

May 2022

Reveal Hardware Installer

verizon
connect

Supported Installations



- ✓ VTU
- ✓ VDD
- ✓ ECM/Engine Connect
- ✓ Forward Facing Camera
- ✓ Driver Facing Camera
- ✓ AI Dual Dashcam
- ✓ Buzzer
- ✓ Driver ID
- ✓ Panic
- ✓ Privacy
- ✓ Sensor Inputs
- ✓ Asset
- ✓ Verizon (EAT) Powered Equipment Asset Tracker

Non Supported Installations



- X Immobilization
- X Tacho/Logbooks (ELD)



Reveal Hardware Installer Application

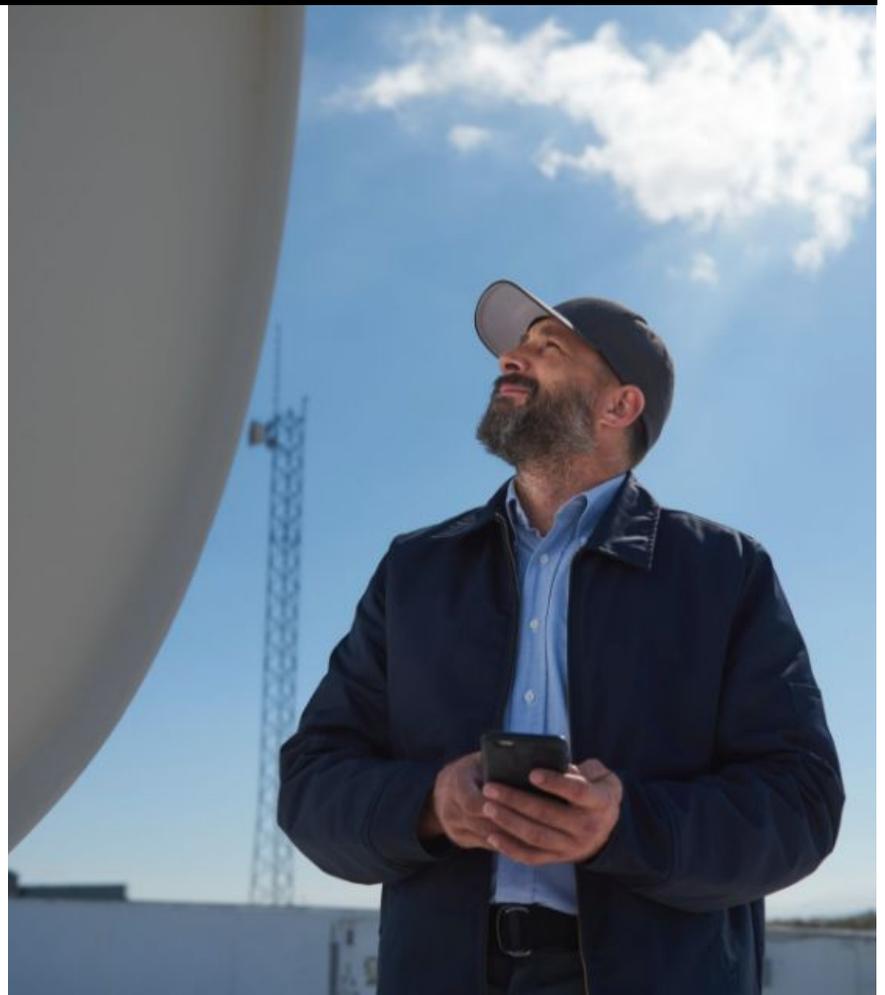
The mobile app is available in the [Apple App Store](#) and [Google Play Store](#).

Key Information

- The VZCheck application was renamed **Reveal Hardware Installer**
- For Support Call: 866 - 908 - 1165
- Monday - Saturday 8:00 am - 6:00 pm
- Minimum Device Requirements
 - *Apple* - iOS 12 and up
 - *Android* - 8.0 and up

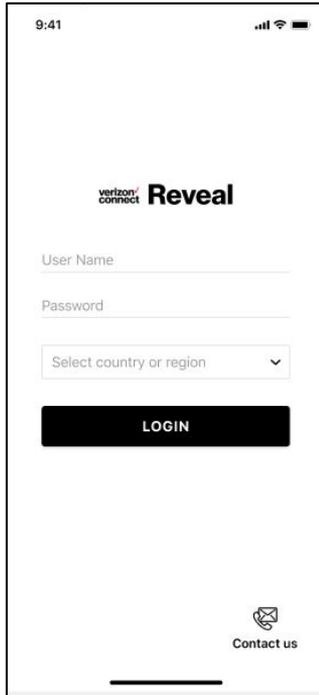
Benefits of using the Reveal HW Installer App:

- Provides installers with the right information to complete a successful install, service call or box-swap.
- Quick and easy download directly from Google Play store and iOS App store - full installation job schedule available in your pocket.
- Robust QA system tools that prevents installers from 'completing' failed/faulty installs.
- Provides installers with contextual help at each step during the installation process



How to log-in to the Reveal HW Installer App

- Only authorized third-party installers from Verizon Connect can use this tool.
- Enter your email and password, and select your operating region.
 - If RHI is new to you please contact your POC at the third-party supplier, who can invite you to create an account.



9:41

verizon connect **Reveal**

User Name

Password

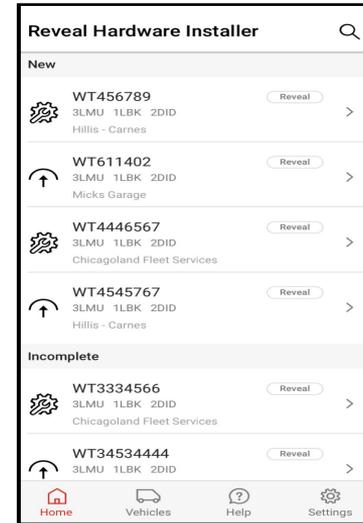
Select country or region

LOGIN

Contact us

Locating work tickets

- Once logged in, a list of open **Work Tickets** will be displayed.
- Locate the Work Ticket for the job that you would like to Check In.
 - To search for a Work Ticket, swipe down on the screen to reveal the Search bar.
 - You can search by **Work Ticket Number, Customer Name, or Address.**
- Review the Work Ticket details.
- Click the information icon on the top right to review additional information for the Work Ticket.



Reveal Hardware Installer

New

WT456789
3LMU 1LBK 2DID
Hillis - Carnes

WT611402
3LMU 1LBK 2DID
Micks Garage

WT4446567
3LMU 1LBK 2DID
Chicagoland Fleet Services

WT4545767
3LMU 1LBK 2DID
Hillis - Carnes

Incomplete

WT3334566
3LMU 1LBK 2DID
Chicagoland Fleet Services

WT34534444
3LMU 1LBK 2DID

Home Vehicles Help Settings



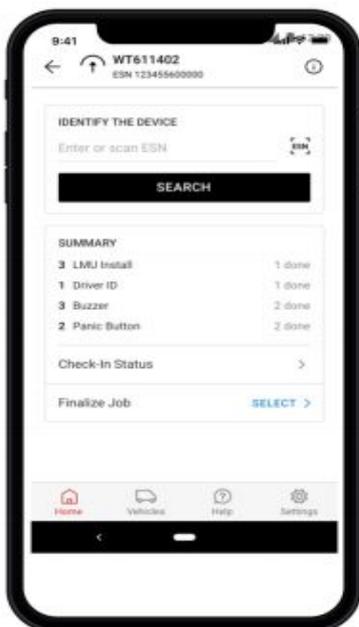


Verizon Data Device (VDD) Workflow

VDD Y-Cable Installation Process

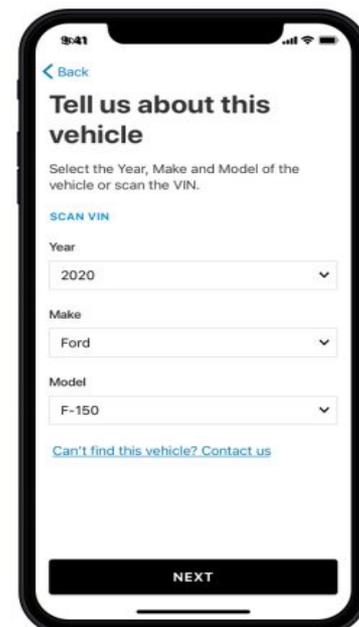
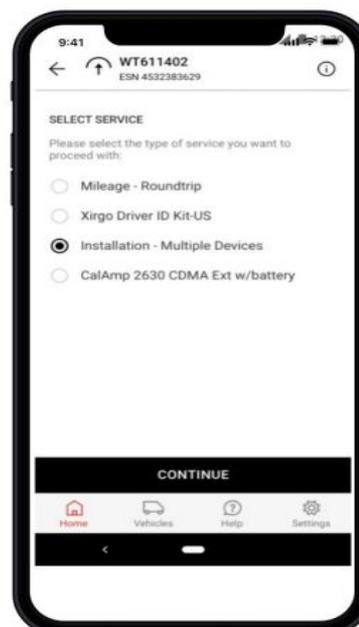
Select the Installation Work Ticket.

- Scan or enter the **IMEI for the VDD** and tap **Search**.



