices

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals generated by the ME500-X unit.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six (6") inches be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. The following precautions apply:

- The ME500-X unit is not intended for handheld use or to be worn on the body.
- It is recommended that a minimum separation of ten (8") inches (20 cm) is to be maintained between the ME500-X unit and any persons' body at all times.
- Do not carry the ME500-X on your person.

Other Medical Devices

If any other personal medical devices are used in the vicinity of a ME500-X unit, consult the manufacturers of the medical devices to determine if they are adequately shielded from external RF energy. Physicians may be able to assist in obtaining this information.

The ME500-X unit cannot be turned off after installation, so any vehicle, moving machinery, construction machinery installed with the ME500-X etc. must not operate near health care facilities when any regulations posted in these areas prohibit the use of wireless phones or two-way radios. Hospitals and health care facilities may be using equipment that could be sensitive to external RF energy.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding the vehicle. Also consult the manufacturer of any equipment that has been added to the vehicle.

Posted Facilities

The ME500-X unit cannot be turned off after installation, so any vehicle, moving machinery, construction machinery installed with the ME500-X etc. must not enter any facility where posted notices prohibit the use of wireless phones or two-way radios.

Aircrafts

FCC and FAA regulations prohibit using wireless phones while in the air. Do not carry the ME500-X unit aboard an aircraft as it cannot be turned off.

The ME500-X unit cannot be turned off after installation, so any vehicle, moving machinery, construction machinery installed with the ME500-X etc. must not enter a "blasting area" or in areas posted "turn off two way radio" to avoid interfering with blasting operations. Obey all signs and instructions.

Potentially Explosive Atmospheres



The ME500-X unit cannot be turned off after installation, so any vehicle, moving machinery, construction machinery installed with ME500-X etc. must not enter any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always marked clearly. Potential areas may include: fueling areas (such as gasoline stations); below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where it would normally be advisable to turn off motor vehicle engines it is not allowed to enter with a vehicle, moving machinery, construction machinery installed with the ME500-X.

For Vehicles Equipped with an Airbag

An airbag inflates with great force. DO NOT place objects, including the ME500-X unit, in the area over the airbag or in the airbag deployment area. If in vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Specific Human Absorption Rates (SAR)

THE ME500-X UNIT IS NOT DESIGNED TO BE WORN ON A PERSON'S BODY. AS SUCH, BODY WORN TEST POSITIONS FOR THE ME500-X UNIT ARE NOT REQUIRED BY EITHER THE IEC 62311 FOR GSM 900/1800 BANDS OR FCC/IEEE/ICNIRP REQUIREMENTS FOR GSM 850/1900 BANDS.

The ME500-X unit is not intended for handheld use or to be worn on the body. A minimum separation of ten (8") inches (20 cm) is to be maintained between the ME500-X and any persons' body. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) Web site at www.ctia.org.

Battery Safety Information

Adhere to the following guidelines to avoid the risk of fire or explosion:

- 1. Dispose of the used battery according to the instructions provided with the battery.
- 2. Do not drop, puncture, disassemble, mutilate, or incinerate the battery.
- 3. Touching both terminals of a battery with a metal object will short circuit the battery. Do not carry batteries loosely if the contacts may touch coins, keys, and other metal objects (such as in pockets or bags).
- 4. Do not stack batteries taken out of the carry case.
- 5. Do not heat the batteries to try to rejuvenate their charge.
- 6. Do not exceed the temperature ranges or other environmental conditions specified by the battery manufacturer.
- 7. Never use the ME500-X without the battery cover installed.



Delivered standard content

The delivered standard package content includes the following items:

- 1 x (GSM/UMTS)/GPS-unit of the model type ME500-X
- 1 x mounting cradle
- 1 x Li-ion Battery (May already be mounted inside the ME500-X unit)
- 1 x Fuse with fuse holder

In case the unit is delivered with SIM card from the factory (Either US or EU SIM card as indicated on the product label), then the GSM number will be indicated on the delivery note as well as on the package itself.

NOTE: In case the SIM card is delivered from factory it is mounted inside the ME500-X unit.

Ready-to-Use, No Custom Programming Required

Simply connect the unit to supply voltage (12V/24V/48V DC). In its default configuration, reports are sent nominally at 15-minute intervals or faster whenever there is motion.

Upon powering up, the device will self-initialize anywhere in the world and start transmitting if an authorized GSM network is available. While a basic understanding of the different ME500-X operational states is helpful, configuring the ME500-X unit does not require a highly skilled software programmer or technician.

