



SUPPORT CARD DKV BOX EUROPE



LED

Meaning

Action



The OBU is ready for use,
toll service activated

Drive off



The OBU is:
a) Not personalised or
b) Toll service not activated or
c) There is no toll service
(e.g. Netherlands)

Check whether the toll service is
activated. If you are obliged to
pay toll, please use the additional
equipment available from the
relevant toll operator.



OBU is activated, but not ready
for use. An error message is
displayed if
a) Technical defect
b) Toll service blocked
c) OBU has not received a GPS
signal for more than 30 minutes

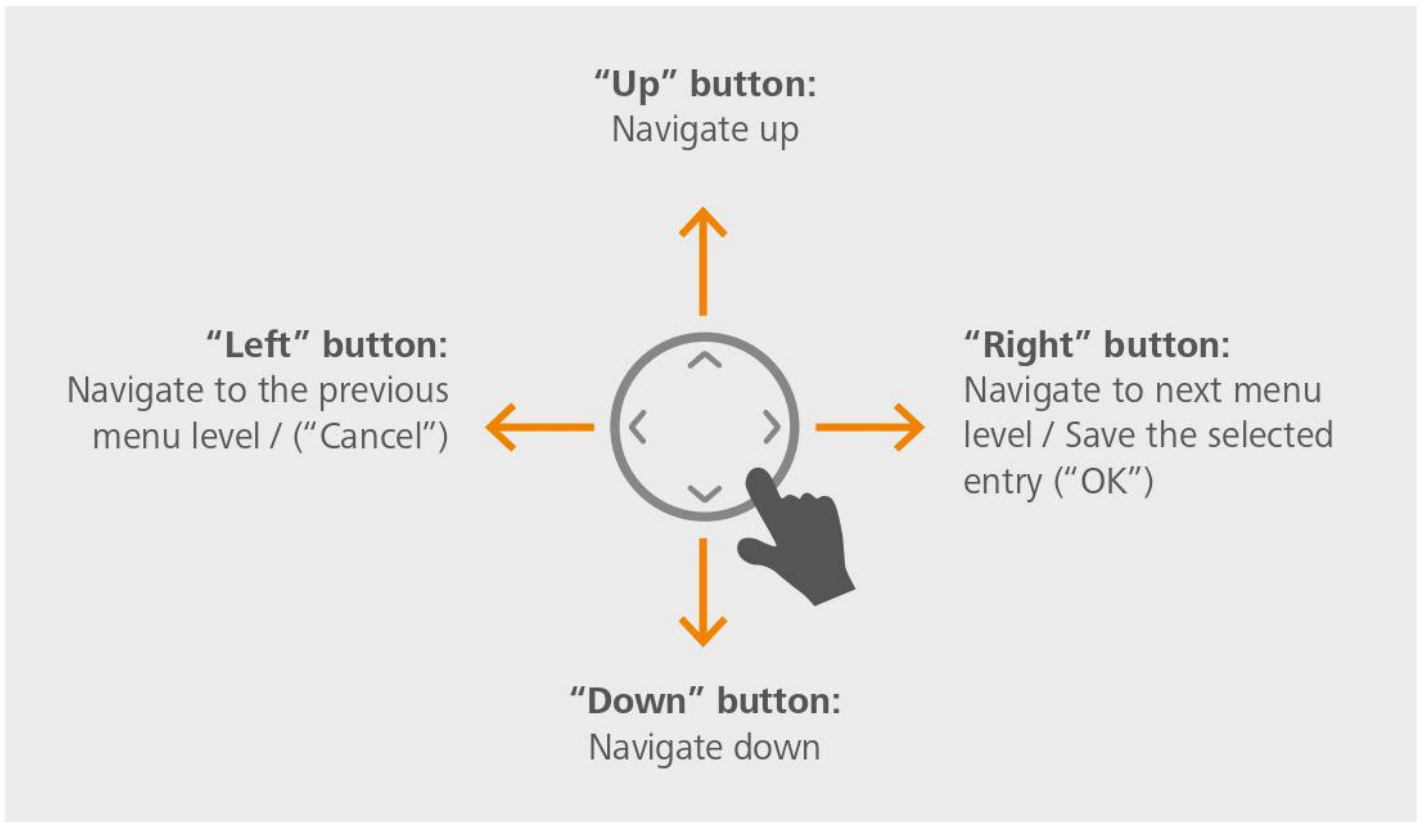
Check GPS connection. If no GPS
connection can be made, follow
the emergency procedure and
contact a DKV team member.



The OBU is not active

Check whether the OBU is
in sleep mode.

YOU DRIVE, WE CARE.



