Vehicle Gateway

Installation manual
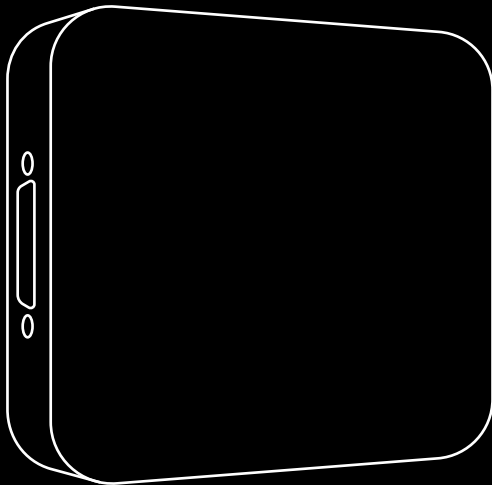
motive

English

Table of contents

Scan this code or visit gomotive.com/vg-install for additional support, including step-by-step instructions in multiple languages and tips about mounting and cabling.

WARNING:

For vehicles that may operate in the State of California, regulations may prohibit the installation of any Y-cable configuration if it involves relocating the in-vehicle diagnostic port. If the vehicle may be operated in California, ensure the installation does not relocate the diagnostic port. Motive customers are solely responsible for their compliance with all applicable laws and regulations.

What's in the box

Vehicle Gateway
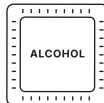
Alcohol wipes

Zip ties

Cables shipped separately

You should've also received the appropriate cable to match your vehicle. For cable-specific guidance, visit: gomotive.com/vg-install

Before you begin

1 Log into gomotive.com

2 **Go to the Admin section**
You'll need to be set up as a fleet admin to add/edit vehicles and assign the Vehicle Gateway. If you don't see the Admin section after logging in, contact a fleet admin.

NOTE: If you are installing, but not activating, the Vehicle Gateway, you can skip to page 4.

3 **Add a vehicle**
From the Admin section, select "Vehicles" and either add a new vehicle or search for an existing vehicle to edit.

4 **Assign your Vehicle Gateway**
In the vehicle's profile, add (or update) the Vehicle Gateway's serial number (printed on the back of the device and on the outside of the packaging). Make sure to hit "Save" when you're done.

If you are the driver or manage driver accounts, follow these additional steps.

5   **Add a new driver to your account**
    From the Admin section of the Motive Fleet Dashboard, go to the Drivers tab and select "Add Driver" to begin creating their account. This will generate a new login that the driver will use to sign into the Motive Driver App and connect to the Vehicle Gateway.

6   **Download the Motive Driver App**
    Log in with the driver account credentials.

    You're now ready to install your Vehicle Gateway!

Installing in a pickup or van

There are 2 types of installations:

Basic install

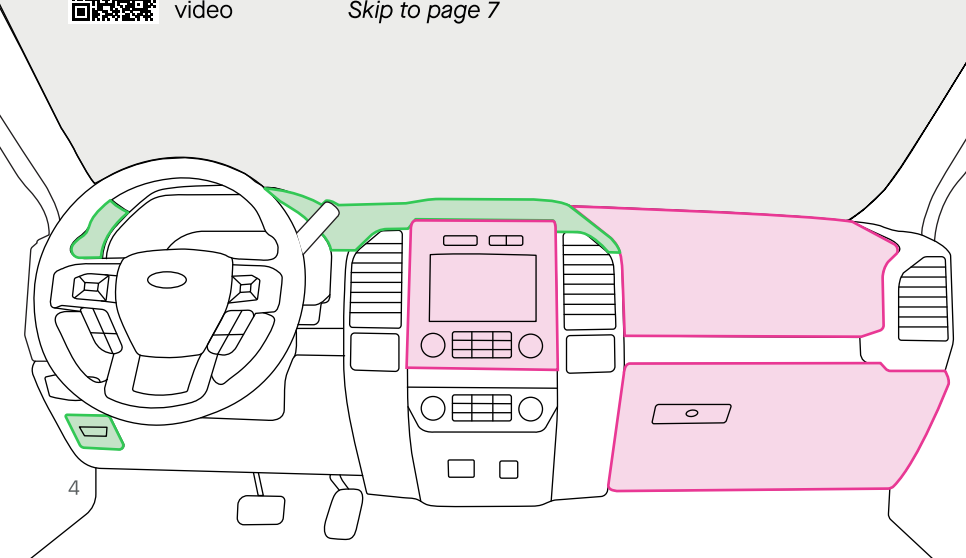The fastest way to get up and running.