Cost-effective, Universally Available Communications

The ME500-X unit takes advantage of the near universal availability of GSM SMS text messaging while also leveraging cost-effective GPRS data rate plans. Typical SMS plans offer very extensive inter-network roaming capabilities, both within a host country and internationally.

SMS plans also tend to be too pricey for applications requiring more than a few reports per day. GPRS data plans, on the other hand, typically allow for lower recurring communication costs although GPRS coverage and roaming can be restricted in some areas.

The ME500-X unit takes advantage of both technologies by automatically selecting GPRS wherever such service is available, while relying upon SMS text messages for configuration purpose only. This helps minimize recurring communication costs while allowing the greatest coverage possible.



Installing the unit

Practical installation advice

• It is very important to be careful when installing the unit, as incorrect installation will reduce the quality of the GPS position reports (Ex. could be a jump in position or showing speed while parking) or in the worst case scenario will prevent the unit performing any position reporting at all.

The unit must NOT be installed beneath metal plates or inside closed metal compartments. Incorrect installation will also reduce the standby time of the battery inside the unit

- The unit must be mounted either horizontally or vertically (sideways) using either screws or strips. The unit must not be installed with the interface/supply cable hanging down, as this definitely will reduce the GPS sensitivity.
 Optimize the placement of the unit to increase the aerial view (through windows etc.) as much as possible. For hiding the unit, make sure it is only mounted beneath plastic parts or similar parts (wood), but not beneath metal parts.
- To reduce hum and noise in the FM radio it is recommended to place the unit at a minimum distance of 20 inches (50 cm) from the radio or the loudspeakers.

Connections

The connections depend on the type of vehicles / machines etc. in which the GSM/GPS unit is to be installed.

Different variants of the ME500-X device will have only a subset of the connections shown in the table below. Please contact your nearest sales office, distributor or "Reseller" for further information about the availability of other variants in your area.

Wire	ME500-X function
(color code)	
Red	Supply voltage +12V / +24V
White	Digital input 1
Brown	Digital input 2 (Ignition)
Grey	Digital input 3
Yellow	Digital output 1
Green	1-Wire input
Pink	Digital input 4
Black	RS232 RX (Optional)
Violet	RS232 TX (Optional)
Grey/Pink	CAN HI (Optional)
Red/Blue	CAN LO (Optional)
Blue	Common ground



Power supply

The unit **must** be connected to either +12V, +24V, +36V or +48V battery voltage through a 1 amp. fuse. The use of a fused supply wire is important for not damaging the wires related to the unit in case of a short circuit etc.

Digital inputs

The activation of a digital input requires a minimum high level voltage of 8V.

Digital output

The digital output has the type indication "LO-side switch", that connects the output to 0V "ground", when the output is active. This output can be used to control a relay powered from an external DC supply voltage. The maximum current drawn from the output is 200mA and the voltage from the external supply voltage must not exceed 52V DC.

The output is protected against short circuits, overload and is also protected against over voltage. For further information about connection possibilities of the digital output, see chapters about installation later in this manual.

Motion/acceleration sensor

The unit has a built-in 3 axis acceleration sensor that is able to activate the unit if it, as a consequence of disconnected supply voltage, is in stand-by mode.

1-Wire input

The 1-wire (Green wire) is designed to communicate with Dallas iButton Key or Trackunit RFID/PIN reader for access control.

The 1-wire input is only operational when supply voltage (12V / 24V / 48V) is present. It cannot operate on internal battery alone.

Installing the ME500-X as to surpass the main switch on the machine:

In case the main switch on the machine will break the negative wire (Ground wire), the inputs may register a voltage level and start counting operating hours. To avoid this situation the digital input 4 (Pink wire) should be connected to the chassis/ground on the machine. Then send the following SMS to the unit (phone number) to activate the filtering:

Function	Send SMS	Return-SMS from the unit
Activate filter function on inputs.	MT INFILT ON	MTC ACK (SERIAL No.) INFILT ON

NOTE: Enabling the filtering function will disable the use of the digital input 4 as a normal input.

NOTE: It is recommended always to connect digital input 2 to the ignition signal of the vehicle or machine.

NOTE: For the "Send SMS" it is of no importance if small or capital letters are used in the command string, or a mixture hereof.



Functionality check

LED

The ME500-X is fitted with an LED that has the following status indications:

Status	LED mode	LED color	Status indication
✓	Red flashing light and constant green light in LED		GSM network is OK and GPS has valid satellite position
<u>I</u>	No light in LED		No power supply
I	Constant red light and no green light in LED		Power supply is OK but NO GSM network GPS has NO satellite position
Ī	Red flashing light and no green light in LED		GSM network is OK GPS has NO satellite position
	Constant red and green light in LED		Power supply is OK but NO GSM network GPS has valid satellite position





Status SMS Commands

In order to control if the installation of the ME500-X unit has been done correctly, it is possible to send one or more check SMS messages to the GSM phone number allocated to the unit.