Main menu

Configuration CHsv



Enter data

Configuration CHsv
Trailer weight



Trailer weight
12,34t



Press for changing the weight

Press for „OK“ (= save) "Beep" (= confirm)



Configuration CHsv
Transport mode

Current weight



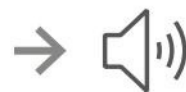
<7.5t



≥7.5t <12t



Press



≥12t ≤18t

for "OK" (= save)

"Beep" (= confirm)



>18t

Trailer axles



0



1



2



3



4



Press



for "OK" (= save)

"Beep" (= confirm)

CHANGE

OBU PARAMETERS

The OBU parameters must be changed in the following countries to avoid fines:

Toll service	Parameters updated by driver
BEvia, Tunnel	No parameters to update
ATasf, BGria, DEbag, ESvia, FRTis, HUgo, ITsit, PTwe	Number of trailer axles Menu → Trailer axles
DEbag / PLeto	Current gross train weight (GTW) Menu → Current weight
CHlsv	Current gross trailer weight (GTW) Menu → Configuration CHlsv → Trailer weight

Change parameters in the OBU menu:

- » The OBU shows all the booked toll services. If the OBU is not personalised for a toll region, the name of the service is not listed.
- » After updating the value, press the right button briefly for "OK".
- » When driving into a toll region, the driver must always check and, if necessary, change the number of axles, particularly after adding or removing a trailer.
- » Example showing how to change the number of trailer axles
- » Quit the menu by pressing the "Left" button twice.

EMERGENCY PROCEDURE

In the event of a fault or defect, please call the toll-free DKV hotline at: 00800 32 68 29 31.

From Lithuania, Latvia, Romania: Dial 0049 (0)221 82 77 96-47.

-  For 3 hours' toll exemption: Call the above DKV hotline or the T4E support hotline (+31 8500 26025) to allow the driver to pick up a new Satellic OBU from the nearest Satellic service point. The security deposit for the Satellic Box can be paid by the following means: DKV CARD, fuel card, credit card, debit card or cash. The OBU is placed on the blacklist.
-  The toll can be booked at the Toll Collect terminal, on the Toll Collect website or in the Toll Collect app. It can be paid for using: DKV CARD, fuel card, credit card or cash.
-  Please draw a **CNP Ticket** and pay for it via the Internet or by bank transfer. The maximum toll fee will be charged. You then send the ticket to the relevant sales office, where the outstanding difference is corrected, i.e. the section of toll road not travelled is refunded. The ticket must be paid for within 10 or 15 days, depending on the operator.
-  A GO BOX can be obtained from the nearest GO Maut sales point and payment made with a DKV CARD (with a PIN), or by credit card or cash. The toll can also be paid afterwards within 100 km and 5 hours at a GO cash desk.
-  The toll can be paid at manual toll booths using a DKV CARD (in some cases without a PIN), or by credit card or cash. If you do not have any of these means of payment, please take a ticket at the tollbooth. The ticket needs to be signed in some cases. For this you need: Driver name and vehicle licence plate number. The amount of toll due must be transferred within 15 days.
-  If an EETS Box fails, you must book a ticket (route pass) for the section of toll road you want to drive on in Bulgaria. You can do this using the DKV registration tool <https://www.toll-bg.dkv-euroservice.com/login> (one-time registration required beforehand). For support in Bulgarian: E-mail: **support@tollpass.bg**
-  Use the "VIA VERDE" traffic lane. The vehicle is recognised, and the invoice is automatically sent to DKV.
-  Please take a Mancato Pagamento ticket and pay within 15 days. The maximum toll fee will be charged. You then send the ticket to the relevant sales office, where the outstanding difference is corrected, i.e. the section of toll road not travelled is refunded.
-  We recommend that you purchase a toll ticket for the remaining section of toll road before you drive any further: For purchasing, e.g. a new, virtual toll ticket on the Internet, see the available options at <http://toll-charge.hu/articles/article/route-ticket-purchase-options>, ad hoc and irrespective of whether the driver is a registered user or not. For purchasing at a sales point, see the options at **<http://toll-charge.hu/articles/article/sales-points>**. In the case of on-site enforcement, the driver should record the precise time of the failure of the OBU.
-  The driver has to drive to the customs office at the border exit and inform the customs officer about the defective OBU and provide the customs officer the route details.
-  The driver has to interrupt the journey immediately. The remaining trip is to be collected via the e-TOLL PL app. All info about the app can be found here: <https://etoll.gov.pl/en/heavy-vehicles/e-toll-system/devices/e-toll-pl-app/about-e-toll-pl-app/>

In the event of a defect in the DKV BOX *EUROPE*, please contact your usual DKV team member so that the OBU can be replaced.

Have a good journey. Anywhere in Europe. DKV Euro Service

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