Continue to the next page

Covert install

Keeps your Vehicle Gateway concealed from view, which can help deter theft or tampering.
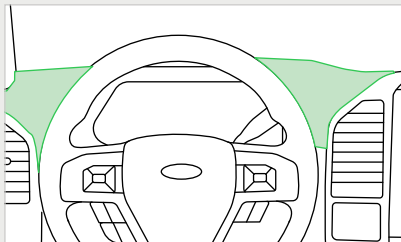
Skip to page 7

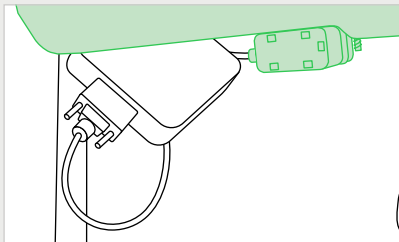Watch installation video

Basic install
Here are some examples of where the Vehicle Gateway can be mounted. Exact placement will depend on your vehicle make/model.

On the dashboard
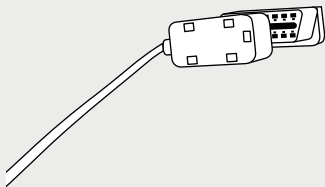Avoid placing near obstructions like air vents or metal which can cause interference.

Behind the diagnostic port
Use the adhesive strips and zip ties to secure the device.
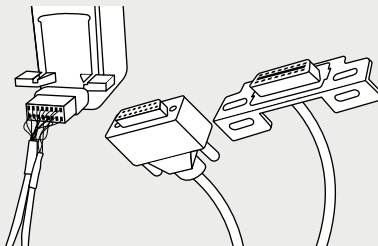
Basic install cable options

Before deciding on cable options, first locate the diagnostic port (OBD-II) which should be to the left of the footwell or behind a removable plastic panel.

Direct connection

The fastest way to get up and running.

Skip to page 8

Y splitter cable

Leaves the port accessible and facilitates a covert installation.

Please review important safety and warranty information at the end of this manual.
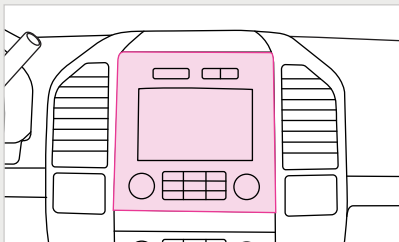
Covert installations

Here are some examples of covert installation locations in light duty vehicles. The locations in your vehicle may vary somewhat from those shown below.
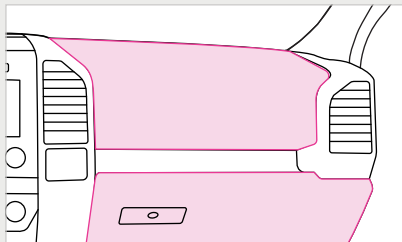
Above the glove box

Many vehicles have some space above or behind the glove box that can be used to place the Vehicle Gateway.

Behind the multimedia screen

Many vehicles have cavities behind or along the sides of the multimedia touch screen that can be used to place the Vehicle Gateway.

Covert install cable options

First locate the diagnostic port (OBD-II), which should be to the left of the footwell or hidden behind a removable plastic panel.

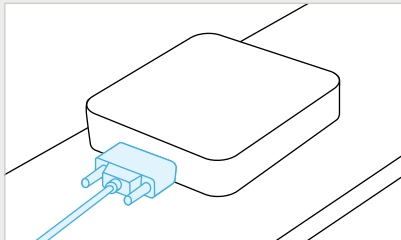For covert installations, you'll want to use the Y splitter cable.
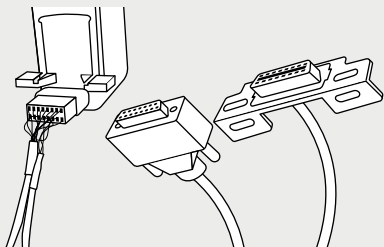
Y splitter cable

This option leaves the port accessible.

