Instructions for Upgrading the IVG Using Memory Sticks

Before You Start

During an operating system or application upgrade to the Omnitracs Intelligent Vehicle Gateway (IVG) unit, driver and vehicle information can be deleted. The list below will help minimize any inconvenience this causes.

- Confirm that the driver knows that all stored messages will be lost. The driver should write down any information he thinks he may need later, from both is inbox and outbox.
- Confirm that he has listened to any unopened audio files. This is necessary only if your company uses Omnitracs Media Manager application. Deleted audio files will not be resent to the vehicle.
- Determine if certain special services are enabled for this vehicle. From the display unit's **Home** screen, check to see if the following services are accessible:
  - Driver Workflow
  - Content Delivery
  - Hours of Service
  - Navigation
  - Performance Monitoring

Requirements for Certain Services

For everything except Hours of Service and Navigation, there are required tasks that you or someone else must complete before the upgrade. If you don't, important data may be lost.

Omnitracs Driver Workflow: The trip plan and any pre-plans will be deleted during the upgrade.

- **Before the upgrade**: The driver should write down the details of the next stop in the trip plan.
- **After the upgrade**: the driver should ask dispatch to resend the current trip plan and any pre-plans.

Hours of Service (HOS): Normally, no HOS data will be lost.

- **Before the upgrade**: none. The driver's logs are sent to the company's HOS database when the driver logs off the unit.
- **After the upgrade**: the logs are automatically resent to the vehicle the next time the drivers logs into HOS. Remind the driver that he needs to account for his time during the upgrade and record the proper duty status. Recommend that the driver pay special attention to that day the next time he approves his logs.

Navigation: The current route will be deleted during the upgrade.

- **Before the upgrade**: none.
- **After the upgrade**: The driver needs to ask dispatch to resend the list of stops for the current trip.

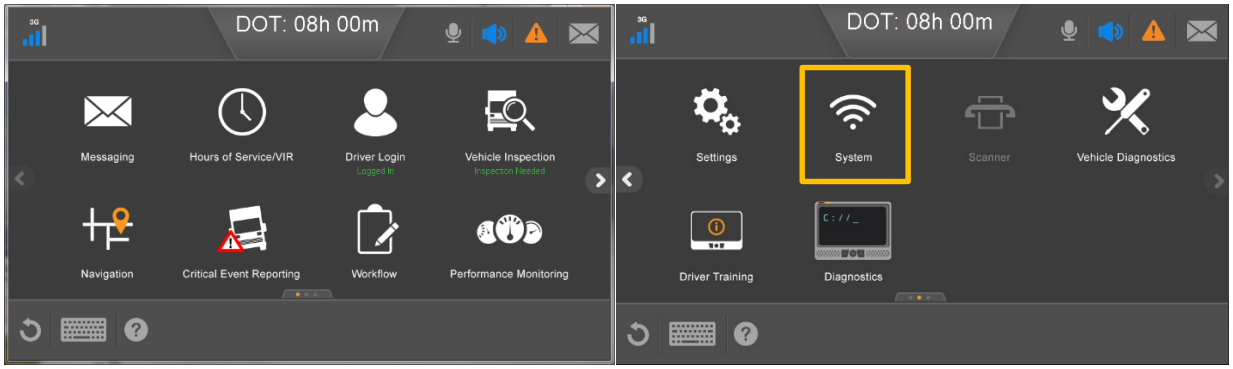
Performance Monitoring: Performance Monitoring data on the display unit is deleted during an upgrade.

- **Before the upgrade**: Your company's System Administrator needs to take steps to ensure the data is not lost by manually extracting the performance data stored in the vehicle's IVG system. For the Omnitracs' Services Portal, instructions are in Performance Monitoring: Administration and Configuration Guide (80-JA316-6). For AS/400®, they can refer to the SensorTRACS/400 User's Guide, version 2.3 (80-30597-4). Remind Operations that your Omnitracs representative can also help the System Administrators with this task.
- **After the upgrade**: Contact Operations and have a System Administrator resend the vehicle's Performance Monitoring parameters.