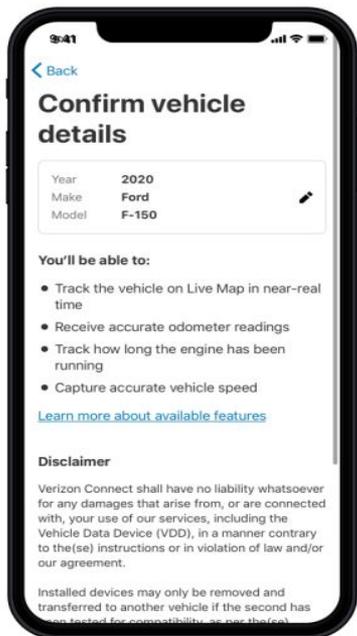
Select the **Installation - Single or Multiple Devices** line item

- Enter the VIN or YMM information



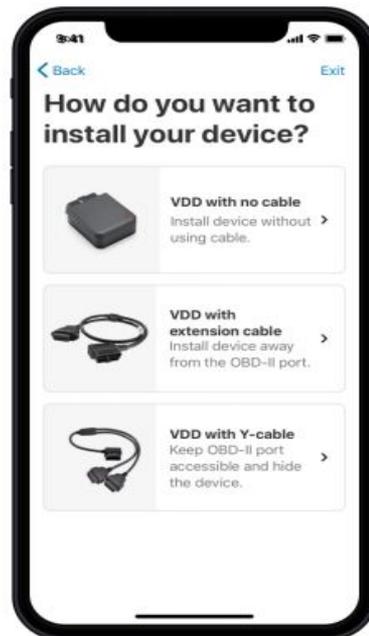
VDD Y-Cable Installation Process

Confirm the vehicle details and tap **Get Started**.



Choose the installation method **VDD with Y-Cable**

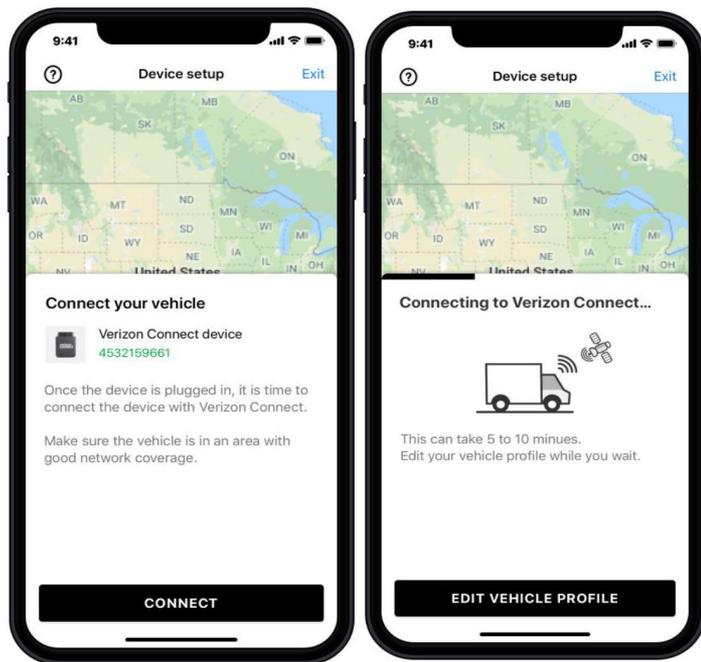
- Select **Skip to Connect Vehicle**.



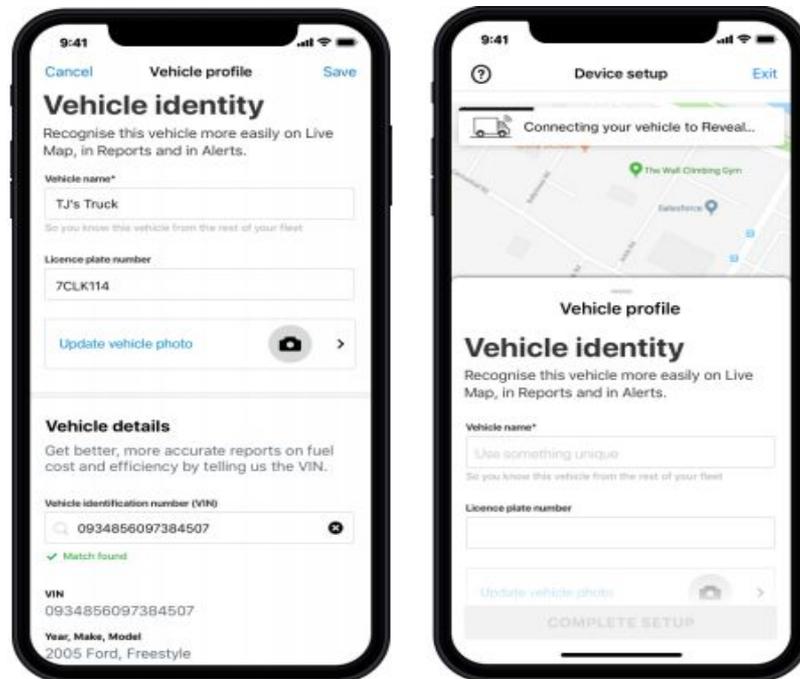
VDD Y-Cable Installation Process

Once the Y-Cable and VDD are connected, select **Connect** on the **Device Setup** screen.

- Select **Edit Vehicle Profile** to enter additional vehicle information while the device locks on.



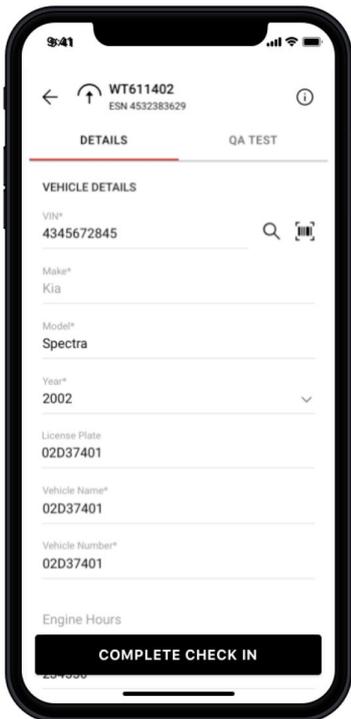
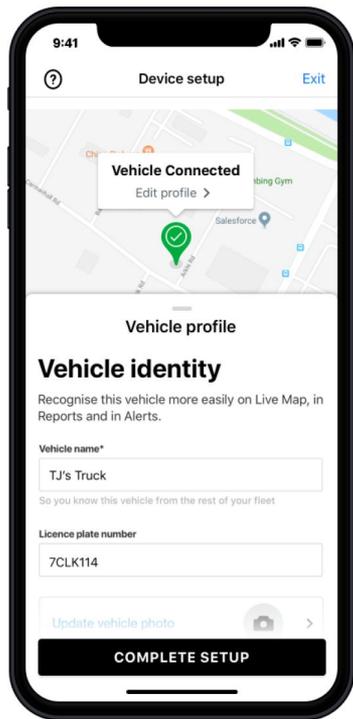
Select **Save** once all information including mileage has been entered.



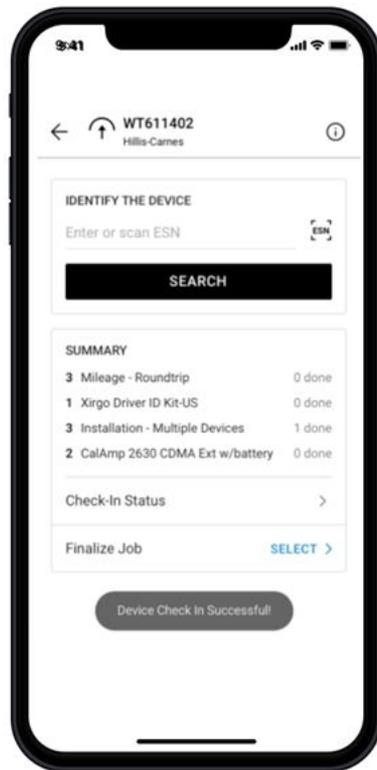
VDD Y-Cable Installation Process

Once you receive the Vehicle Connected confirmation, select **Complete Setup**.

- You will be brought back to the Vehicle Details screen, at which point you can **Complete Check In**.



You will be brought back to the work ticket overview screen, at which point you will receive a **Device Check In Successful** confirmation.





Verizon Data Device (VDD)
Emergency Vehicle Workflow

VDD Light Duty Emergency Vehicle Installation

- We've updated the compatibility matrix to allow users to select new emergency vehicle options when installing the VDD via the RHI. See new OBD II emergency vehicle options below:

Make: Emergency vehicle

Models: Light Duty Police, Ambulance, Fire, or Other.

Years: 2000-2025

Upon the selection of one of the options above, RHI will confirm the VDD will operate in GPS Mode only.