Please see important safety and warranty information at the end of this manual.
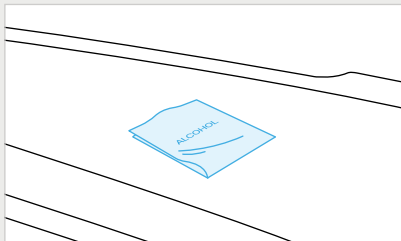
! If you removed a panel during installation, reattach it now.

Mounting instructions
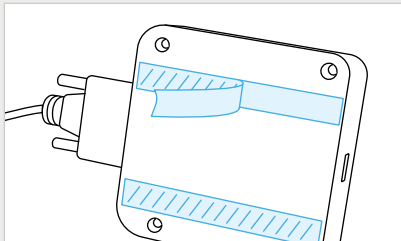

After connecting to the vehicle, plug the other end of the cable into the Vehicle Gateway.
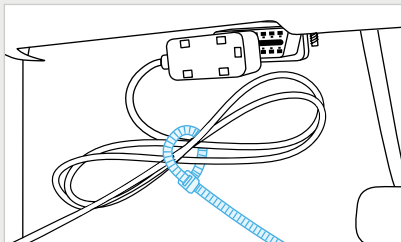

Use the included alcohol swab to thoroughly clean the area where you've chosen to position your Vehicle Gateway.
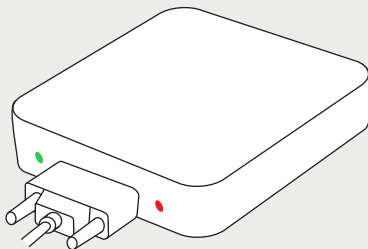
Mounting instructions (continued)

Peel off the adhesive backing on the Vehicle Gateway, then mount it in the desired location.

Use the zip ties to secure the cables in place.

Activation instructions
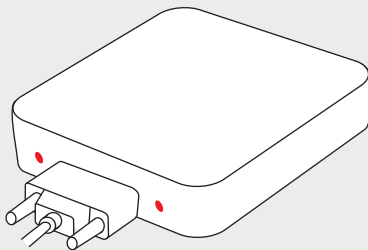
Are both of the LED lights illuminated? If not, turn on the vehicle's ignition.

The left-side LED will change to green to show a cellular/GPS connection has been established *(this may take several minutes).*

Drivers who are tracking Hours of Service (HOS) will need to open the Motive Driver App and log in with their credentials.

The Motive Driver App will ask you to pair your mobile device with the Vehicle Gateway and select the vehicle you've just performed the installation in.

When the right-side LED turns green, the app has successfully paired with the vehicle.

Installing in a large truck

There are 2 types of installations:

Basic install
The fastest way to get up and running.

Continue to the next page

Covert install
Keeps your Vehicle Gateway concealed from view, which can help deter theft or tampering.