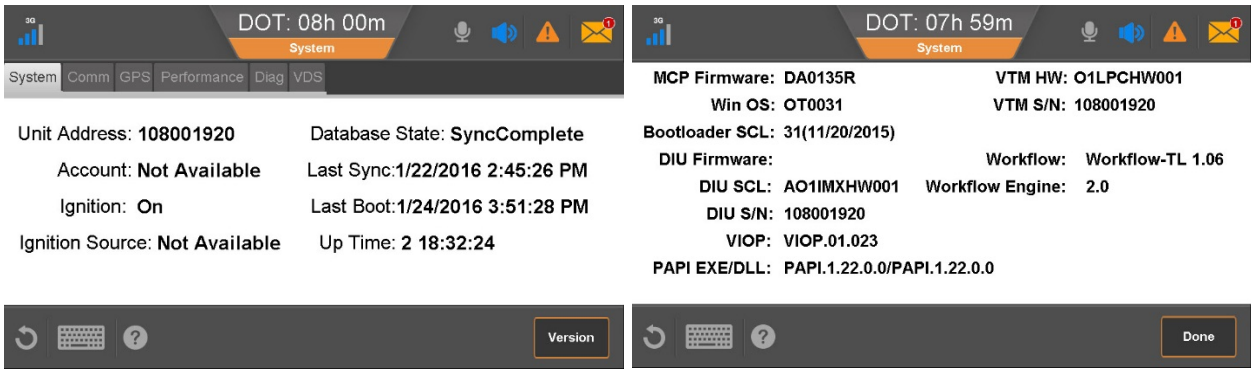
Checking the Software Versions Installed

Shortly after you power up the IVG, the user interface screen displays.

1. Use the right arrow to get to the **System** icon.

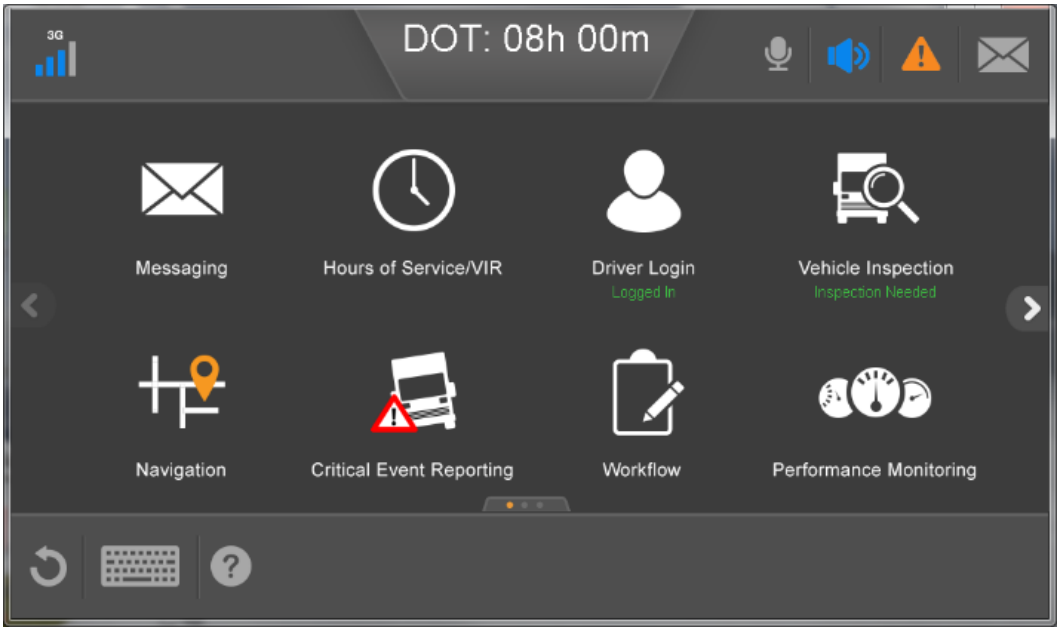


2. Tap the **System** icon to bring up the **System** screen.
3. Tap the **Version** button at the bottom right to access system information about the IVG. IVG firmware and VIOP version numbers are listed here.