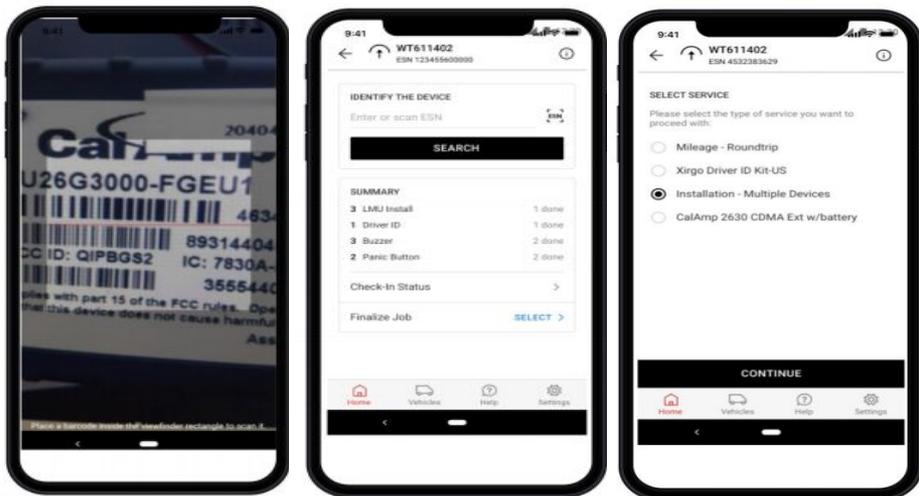


VDD Light Duty Emergency Vehicle Installation

For light duty vehicles only at this time.

Select the Installation Work Ticket.

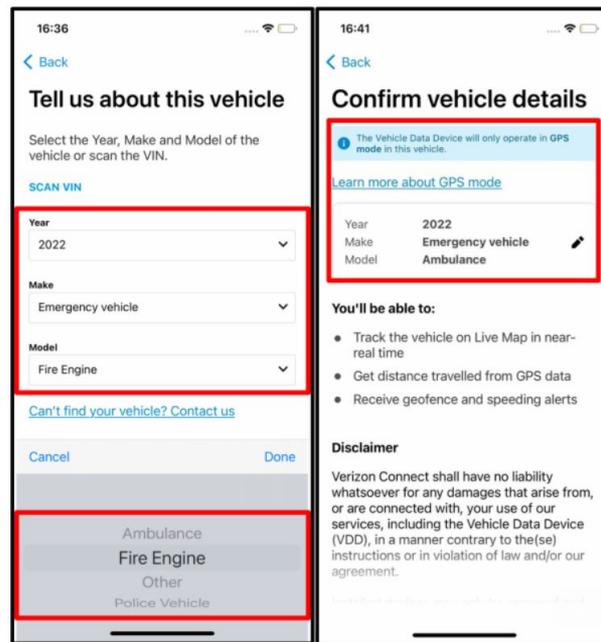
- Scan or enter the **IMEI for the VDD** and tap **Search**.
- Select the **Installation - Single or Multiple Devices** line item



- **Do not scan or enter the VIN manually.** Instead, enter the following information:

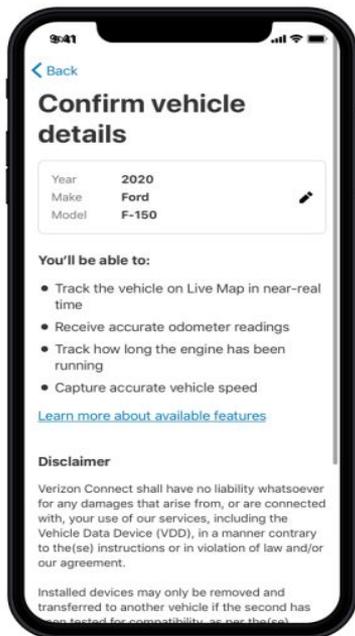
- Year: [the year of the vehicle's manufacture]
- Make: **select Emergency Vehicle from the menu**
- Model: select one of the following light duty vehicles from the menu: Police, Ambulance, Fire, or Other.

Following these steps will ensure the VDD will operate in GPS Mode only.



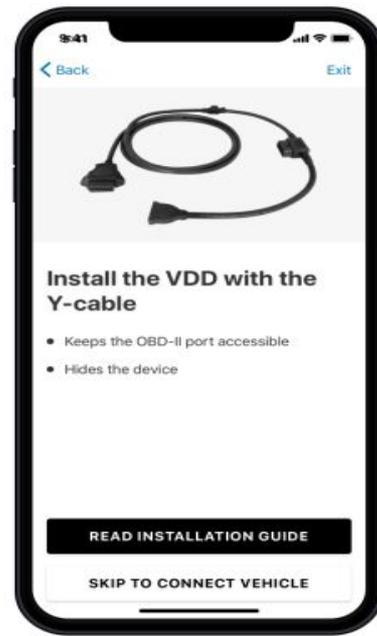
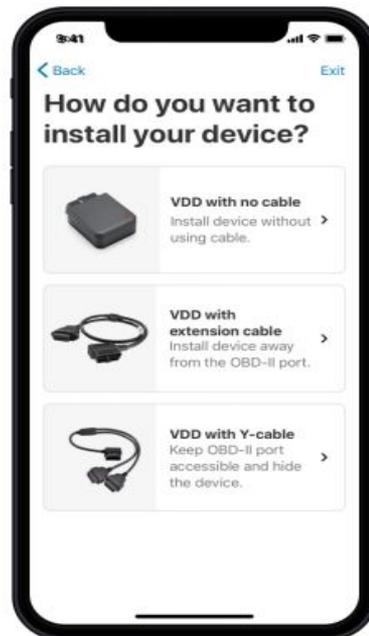
VDD Light Duty Emergency Vehicle Installation

Confirm the vehicle details and tap **Get Started**.



Choose the installation method **VDD with Y-Cable**

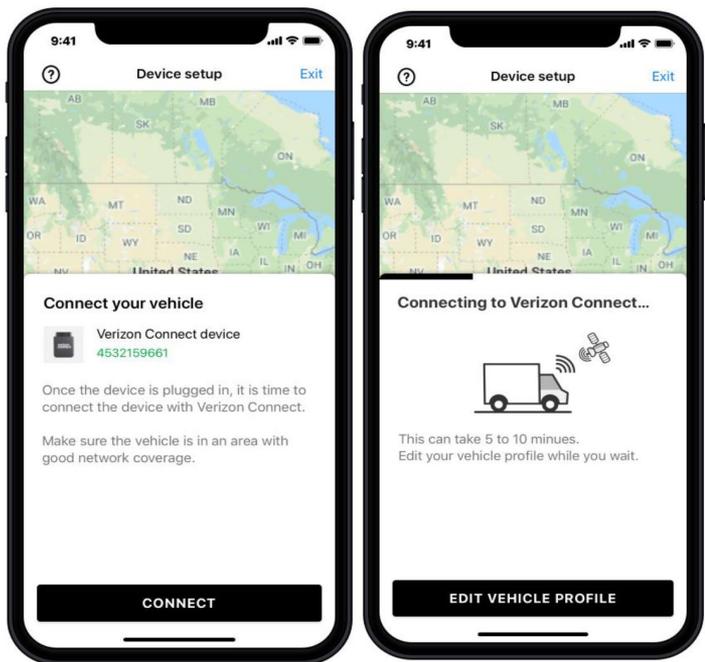
- Select **Skip to Connect Vehicle**.



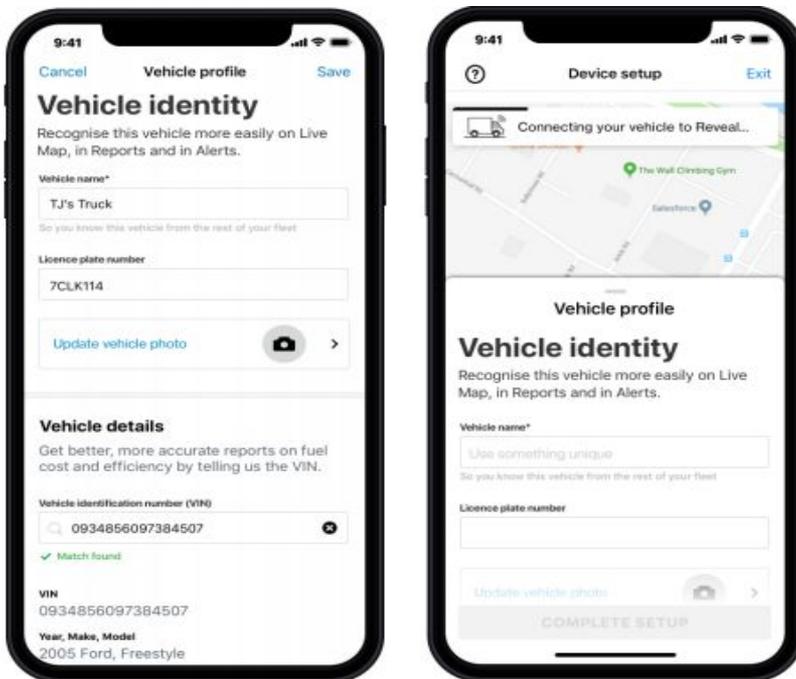
VDD Light Duty Emergency Vehicle Installation

Once the Y-Cable and VDD are connected, select **Connect** on the **Device Setup** screen.

- Select **Edit Vehicle Profile** to enter additional vehicle information while the device locks on.