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 Watch installation video
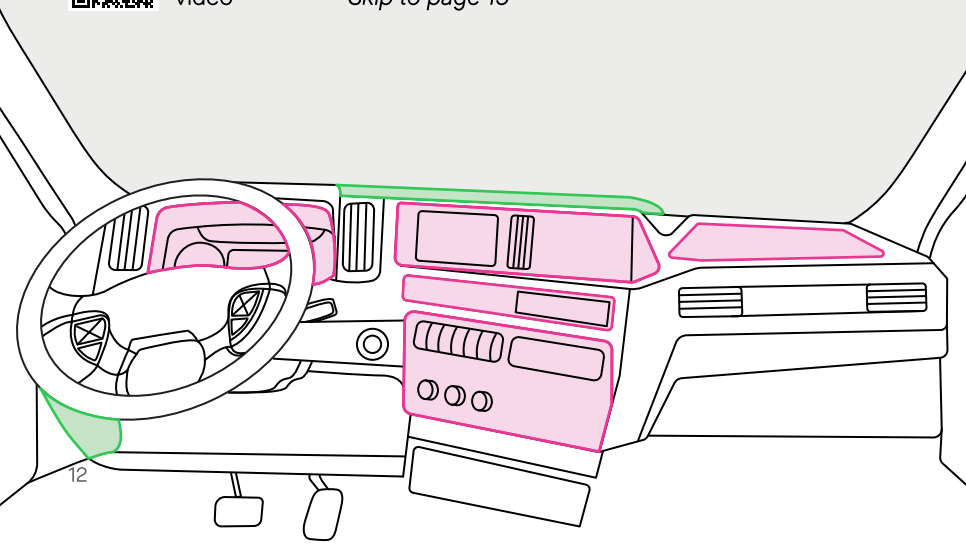
Basic install

Here are some examples of where the Vehicle Gateway can be mounted. Exact placement will depend on your vehicle make/model.
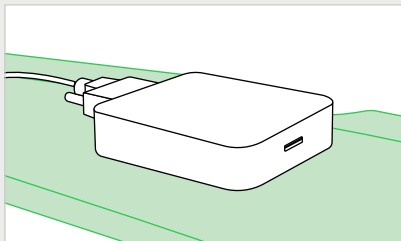
On the dashboard
The fastest way to get up and running.

Continue to the next page

Behind the diagnostic port
Placing the Vehicle Gateway underneath the dashboard and behind the diagnostic port is an easy way to install and keep things out of the driver's way.

Basic install cable options

Once you've decided on the location, you'll need to determine which type of cable to use.

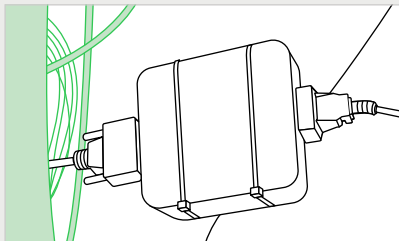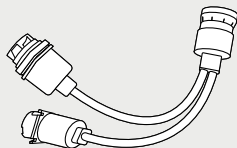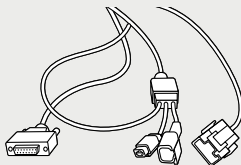Y splitter cable   Manufacturer-specific diagnostic cable   Direct diagnostic port cable

Motive strongly recommends using cables provided by Motive for use with the Motive Vehicle Gateway. To the extent you choose to install the Motive Vehicle Gateway using a cable not provided by Motive, your device will no longer be covered by Motive's limited hardware warranty and Motive will not be responsible or liable for any resulting injury, loss, damage, or non-performance.

Motive strongly recommends that you do not run another device simultaneously alongside the Motive Vehicle Gateway on the OBD-II network. In the event that you do so, your device will no longer be covered by Motive's limited hardware warranty and Motive will not be responsible or liable for any resulting injury, loss, damage, or non-performance.

Covert install
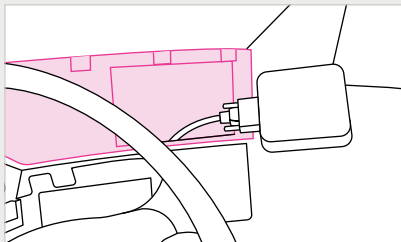
Behind the instrument cluster
After removing the panel covering the instrument cluster, there's often space that can be used for placing the Vehicle Gateway.
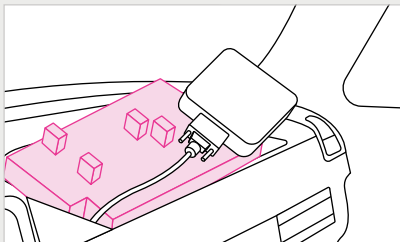
Around the fuse box
There is often accessible space around the vehicle's fuse box that can be used to place the Vehicle Gateway.
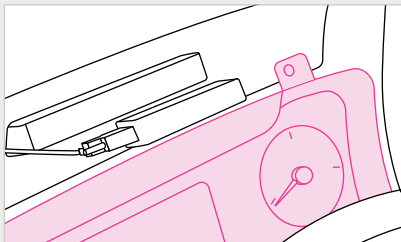
Near the speedometer
Many vehicles have space
above, below, or behind the
speedometer area.

