

GUIDE

MISSING MANDATORY BLOCKS

Step 1

First of all, check in VDO Fleet in Settings, Data, Download that you have everything under Vehicle Unit required data is ticked except Speed Data Block (not a legal requirement on digital tachographs).

SETTINGS

ADMINISTRATION

SITES/GROUPS

DATA

REMINDERS

DOWNLOAD

DRIVER ACTIVITY

VEHICLE ACTIVITY

INFRINGEMENTS

LEGAL ARCHIVE

Retrieval File Extension*

Driver Card

DDD

Vehicle Unit

DDD

SV File

DDD

Delete File

☒ Delete Files From Source After Transfer

• used also as default download filter

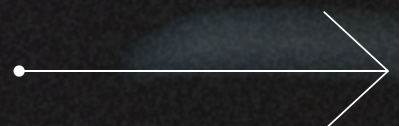
Vehicle Unit required data

☒ Activity Data Block

☒ Event/Fault Data Block

☐ Speed Data Block

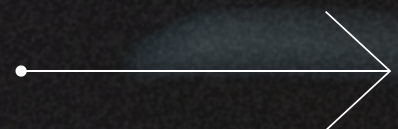
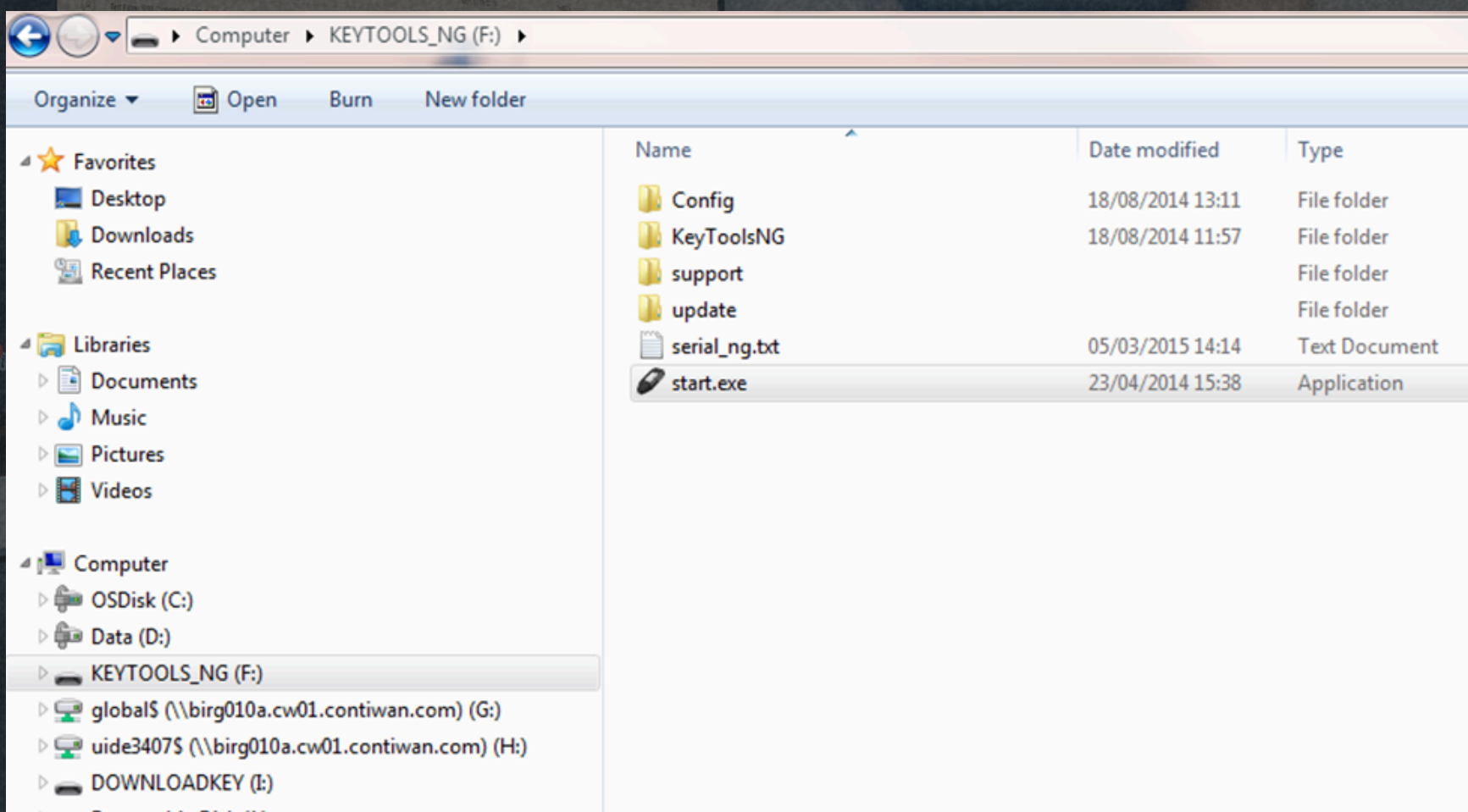
☒ Technical Data Block



Step 2

If everything above is fine then you will need to check the settings on the Downloadkey. So open File Explorer on the PC and click on Computer or This PC, with the Downloadkey attached.