Please wait 1 minute after applying the power to the unit before attempting to send any SMS messages to the unit.

An overview of the SMS message commands for functionality check is given below:

Check	Send SMS	Return SMS from unit
 Is the unit powered up? Does the GPS receiver have sufficient reception conditions? Is the GSM signal coverage sufficient? NOTE: It is best to perform this check under outdoor conditions as any buildings/garage would reduce signal quality. 	MT SIGNAL	MTC ACK (SERIAL No.) SIGNAL: GSM=22, SAT=8, SN=44 "GSM" is a measure for the quality of the GSM coverage. The value should be at least 10. Maximum value for GSM and UMTS coverage is 31. "SAT" is a measure for the number of GPS satellites visible to the GPS receiver. Operational minimum is 3 and the best operation is obtained from 6 and up. "SN" is a measure for the GPS-signal strength. Should be larger than 35.
Are the digital inputs mounted correctly NOTE: This command can be send to the unit under various operational conditions like: Machine running, ignition only or off.	MT STAT	MTC ACK (SERIAL No.) INPUT STATUS: INPUT1 LOW, INPUT2 LOW, INPUT4 LOW, CHARGE VOLTAGE ON NOTE: An input is HIGH if there is more than 8V on the input – otherwise it would be LOW

NOTE: For the "Send SMS" it is of no importance if small or capital letters are used in the command string, or a mixture hereof.



Troubleshooting

Various error situations are listed below along with some possible solutions.

Error code	Error description	Possible solutions
F1	The unit does not answer the SMS command send	 Verify if the SMS messages are send to the correct GSM phone number.
	to it.	 Check LED status; See the "Functionality check" chapter in this manual.
		 If the ME500-X unit has been delivered with the SIM card mounted. Contact Trackunit support.
		 Or contact the mobile operator to verify if there is any problem with the SIM card.
		 Verify if the SIM card is correctly mounted in the unit.
F2	The LED in the unit is off, thus no power on the unit.	 Check if the installation is performed correctly according to the guidelines of this manual.
F3	The LED is constant red, thus the unit is not	If the ME500-X unit has been delivered with the SIM card mounted. Contact Trackunit support.
	attached to the GSM network	 Or contact the mobile operator to verify if there is any problem with the SIM card.
		 Verify if the SIM card is correctly mounted in the unit.
		 Verify if the PIN code has been disabled from the SIM card before it was inserted in the unit
F4	The unit send reply messages but there is no GPS signal	 Verify if the unit is mounted according to the instructions laid out in this manual with respect to the aerial view; see "Installing the unit" chapter.
		 If the machine/vehicles are located inside a building, please move the machine/vehicle outside a try again.

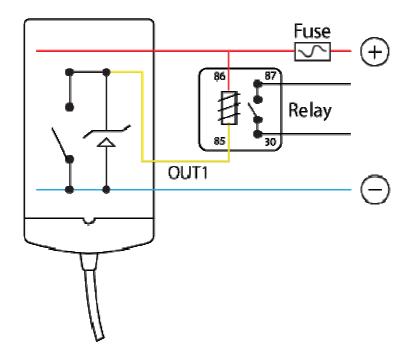


Installation of the digital output

According to the E1 certificate of the ME500-X unit, it is prohibited under any circumstances to use this output to control any equipment that may influence the safety of the construction machinery and earth moving machines/vehicle operation and driving. The output must only be used to control comfort equipment.

The example below shows a 12V relay function with a 12V DC supply voltage. It is also possible to use a 24V relay with a 24V DC supply voltage etc. The current consumption of the relay must not exceed 200 mA (DC current) and the relay contacts must be specified to withstand the load that needs to be controlled.

NOTE: The output can only handle DC and **not** AC voltage. It is necessary to only use a DC power supply for the relay.



Important!

The power supply connected to the ME500-X GSM/GPS unit and the supply voltage for the relay mounted on the digital output must have a common ground connection.

One application example for the "Usable contact function controlled by the ME500-X" signals shown in the figure above could be a "Start Relay", blocking function, for preventing unauthorized use of the moving machinery and construction machine or vehicle outside normal working hours etc.