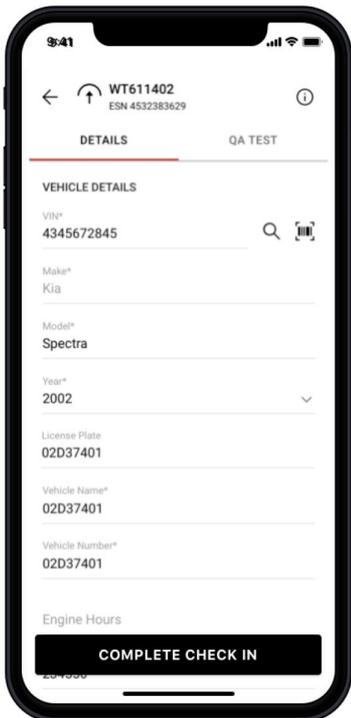
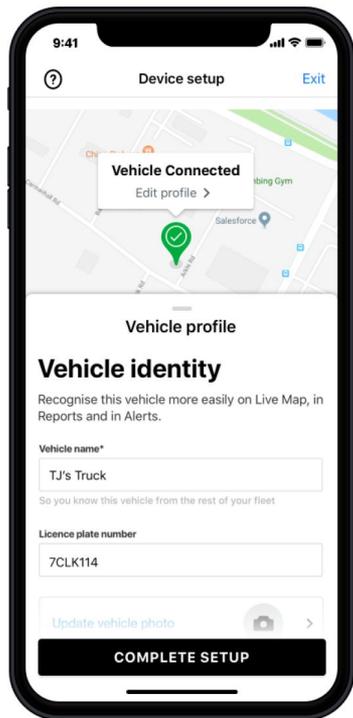
Select **Save** once all information including mileage has been entered.



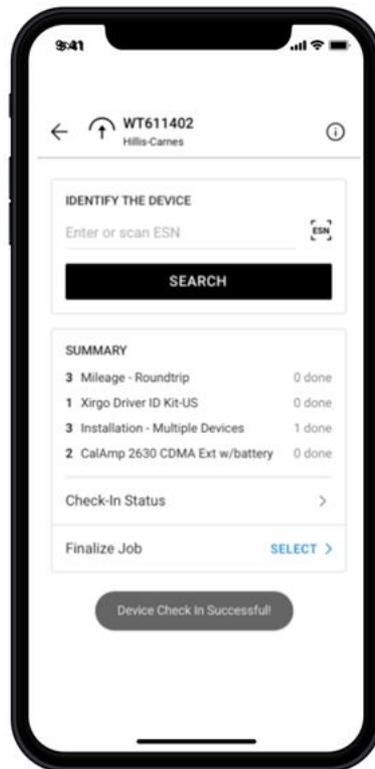
VDD Light Duty Emergency Vehicle Installation

Once you receive the Vehicle Connected confirmation, select **Complete Setup**.

- You will be brought back to the Vehicle Details screen, at which point you can **Complete Check In**.



You will be brought back to the work ticket overview screen, at which point you will receive a **Device Check In Successful** confirmation.





Verizon Data Device VDD 3G Swap Workflow

VDD 3G Swap Process

Select the Service Work Ticket then scan or **enter the old 3G device ESN**.

- Select the service line item - **“3G swap with harness - Multiple devices”** and tap **Continue**.

New

- 1233 Reveal
1 Installation Single Device 1 Installatio...
EAT_Test1_CompanyName
- 9781 Reveal
1 Service/Repair - Single Device 1
KRISAMB Holding B.V.
- 2852 Reveal
1 Installation - ECMD 2 1
Test Business Partner for NL One Test | 1
- 2853 Reveal
1 Installation - ECMD 2 1
Test Business Partner for NL One Test | 1
- 2854 Reveal
1 Installation - ECMD 2 Installation - E...
Test Business Partner for NL One Test | 1
- 2855 Reveal
1 Installation - ECMD 2 Installation - E...
Test Business Partner for NL One Test | 1
- 2915 Reveal
1 Installation - ECMD 2 1
Test Business Partner for NL One Test | 1
- 2916 Reveal
1 Installation - ECMD 3 2
Test Business Partner for NL One Test | 1

IDENTIFY THE DEVICE

Enter or scan ESN ESN

Search

SUMMARY

1 Service/Repair - Single Device 0 done

Check-In Status >

Finalize Job [Select >](#)

[Back](#) 9781
10257000520837 i

SELECT SERVICE

(1) Service/Repair - Single Device ○

Please select the type of Service you want to proceed with.

Select “3G swap with harness – Multiple devices”

CONTINUE



VDD 3G Swap Process

Verify or update the **vehicle info** on the Details tab then select the **QA Test** tab and tap **Swap Device**.

- Enter or Scan the **NEW device IMEI (ESN)**

[Back](#) 9781 10257000520837 ⓘ

Details QA Test

DEVICE DETAILS

ESN 10257000520837

VEHICLE DETAILS

License Plate*
Obfuscated

Vehicle Name*
150 SIERRA - PUCHOL

Vehicle Number*

VIN*
Obfuscated 🔍 📷

Year* 2010

Make*
GMC

Model*
Sierra 1500

Odometer Reading (km)*

Engine Hours

COMPLETE SERVICE

[Back](#) 9781 10257000520837 ⓘ

Details QA Test

PERIPHERALS INSTALLED

Ignition ●

GPS ●

PTO ●

MANAGE PERIPHERALS

Select Peripherals [Select >](#)

DEVICE SWAP

Swap Device [Swap >](#)

COMPLETE SERVICE

[Cancel](#)

OLD ESN
10257000520837

NEW ESN

Enter or scan ESN 📷 ESN

[Search](#)

SWAP



VDD 3G Swap Process

Confirm the 3G ESN and YMM info then **tap confirm**. Complete the process by following the remaining **Get Started** VDD check in process steps.

Replace the existing vehicle tracker?

1 This vehicle already has a vehicle tracker installed.

#52342
Ford 9866
VIN 12345678909876543
ESN 1234567898 | REG 209309393

2020 Ford F-150

When you replace a vehicle tracker, you'll still see vehicle data collected by the old device.

[What happens when I replace a vehicle tracker?](#)

CONFIRM

SCAN A DIFFERENT DEVICE



[← Back](#)

Tell us about this vehicle

Select the Year, Make and Model of the vehicle or scan the VIN.

SCAN VIN

Year

2020

Make

Ford

Model

F-150

[Can't find this vehicle? Contact us](#)

NEXT

- Track the vehicle on Live Map in near-real time
- Receive accurate odometer readings
- Track how long the engine has been running
- Capture accurate vehicle speed

[Learn more about available features](#)

Disclaimer

Verizon Connect shall have no liability whatsoever for any damages that arise from, or are connected with, your use of our services, including the Vehicle Data Device (VDD), in a manner contrary to the(se) instructions or in violation of law and/or our agreement.

Installed devices may only be removed and transferred to another vehicle if the second has been tested for compatibility, as per the(se) instructions.

Transfers between vehicles which do not follow the(se) instructions will void any and all warranties from Verizon Connect, and relieve Verizon Connect of all liability for damages that arise from or are connected with your use of the devices.

CONFIRM

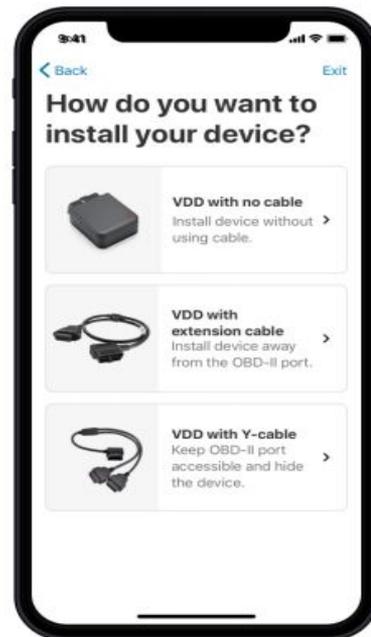
VDD Y-Cable Installation Process

Now that you have confirmed the vehicle details tap **Get Started**.



Choose the installation method **VDD with Y-Cable**

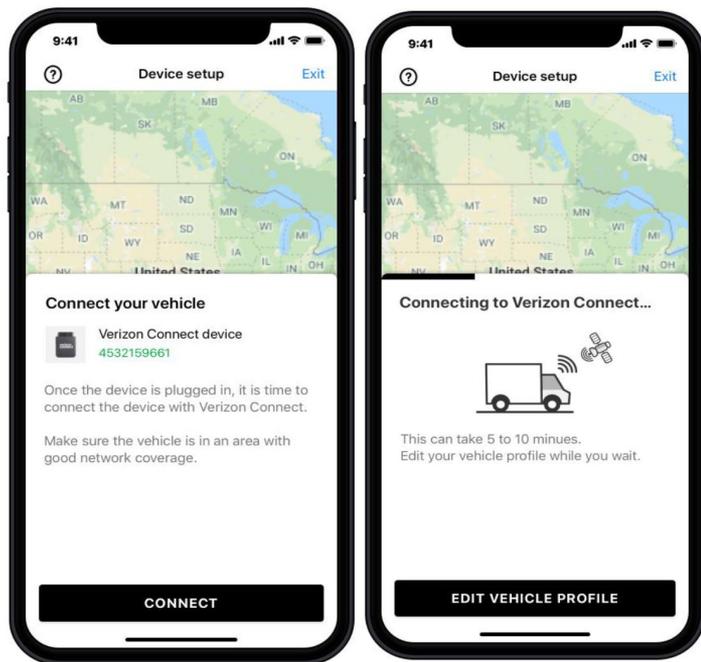
- Select **Skip to Connect Vehicle**.