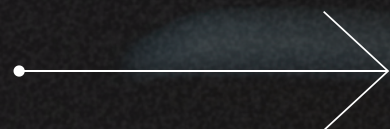
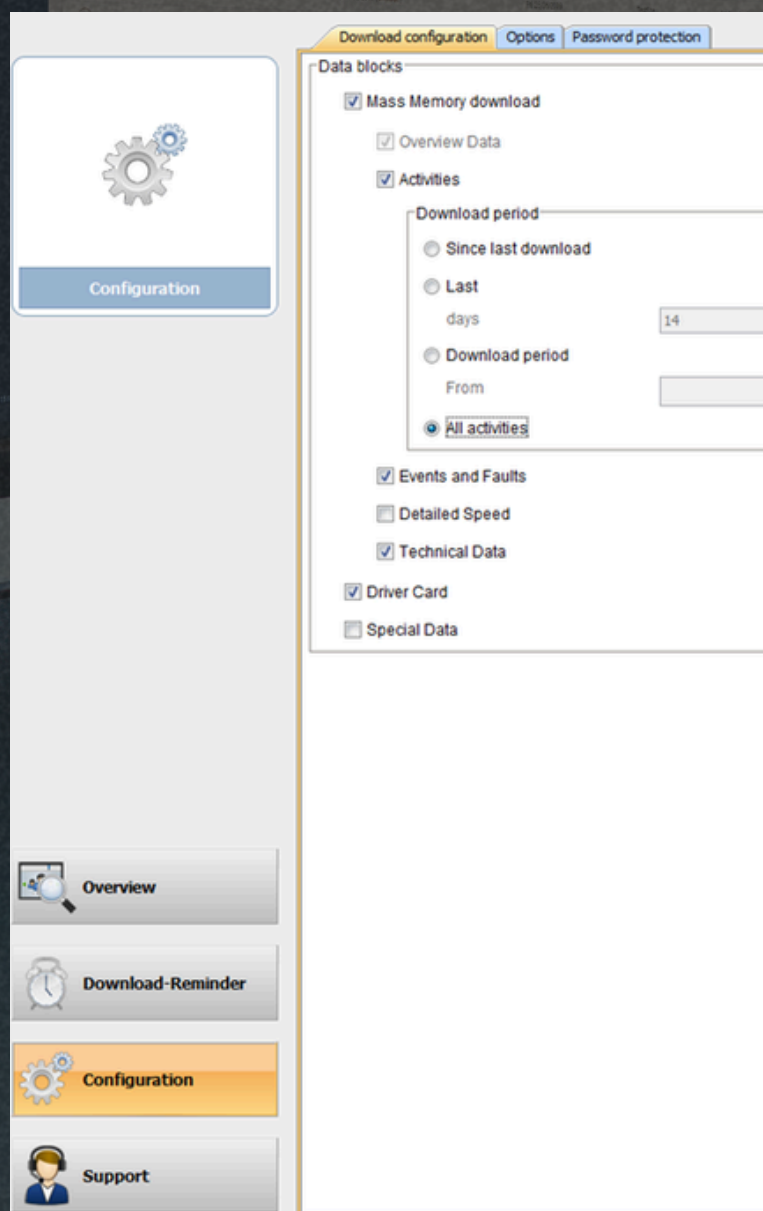
Click on KEYTOOLS and then double click on start.exe



Step 3

Once opened, click on Configuration and make sure that Activities, Events and Faults, and Technical Data are ticked.

Select either Download period and enter dates or select All activities, so that you cover the days you require, as the Downloadkey is normally set to Since last download.



Step 3

Once you have downloaded the vehicle in question successfully, you will need to set the Download period back to Since last download.

Download period

- ☒ Since last download
- ☐ Last
days
- ☐ Download period
From
- ☐ All activities



REACH OUT FOR MORE HELP:
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OR

RAISE A TICKET ON MYVDO
PORTAL:



Customer Service Center

Need support? Contact our friendly VDO professionals!

> **Get support**



SCAN THE QR CODE