SMS commands for output control

Function	Send SMS	Return SMS	Description
Activation of the output	MT OUT1=ON	MTC ACK (SERIAL No.) OUT1 ON	With this command the output is activated permanently. The output can be de-activated again using the "OFF" command.
Deactivation of the output	MT OUT1=OFF	MTC ACK (SERIAL No.) OUT1 OFF	With this command the output is deactivated.

NOTE: For the "Send SMS" it is of no importance if small or capital letters are used in the command string, or a mixture hereof.

Safety precautions

The use of the digital output is restricted to signals/systems/components related to comfort applications in the vehicles.

Under no circumstances must it be used for purposes, which can influence the safety of the vehicle when driving.

Trackunit holds no liability for any damages occurred to persons, vehicles, moving machines, construction machines etc. caused by wrong installation and/or faulty use of the digital output.



Warranty

Trackunit A/S products are covered by a limited manufacturer warranty. The Trackunit A/S warranty is limited to the warranty rules and legislation present in each country. The warranty only covers manufacturing faults.

The warranty does not cover misuse, wrong installation or damage due to a faulty installation or wrong maintenance.

The invoice act as the proof of warranty, so please keep it as reference for any warranty complaints.

Technical Assistance

If you have a problem and cannot find the information you need in the product documentation, please contact Trackunit A/S

Trackunit A/S

Industrivej 10 9490 Pandrup

Tel: +45 9973 0020 E-mail: support@trackunit.com Web: www.trackunit.com

When contacting technical support, please be prepared to provide the information listed below:

Minimum Information Required for Technical Assistance

If you or a user reports difficulty with a ME500-X unit (i.e. no GPS fixes, not communicating, LED not working, etc.), it is helpful to retrieve directly from the unit all current configuration settings and the message log data etc., that is accessible by the technical support when they receive the following information about the unit.

1. Unit Serial number



Return Merchandise Authorization - RMA

1. If you experience defects in your product please contact our customer support at: support@trackunit.com or phone +45 96 73 74 00

Your inquiry will be processed by our support team and a support ticket number will be created in our system. You will receive your ticket number by email.

2. In case your hardware needs to be sent to us you will receive a RMA form by email from our support team that you must fill out.

Print out the RMA and pack it together with the faulty product and send both to the following address:

Trackunit A/S

Industrivej 10 DK-9490 Pandrup Denmark

Attention: Service



Specifications

Product specifications

The ME500-X unit is a GSM/GPRS quad-band-unit with GPS, integrated antennas, acceleration sensor and a backup battery

Connections:

Operational voltage (supply voltage):	12 - 48 V DC
Absolute maximum voltage range:	8 - 65 V DC continuous / 150 V DC Peak
Standby consumption (GSM-receiver active)	20 mA / 10 mA (average, at 12V / 24V)
Consumption during charging on an empty	225 mA / 115 mA (max, at 12V / 24V)
battery	
Standby time on the backup-battery	TBD
Charging time for an empty backup-battery	3 hours at 25 °C
Expected lifetime of the backup-battery	3 years
Digital inputs	Up to 6
Digital outputs	Up to 2

Temperature range:

In active running mode	-30°C to +60°C
Storage	-40°C to +70°C

GSM/GPRS-specifications:

EGSM/GPRS 900/1800/850/1900

Maximum output power

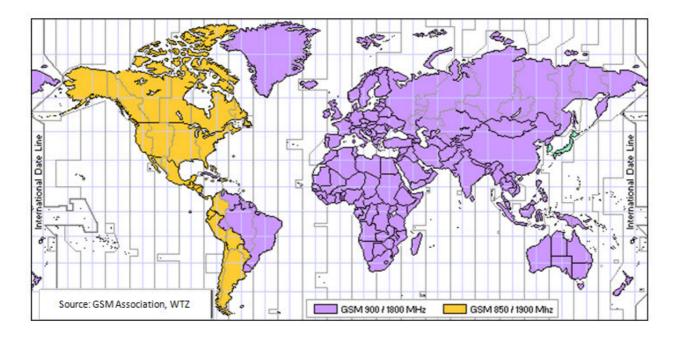
at EGSM-GPRS 900 MHz: 2.0W at GSM-GPRS 850 MHz: 1.8W at GSM-GPRS 1800/1900 MHz: 1.0W

Supports GPRS - Multislot class 8/10

GSM worldwide coverage with ME500-X:



GSM WORLD COVERAGE MAP



GSM (Groupe Special Mobile) - Global System for Mobile communications -

GSM 900 / GSM 1800 MHz are used in most parts of the world: Europe, Asia, Australia, Middle East, Africa.

GSM 850 / GSM 1900 MHz are used in the United States, Canada, Mexico and most countries of S. America.