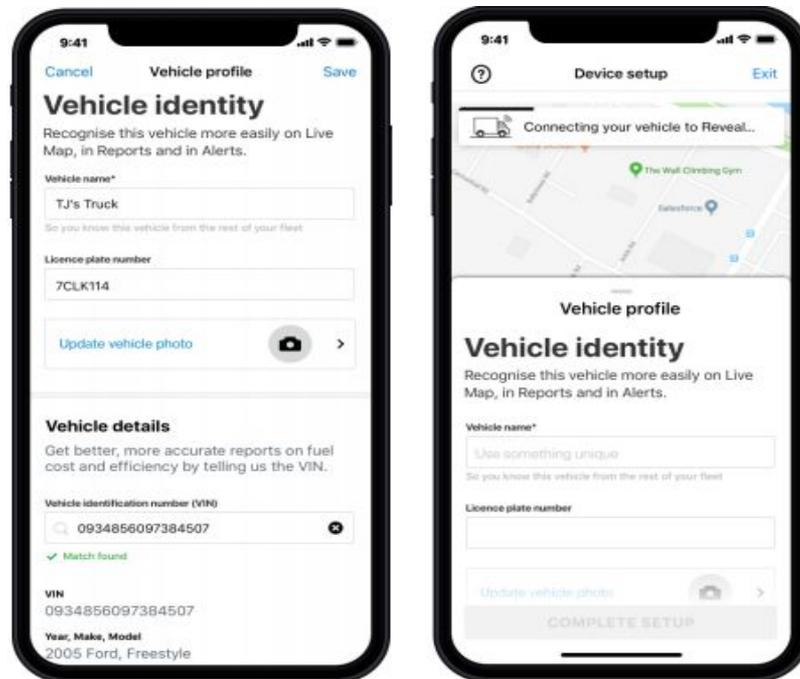
VDD Y-Cable Installation Process

Once the Y-Cable and VDD are connected, select **Connect** on the **Device Setup** screen.

- Select **Edit Vehicle Profile** to enter additional vehicle information while the device locks on.



Select **Save** once all information including mileage has been entered.

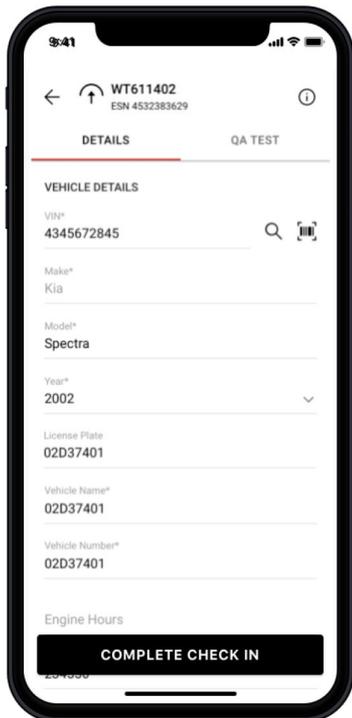
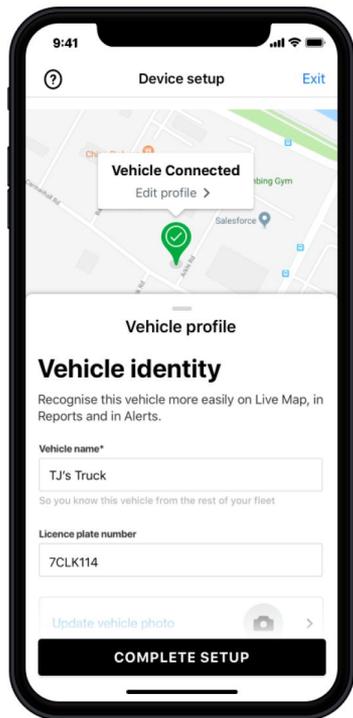


verizon
connect

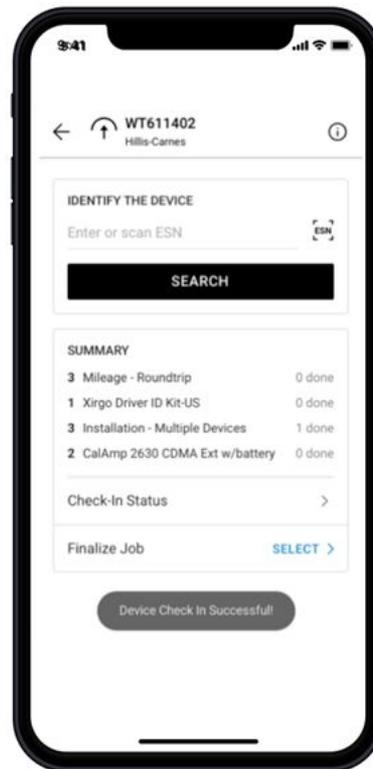
VDD Y-Cable Installation Process

Once you receive the Vehicle Connected confirmation, select **Complete Setup**.

- You will be brought back to the Vehicle Details screen, at which point you can **Complete Check In**.



You will be returned to the work ticket overview screen, and receive a **Device Check In Successful** confirmation.





Vehicle Tracking Unit (VTU) Workflow

VTU Installation Process

- Navigate to the Work Ticket for the Install.
- Enter or scan the device **ESN** and tap Search.
- Select the type of **Installation** line item.

WT611402
ESN 123455600000

IDENTIFY THE DEVICE

Enter or scan ESN

SEARCH

SUMMARY

3 LMU Install	1 done
1 Driver ID	1 done
3 Buzzer	2 done
2 Panic Button	2 done

Check-In Status >

Finalize Job [SELECT >](#)

Home Vehicles Help Settings

WT611402
ESN 4532383629

SELECT SERVICE

Please select the type of service you want to proceed with:

- Mileage - Roundtrip
- Xirgo Driver ID Kit-US
- Installation - Multiple Devices
- CalAmp 2630 CDMA Ext w/battery

CONTINUE

Home Vehicles Help Settings

WT611402
ESN 4532383629

DETAILS QA TEST

VEHICLE DETAILS

VIN*

Make*

Model*

Year*

License Plate

Vehicle Name*

FINALIZE INSTALL

Home Vehicles Help Settings

WT611402
ESN 4532383629

DETAILS QA TEST

PERIPHERALS

GPS

Ignition

Driver ID

Select Installed Peripherals [SELECT](#)

FINALIZE INSTALL

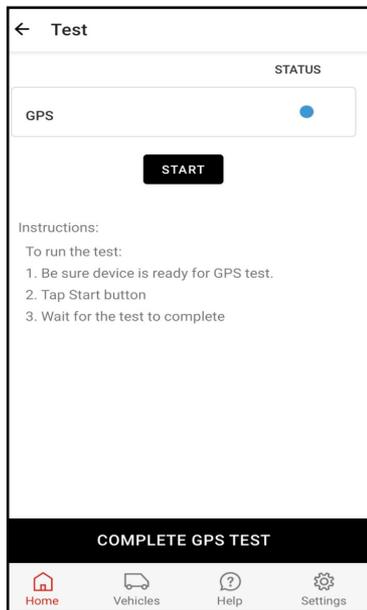
Home Vehicles Help Settings

- Add vehicle information to the **Details** tab.
- Select the **QA Test** tab.
- Select the peripherals that were installed on the **Select Installed Peripherals** menu and tap **Save**.
- Tap on an item in the **Peripherals Installed** list to begin testing.
- Follow the on screen instructions to complete the test.



QA Test - GPS

- To run the test
- Be sure the device is ready for GPS Test
- Tap Start
- Wait for test to complete



QA Color Key

- Test hasn't been run
- Test in progress
- Test is complete and successful
- Test is completed and failed

QA Test - Ignition

- On test: Please turn on ignition and tap test button
- Off test: Please turn off ignition and tap the off test button





CP2 Forward Facing Camera Workflow

CP2 Forward Facing Camera Installation Process

- Navigate to the Work Ticket for the Install.
- Select **Scan** to scan the barcode on the Road-Facing Camera.
 - Note: You can also manually search for the camera by entering the Serial Number (ESN) into the search bar and tapping Search.
- Select the **Installation - Road Facing or Dual Camera** line item and click **Next**.

- Identify the VTU to pair the camera with by entering/entering the VIN, or by entering the license plate or ESN (for VTU), IMEI (for VDD).
- Toggle between search options by selecting **Change search method**.

424077 SenSys Technol...

IDENTIFY THE DEVICE

Enter or scan ESN
A5MV71900297

Search

SUMMARY

1 Installation - Garmin 0 done

1 Installation - Road Facing or Dual Camera 0 done

Check-In Status >

Finalize Job Select >

Home Vehicles Help Settings

424077 SenSys Technol...

SELECT TASK

Please select the type of task you want to proceed with.

Installation - Road Facing or Dual Camera

NEXT

Home Vehicles Help Settings

9:41 424077 SenSys Technol...