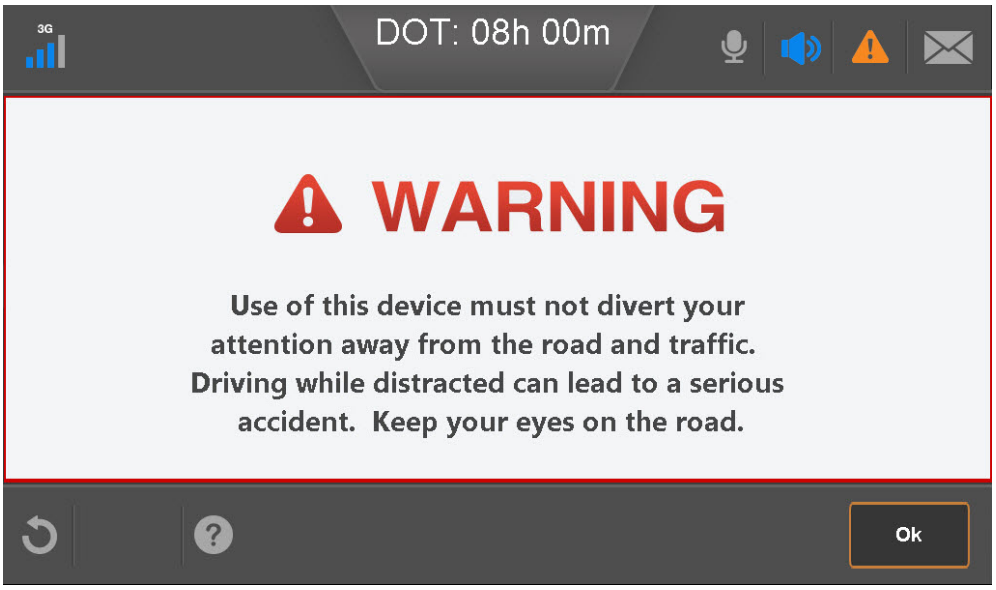


Upgrading the IVG Firmware

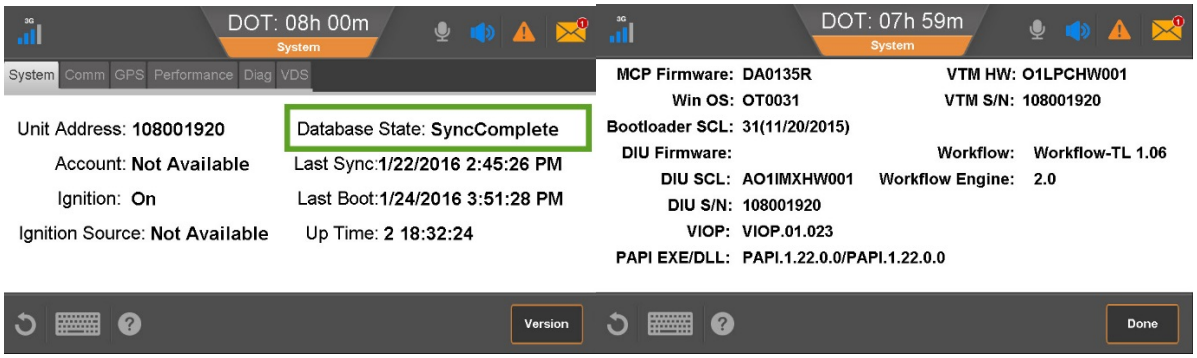
1. Make sure the IVG unit is powered ON.



2. Insert the IVG memory stick into the USB port on the right side of the unit.
    - The upgrade process takes approximately 10 minutes. The screen will run through various images as it is upgrading. You may see a listing of components, various upgrade screens, a dark or fading screen, unit rebooting, acquiring network, network loading, and others. Be patient. It may appear that nothing is happening, but the upgrade is going on in the background.
3. After the upgrade finishes, the IVG screen will show the Home screen, start the engine to bring up the **Driver Warning** screen. Tap **OK**.



4. Remove the memory stick.
5. Confirm the upgrade is complete by checking that it shows **SyncComplete** on the **System** screen and the IVG firmware version on the **Version** screen. This usually occurs 6-10 minutes after the system has booted up.

