Vehicle Speed Warning System (VSWS)

Common Faults Guide

Road Fleet

Contents

Common VSWS Faults – How to resolve

The list below displays common faults reported by drivers regarding VSWS units installed in Network Rail vehicles. In many instances a physical engineer visit is not required to fix the fault and drivers are able to resolve faults manually.

If the resolution techniques below do not resolve the fault or if the fault continues please contact NRSUPPORT@TRAFFILOGUK.COM or 02082360545 – Select option 2 for support (08:30 – 18:00 Monday – Thursday / 08:30 – 17:30 Friday.

No power to display unit (TomTom Satnav).

(Manual Reboot) Hold down the power button on top of the TomTom unit for 30 seconds and then release. The unit will perform a manual reboot which will force stop the current session. When the power button is released the unit will power up and the driver will need to log in once again.

NWR user ID or password not recognised.

(Manual Reboot) Hold down the power button on top of the TomTom unit for 30 seconds and then release. The unit will perform a manual reboot which will force stop the current session. When the power button is released the unit will power up and the driver will need to log in once again.

Intermittent Internet Connection.

If when you start your trip the unit cannot connect to the internet, you can retrospectively log your trip during the journey or at your final destination. You must do this before turning the vehicle ignition off and only once parked in a safe location. Go back to the main menu using the arrow button and log in once you have an internet connection.

If you do not have internet connection in the first instance attempt to manually reboot the display unit, if the problem persists contact nrsupport@traffiloguk.com to raise a service call request ticket for repair.

No Internet.

On the home login screen, select 'offline mode' and you should get a message saying internet connection restored.

If this does not work, hold down the power button on top of the TomTom unit until the shut-down menu appears. Select 'power off' and wait for the unit to shut down completely. Finally, hold down the power button until the unit turns back on. This should resolve no internet issues, if the problem persists contact nrsupport@traffiloguk.com to raise a service ticket for repair.
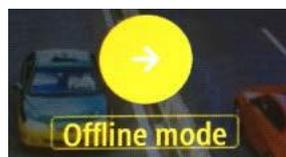
No Audible Alerts.

First check the volume on the unit is turned up. To do this click on the sound button visible on any screen. Now use the sliding bar to select the volume.

If this does not resolve the issue, in the navigation screen press the dotted button located at the bottom left corner of the map.

When in the screen below swipe across the top of the screen through the options until you find the settings button and click.

Swipe across the top of the screen again through the options until you find the Sounds and Warnings button and click.

Now select the audible warnings you would like to turn on/off using the blue and white buttons next to each warning title.

SWIPE
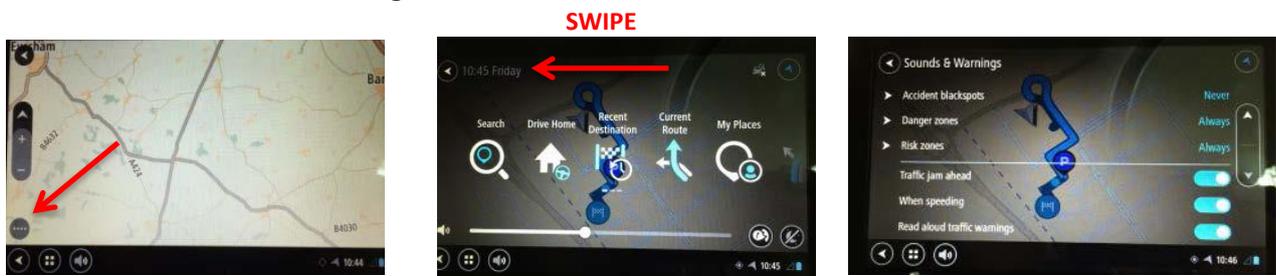
Glare/Distraction.

In the main menu press the levels button in the top left hand corner. Using the sliding bar select the Brightness level you require.
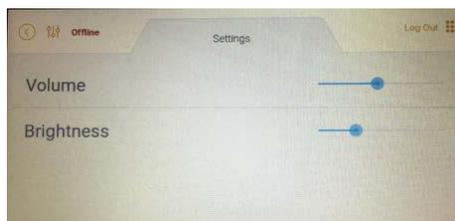
If you require an anti-glare filter to combat glare from the sun please either contact VSWS@networkrail.co.uk who can send one out to you, or order your own on iStore using catalogue number
0111/114109

No VSWS log in Credentials.

Email HRAdministrationHRSS@networkrail.co.uk. to be provided with VSWS log in credentials, before these are provided the team will check you are registered as a Network Rail driver with the correct documentation up to date.

Incorrect/Forgotten Username or Password.

Email HRAdministrationHRSS@networkrail.co.uk. to reset your password/to be reminded of your Username.

Speed/mapping data discrepancies.

To report speed discrepancies on the VSWS please e-mail nrsupport@traffiloguk.com, The team here will then pass the details to TomTom asking them to update their mapping when possible. Please note Network Rail cannot update the mapping as the data is owned by TomTom. Only TomTom can update their data and we are unable to provide dates in which they plan to do this.

Reporting issues/faults with the VSWS.

To report issues or faults with the VSWS please either contact VSWS@networkrail.co.uk and/or nrsupport@traffiloguk.com from here the teams can raise a service call request and provide a ticket number in which Traffilog will be in contact regarding.

Arranging fitment of the VSWS to your vehicle.

To arrange fitment of a VSWS to your vehicle please contact VSWS@networkrail.co.uk

Stolen VSWS Units.

If the VSWS unit is stolen from your vehicle please contact the BT Fleet helpline to raise an internal incident report, please also ensure that this crime is raised with the local police/British Transport Police. Once both a BT incident report number and a crime reference number is held please contact VSWS@networkrail.co.uk The team will then add the stolen unit to our stolen unit register and raise a ticket for Traffilog to be in contact to arrange fitment of a new system.

Requesting Vehicle Tracking Data.

To request Vehicle Tracking Data please contact VSWS@networkrail.co.uk providing a filled in Data Request Form. (Please ensure that you do not disclose your private NWR VSWS log in number)

For any other questions or comments regarding the VSWS please contact
VSWS@networkrail.co.uk