If you removed a panel during installation, reattach it now.

Covert install cable options

Once you've decided on the location, you'll need to determine which type of cable to use.

Y splitter cable

Manufacturer-specific
diagnostic cable

Direct diagnostic
port cable

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Mounting instructions
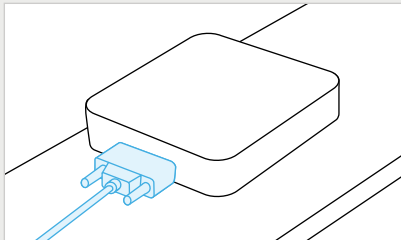
After connecting to the vehicle, plug the other end of the cable into the Vehicle Gateway.
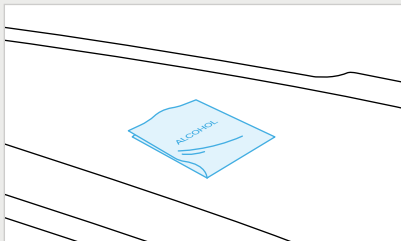
Use the included alcohol swab to thoroughly clean the area where you've chosen to position your Vehicle Gateway.
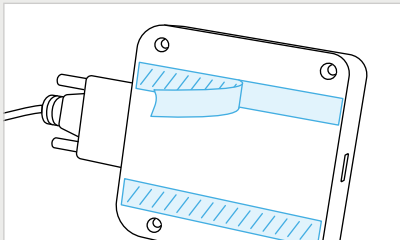
Peel off the adhesive backing on the Vehicle Gateway, then mount it in the desired location.
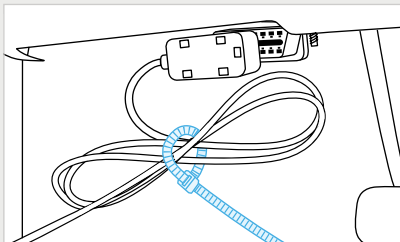
Use the zip ties to secure the cables in place.

Activation

Are both of the LED lights illuminated? If not, turn on the vehicle's ignition.

The left-side LED will change to green to show a cellular/GPS connection has been established *(this may take several minutes).*

Drivers who are tracking Hours of Service (HOS) will need to open the Motive Driver App and log in with their credentials.

The Motive Driver App will ask you to pair your mobile device with the Vehicle Gateway and select the vehicle you've just performed the installation in.

When the right-side LED turns green, the app has successfully paired with the vehicle.
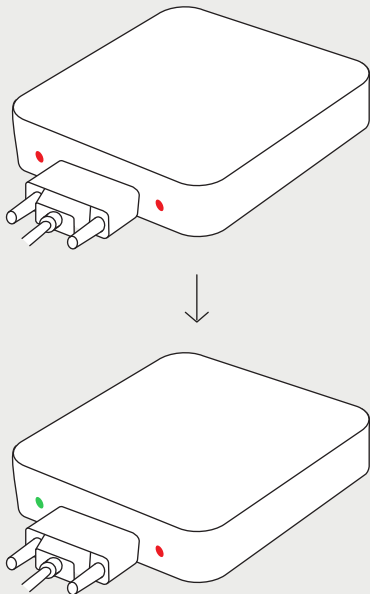
Understanding the LEDs

Both red

Vehicle Gateway is powered ON, but there's no GPS signal or mobile connection. Connecting to GPS can take several minutes.
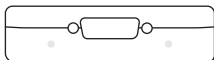
Both off

Vehicle Gateway isn't powered and is OFF.
Try turning on your ignition and check all cables.
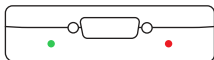
Left: green - Right: red

Vehicle Gateway is ON and connected to GPS, but the Motive Driver App isn't connected. If you track Hours of Service (HOS), connect via the app.

Both green

Everything is working properly.

White and yellow blinking

The device is updating.