Identify vehicle

Search by VIN, ESN, or license plate number to identify your vehicle.

Enter VIN

Enter or scan VIN SCAN

Change search method

Home Vehicles Help Settings

Close Change search method

VIN (Vehicle Identification Number) ✓
The VIN is usually located on the driver's side interior dash, under the hood or on driver's side door pillar.

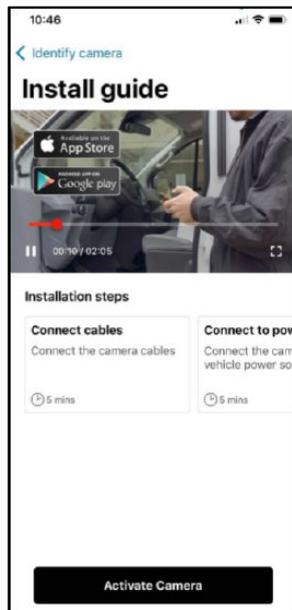
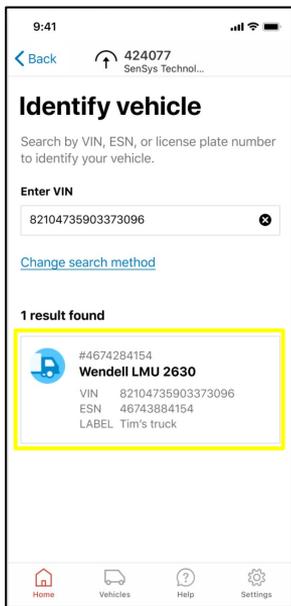
Tracking device ESN
The serial number of the tracking device currently installed into the vehicle.

License plate
The vehicle license plate.

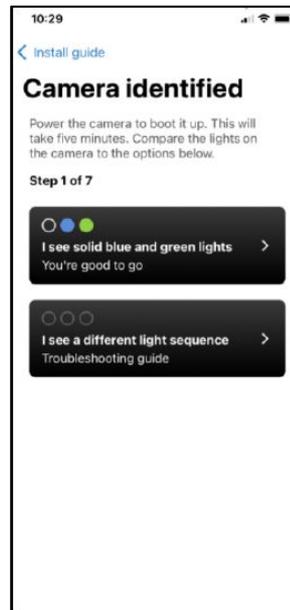


CP2 Forward Facing Camera Installation Process

- When a result is found, click the result in the highlighted area below.
- The next screen displays the install guide video and an overview of the Installation steps. When ready, tap **Activate Camera**.

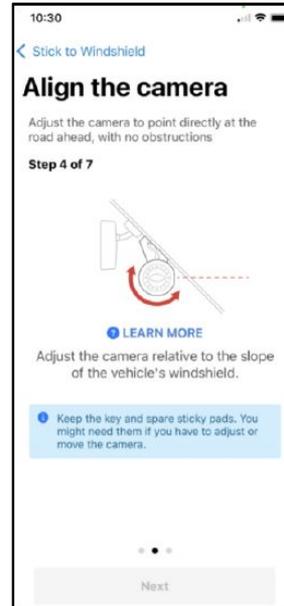
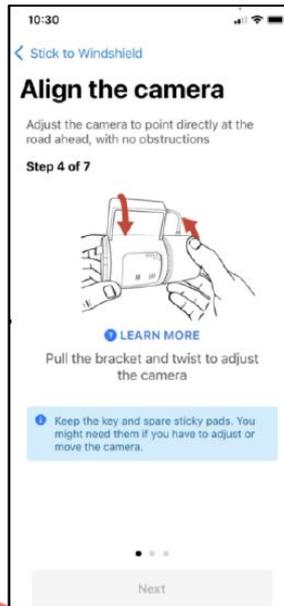
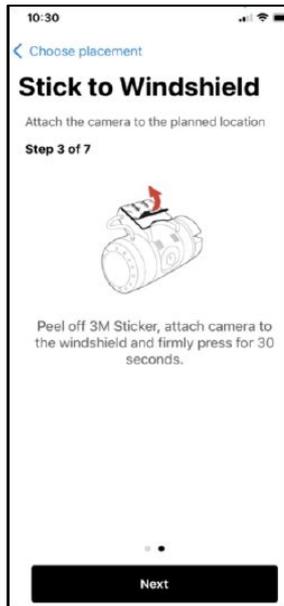


- Power the camera to boot it up (this will take 5 minutes). Look at the lights on the camera and select either:
 - **I see solid blue and green lights**
 - **I see a different light sequence**
- Next, choose the best placement for the camera before sticking it on the windshield. Please do not adhere it until the next step has been completed. Tap **Next**.



CP2 Forward Facing Camera Installation Process

- Clean the windshield using the alcohol wipes provided, and ensure it is thoroughly dried.
- Attach the camera to the windshield and hold for 30 seconds. Once the camera is secure, select **Next**.

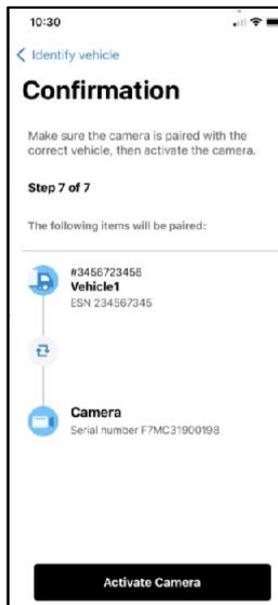


- Align the camera to point directly at the road ahead, and pull the bracket and twist to adjust the camera.
 - Continue swiping through the screens and adjusting the alignment as necessary. When ready, tap **Next**.

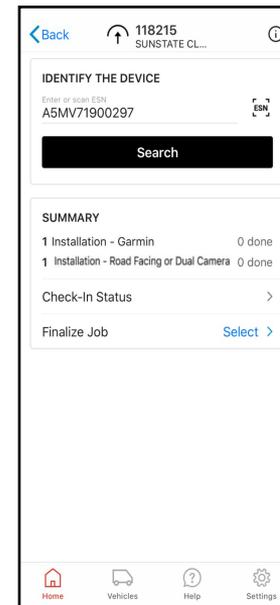
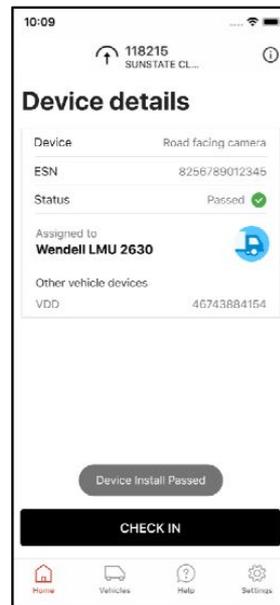


CP2 Forward Facing Camera Installation Process

- Tuck the cable into the roof lining and down the A-Pillar of the door and then select **Next**.
- On the Confirmation screen, make sure the camera is paired with the correct vehicle and press **Activate Camera**.



- **Finalize** - Review installation details, and selected **CHECK IN** to complete. You will then be brought back to the main work ticket screen.





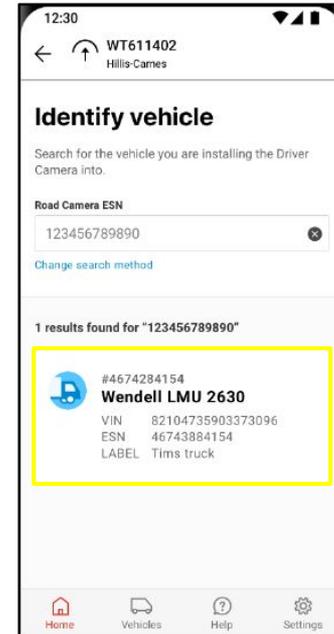
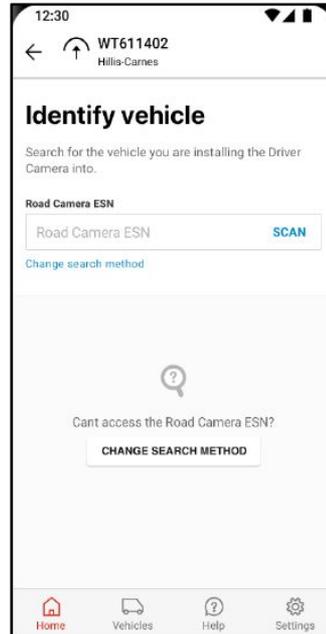
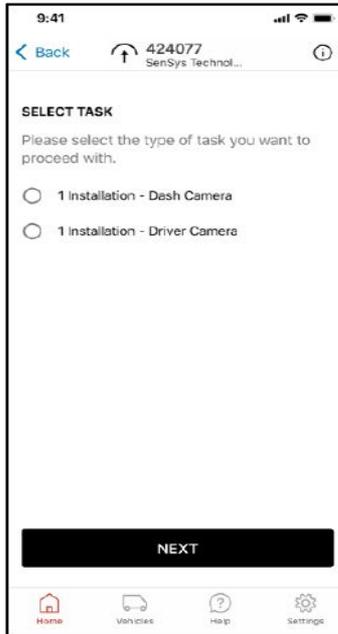
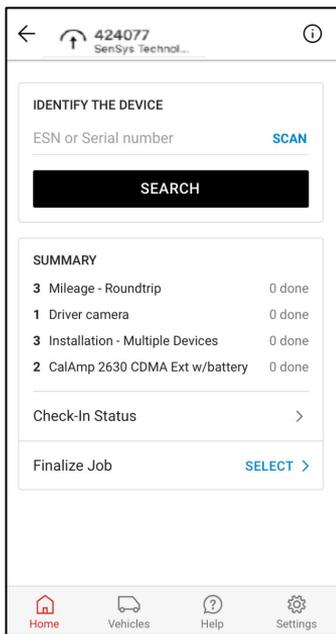
CP2 Driver Facing Camera Workflow