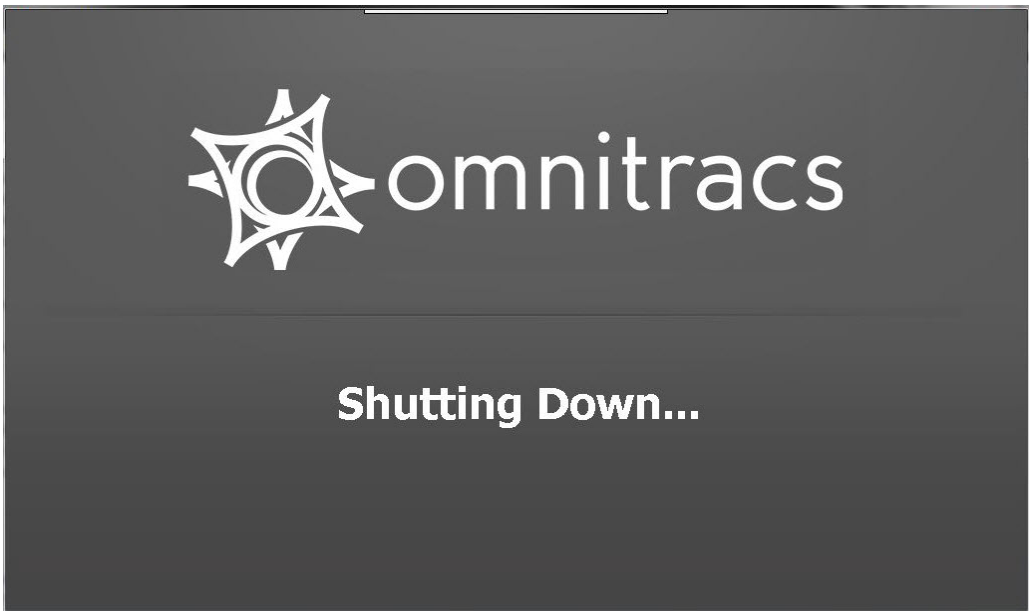


6. Perform system verification.

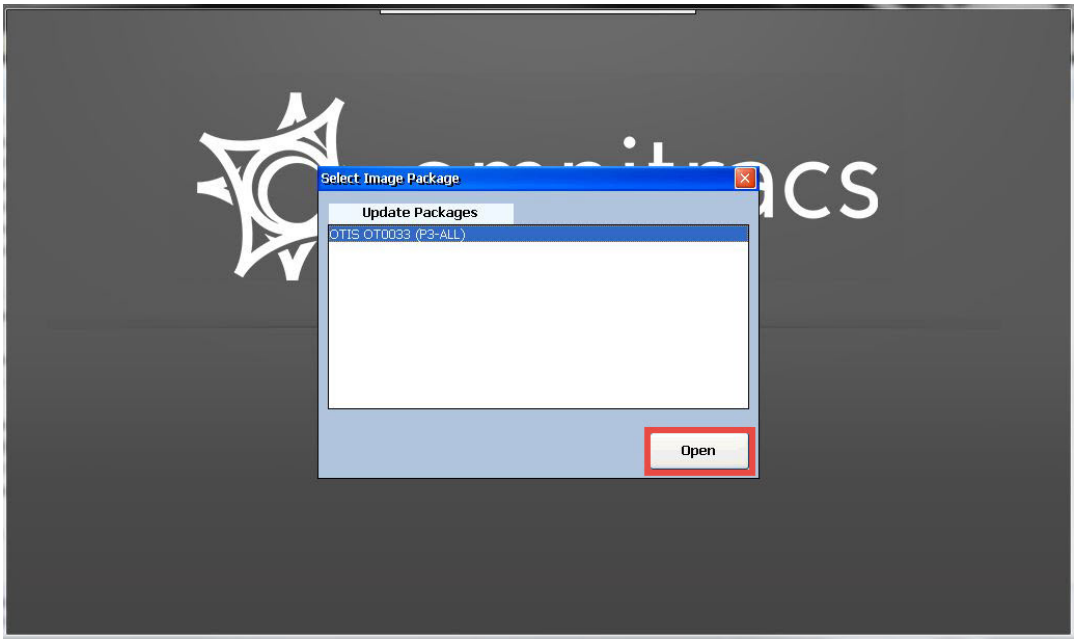
Upgrading IVG Operating System

The IVG Operating System (OS) upgrade takes approximately 5 minutes.