Mechanical specifications

Dimensions: 106 mm Length:

> Width: 45 mm (49 mm incl. mounting cradle) Height: 18 mm (23 mm incl. mounting cradle)

Cable length: 170 cm

IP67 Environmental class:

Enclosure material: Non-flammable PP

Weight: 65 g (excluding the cable)

Approvals and certificates

The ME500-X product is certified according to the following recommendations:



10R - 04 7440 **C € 0682** FCC-ID: ZMF-ME500

IC-ID: 9746A-ME500

FCC and IC Statements

The ME500-X product contains radio transmitters that comply with CFR 47 Part 15, Part 22 and Part 24 of the FCC rules and with RSS-GEN, RSS-102, RSS-132 and RSS-133 of Industry Canada requirements.

Notice statements according to CFR 47 Part 15.19 / RSS-GEN:

The ME500-X product complies with Part 15 of the FCC rules and with Industry Canada license exempt standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Le présent ME500-X appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



NOTICE statements according to CFR 47 Part 15.21:

Changes or modifications made to this equipment not expressly approved by Trackunit may void the FCC authorization to operate this equipment.

Statements according to CFR 47 Part 2.1091 / 2.1093 and OET bulletin 65 / RSS-102:

With respect to radiofrequency radiation exposure Information it is declared that this equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Déclarations selon le CFR 47 Sections 2.1091 / 2.1093 et bulletin OET 65 / RSS-102 : Respectant les informations relatives à l'exposition aux radiations de fréquences radio, on déclare que cet équipement respecte les limites d'exposition aux radiations de la FCC aux conditions prévues pour un environnement non contrôlé.

Cet équipement doit être installé et fonctionner à une distance minimale de 20 cm entre l'appareil irradiant et votre corps.

Cet émetteur ne doit pas être installé ou utilisé en conjonction avec d'autres antennes ou d'autres émetteurs.

EEC/ International

- The ME500-X product complies with the essential requirements of the Automotive Directive 2004/104/EEC - UN regulative ECE R10 EMC rev. 4
- The ME500-X product complies with the essential requirements of the Directive 2003/37/EEC and Directive 2006/42/EEC
- The ME500-X product complies with the essential requirements of the R&TTE directive 1999/05/EEC directive with respect to the EMC requirements, safety and radio spectrum matters.
- The ME500-X product complies with the essential and environmental requirements of the Interoperability of trans-European conventional rail system 2001/16/EC and 2004/50/EC directives, when used as intended on rolling stock.
- The ME500-X complies with the essential requirements of the 2011/65/EC directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

Including:

ISO 13309:2010 Construction machinery ISO 13766:2006 Earth-moving machinery

EN/ISO 14982:2010 Agricultural and forestry machines

EN/IEC 60950-1:2013 +

A11, A1,A2 and A12 ITE Safety

EN/ISO 50121-3-2:2006 EMC for apparatus on rolling stock



And environmental testing covering railway and transportation for category 1 class B i.e. mounted inside the cabin of the vehicles/machinery:

EN/IEC 60068-2-1:2007 Cold EN/IEC 60068-2-2:2007 Dry Heat EN/IEC 60068-2-27:2008 Shock SAEJ1455, EN/IEC 60068-2-32: Drop

SAEJ1455, EN/IEC 60068-2-64:2008 Random vibration

EN/IEC 60068-2-78:2001 Damp heat steady state IEC 60529:2001 Degrees of protection (IP

code) i.e. IP67

DIN EN 50125-1:2000 Railway – Environmental conditions for

equipment on rolling stock

IEC 61373:2010 /

DIN EN 61373:2011 Railway - Rolling stock equipment - Shock and

vibration tests.

	ME500/ME501
Temperature Soak	-25°C - 70°C
Humidity	45°C, RH95%
Salt Spray	21
Immersion of water	IPX7
Splash of water	2
Chemicals /oils	2
Steam cleaning / pressure washing	-
Fungus	-
Dust/wire	IP6X
Sand and Gravel Bombardment	-
Altitude	70kPa
Vibration (3 axis)	29 m/s² at 5Hz – 2kHz
Acceleration (3 axis)	1 m/s ² – 7 m/s ²
Shock (3 axis)	30 m/s ² – 50 m/s ²
Drop	1m
υv	2
Application	Railway and transportation



CE marking:

The ME500-X product complies with the essential requirements of the R&TTE Directive 1999/5/EC as stated by the EC Declaration of Conformity.

Certificates and Declaration of conformity (DOC) statements can be downloaded from the Trackunit website:

http://www.trackunit.com/en/trackunit/approvals/approvals.htm