CP2 Driver Facing Camera Installation Process

Note: a VTU and a dash cam must be already installed in the vehicle in order to add a driver-facing camera

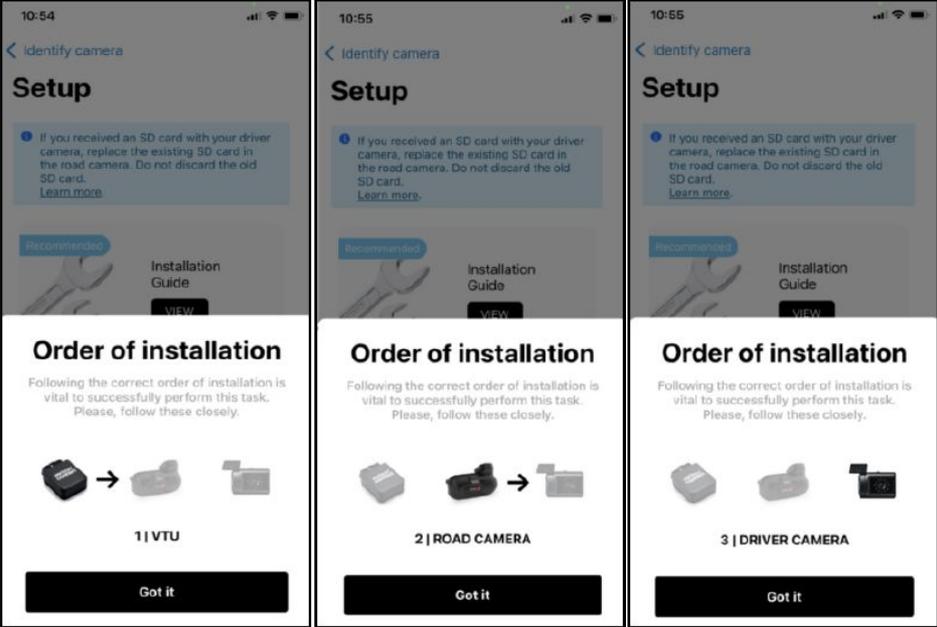
- Navigate to the Work Ticket for the Install.
- Select **Scan** to scan the barcode on the Driver-Facing Camera.
 - Note: You can also manually search for the camera by entering the Serial Number (ESN) into the search bar and tapping Search.
- Select the type of **Installation - Driver Camera** line item and click **Next**.

- Select **Scan** to scan the barcode on the **Road-Facing Camera**. To manually search for the camera, enter the Serial Number (ESN) into the search bar and tap Search.
 - If the Road Camera ESN is not available, click Change Search Method. You can change the search method to any of the following: **VIN, ESN, or Label** (Vehicle Name)
- Confirm that you are pairing the Driver-Facing Camera with the correct vehicle and click the vehicle in the highlighted box to continue.

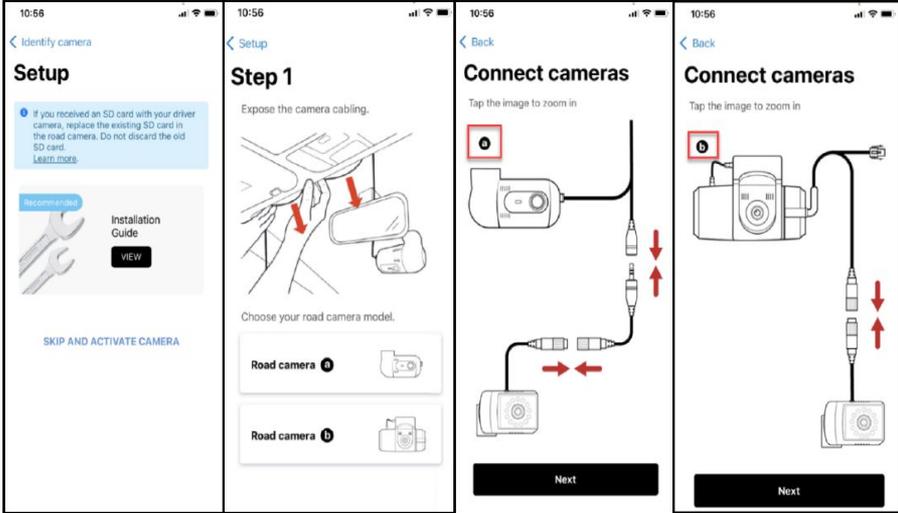


CP2 Driver Facing Camera Installation Process

- The next few screens will show the Order of installation. Select **Got It** at the bottom of each to move through to the next screen.
- The Setup screen will display, select **Skip and Activate Camera** when ready to begin setup.



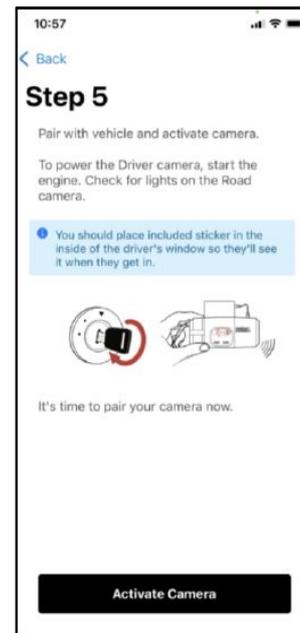
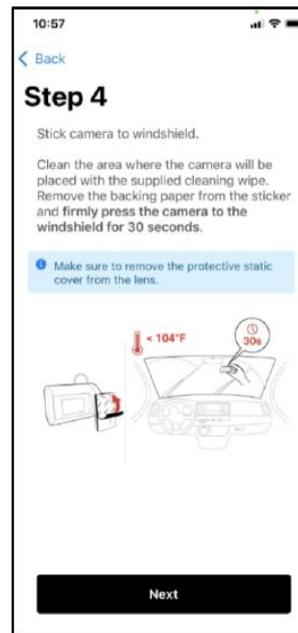
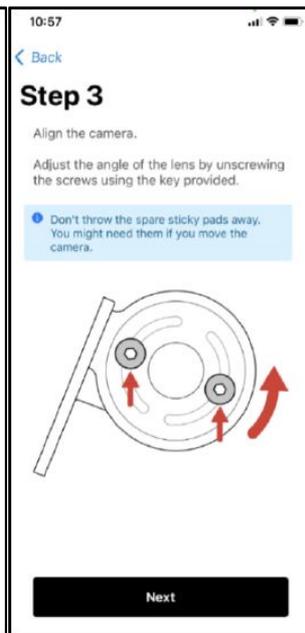
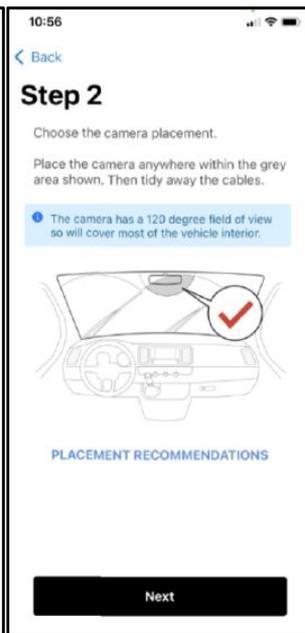
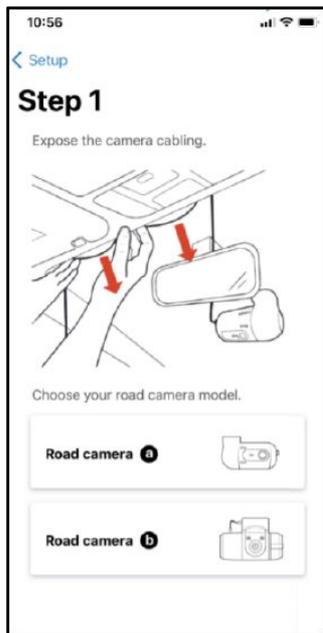
- Expose the existing road-facing camera connector and select the Model Type (A or B) of the existing road-facing camera. The second screen shot reflects the wiring connections for the Road Camera
 - (A). The third screen shot reflects the wiring connections for the Road Camera
 - (B). Connect the camera cables as pictured for the specified Road Camera model and tap Next.



CP2 Driver Facing Camera Installation Process

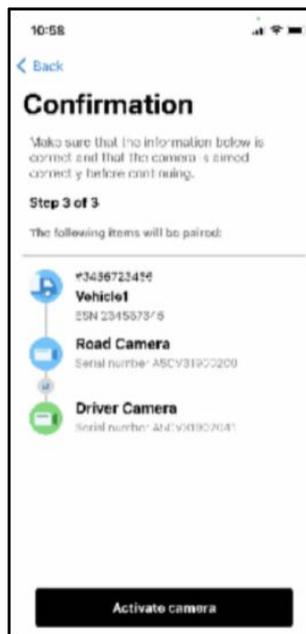
- Locate a spot on the windshield for the camera, select **Next**.
- Align the camera. Adjust the angle of the lens by unscrewing the screws using the key provided, push **Next**.