What does the fleet need to do if the Vehicle Gateway (ELD) isn't functioning properly?

If a motor carrier receives or discovers information of a Vehicle Gateway (ELD) issue, they must take action to correct the malfunction within 8 days of discovery of the condition or a driver's notification to the motor carrier, whichever occurs first.

In the event of a Vehicle Gateway (ELD) issue, contact Motive Support, which will work to rapidly resolve the issue. If a motor carrier needs a time extension, they must notify the FMCSA Division Administrator for the state of the motor carrier's principal place of business within 5 days after a driver notifies the motor carrier, according to the guidelines set forth in § 395.34.

To learn more about Vehicle Gateway (ELD) malfunctions/diagnostic, visit:
gomotive.com/vg-install

What does the driver need to do if the Vehicle Gateway (ELD) isn't functioning properly?

Immediately contact Motive Support at 855-434-3564 or support@gomotive.com to troubleshoot the issue. Note the specific issue and provide written notice to your fleet within 24 hours.

Keep a paper log for that day and until the Vehicle Gateway (ELD) is repaired or replaced. In the event of inspection, please display the previous 7-day logs from the Motive Driver App.

Important safety information

Thanks for choosing Motive. Please refer to this guide for step-by-step installation and usage information for your new Vehicle Gateway (ELD). Failure to follow the Instruction Manual and Safety Manual could result in accidents, damage to your vehicle, personal injury, and/or death.

Although designed for easy installation, you may require professional installation of the Vehicle Gateway (ELD). If you are unable to install the Vehicle Gateway (ELD), or if you are uncertain that you have the requisite skills and understanding, you agree to consult with a qualified installer.

Do not attempt to install, reconfigure, service, move, or remove the Vehicle Gateway (ELD) unless the vehicle is stationary and securely parked.

Motive provides cable ties to secure the cables and device for your safety. Please secure all cabling so that it is securely fastened and clear of any brake, gas, and clutch pedals. If the cables are not secure, vibration of the vehicle can lead to a loose connection, which could indirectly cause the vehicle to fail, loss of vehicle control, and serious injury. The vehicle operator is required to inspect devices and cables regularly to ensure all devices and cabling continue to be securely attached.

If at any time your vehicle's diagnostic lights or any other warnings appear, or your vehicle's controls feel altered in any way, please pull over safely and contact support at 855-434-3564. Continuing to operate the vehicle with these symptoms can cause loss of vehicle control and serious injury.

Never use the Motive Driver App or your device while your vehicle is in motion. Using your mobile device while the vehicle is in motion could result in an accident, personal injury, and or/death. If, after installing the Motive Vehicle Gateway (ELD), the driving condition of your vehicle feels altered in any way, please pull over and check your vehicle for errors. This is a non-serviceable product.

Do not attempt to open or tamper. Doing so will void your Limited Warranty.

Motive provides a Limited Warranty for the Motive Vehicle Gateway (ELD) purchased in full. For Limited Warranty, and a description of actions that may void the Limited Warranty, please visit gomotive.com/warranty or contact Motive Support.

Note

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 communications. 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to whichthe receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment and RSS 102 RF exposure compliance requirements.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Changes or modifications not expressly approved by Motive could void the user's authority to operate this equipment.

This device contains license-exempt transmitters / receivers that comply with Part 15 of the FCC Rules and with Innovation, Science and Economic Development Canada's license-exempt RSS(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.

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation this device or its compliance with safety and regulatory standards.

Please note that the use of this accessory with an Apple product may affect wireless performance.

Made for

 iPhone | iPad   Works with iOS and Android.

Troubleshooting

855-434-3564
support@gomotive.com
help.gomotive.com

Resources

For fleet managers
Get to know your Motive Fleet
Dashboard. Scan the code or visit:
gomotive.com/vg-dashboard

For installers
Learn about cable types and get
support info. Scan the code or visit:
gomotive.com/vg-install

For drivers
Learn how to use the Motive
Driver App. Scan the code or visit:
gomotive.com/vg-driver

**Download the
Motive Driver App**

GET IT ON
Google Play

Download on the
App Store