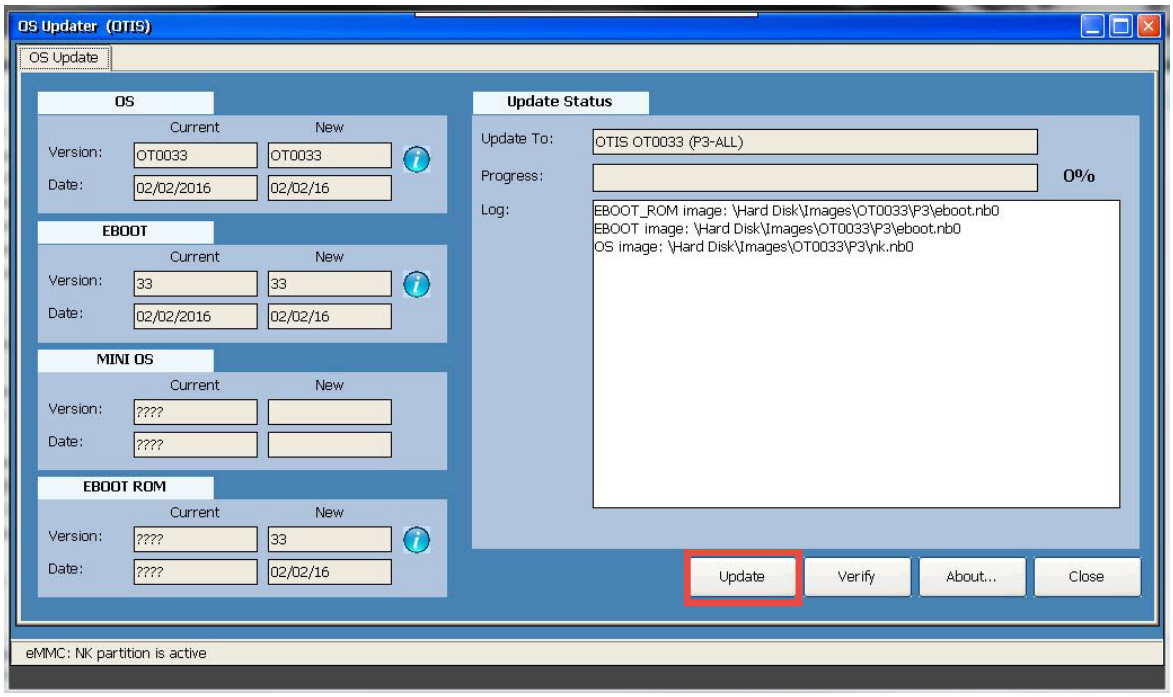
1. Make sure the IVG display is powered ON.
2. Insert the IVG OS upgrade stick in the USB port on the right side of the unit. The screen should show 'Shutting Down…' within one minute of inserting the memory stick.



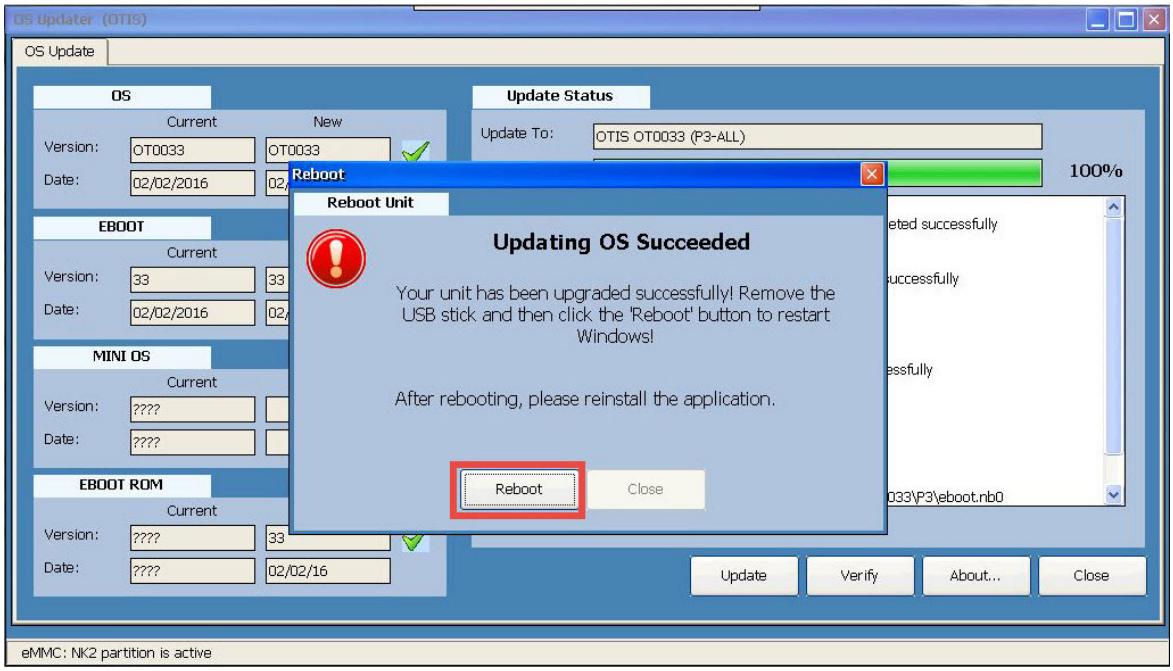
3. Once the screen shows a **Select Image Package** window. Tap **Open** at the bottom right of the window.



4. Once the **OS Update** window appears, tap the **Update** button.



5. Once the OS upgrade is complete, tap the **Reboot** button. The system will reboot and return to the **Home** screen.



Omnitracs, LLC
717 N. Harwood Street, Suite 1300
Dallas, TX 75201 U.S.A.

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