- Clean and dry the windshield where you intend to place the camera with the provided lens and then stick the camera to the windshield. Hold for 30 seconds to ensure it is secure. Remove the status cover from the lens and tap **Next**.
- Pair the vehicle and activate the camera. Start the vehicle ignition to power the cameras. Select **Activate Camera**.

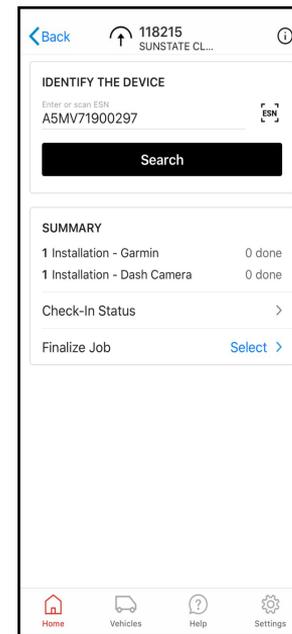
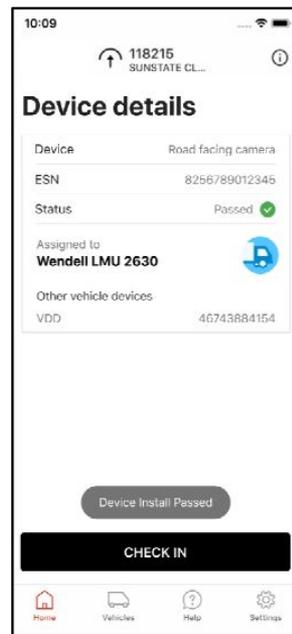


CP2 Driver Facing Camera Installation Process

- Align the camera so you can see the driver clearly and select **Next**.
- Confirm the Vehicle, Road Camera and Driver Camera information is correct and select **Activate Camera**.



- **Finalize** - Review installation details, and selected **CHECK IN** to complete. You will then be brought back to the main work ticket screen.





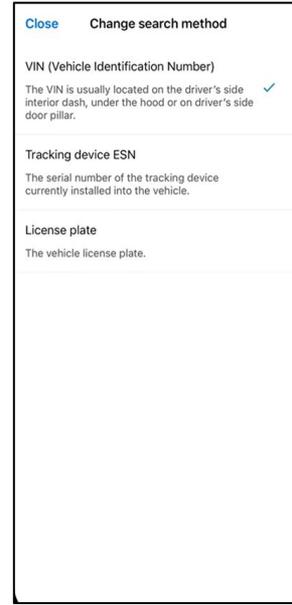
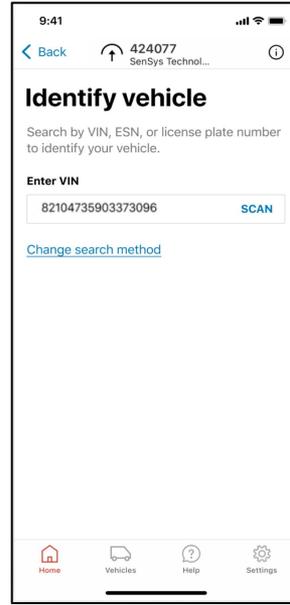
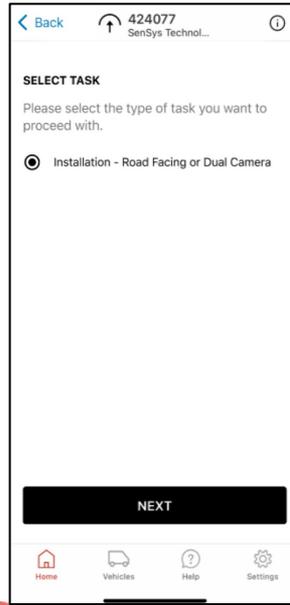
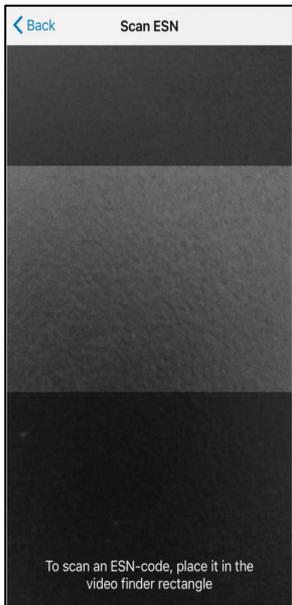
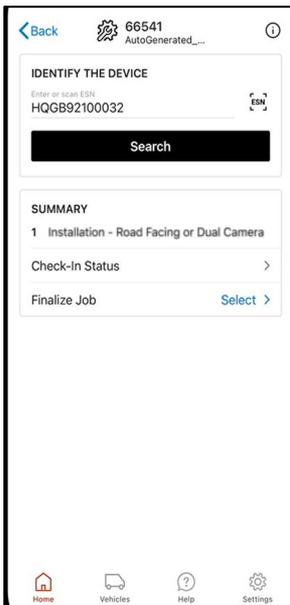
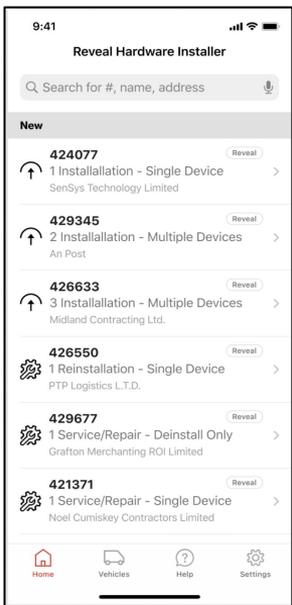
AI Dashcam Workflow

AI Dashcam Installation Process

Note: a VTU must be already installed in the vehicle in order to add a AI Camera

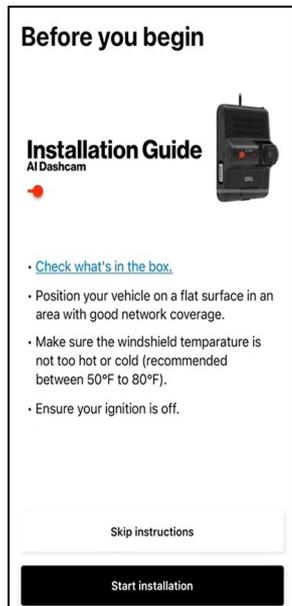
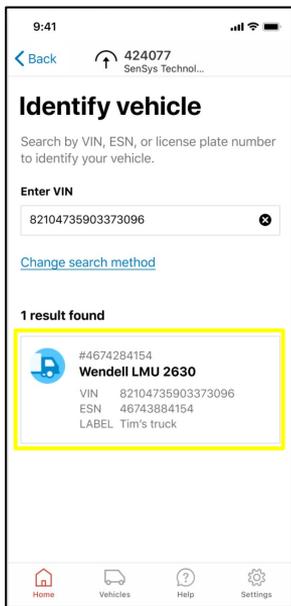
- Navigate to the Work Ticket for the Install.
- Input the Camera ESN by using the **ESN Scan** button. 
- Alternatively, you can input the camera ESN manually by typing it in.

- Select the task **Installation - Road Facing or Dual Camera**. Click next.
- Identify the VTU to pair the camera with by entering/entering the VIN, or by entering the license plate or ESN (for VTU), IMEI (for VDD).
- Toggle between search options by selecting **Change search method**.

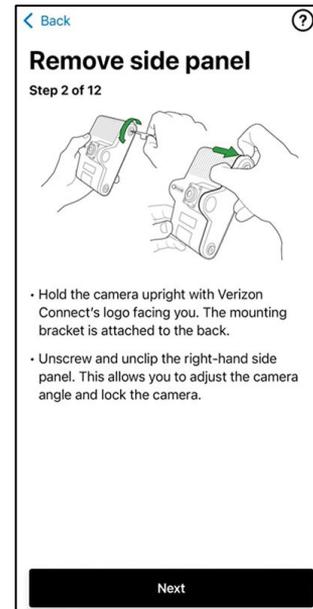


AI Dashcam Installation Process

- When a result is found, click the result in the highlighted area below.
- You'll be brought to the **Before you being** page. We recommend first time users review the instructions in their entirety.
- When ready to proceed with the installation, select **Start installation**.



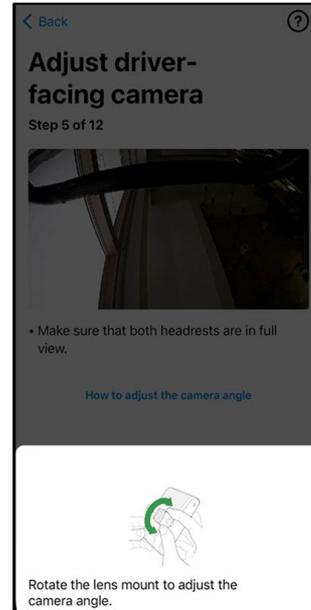
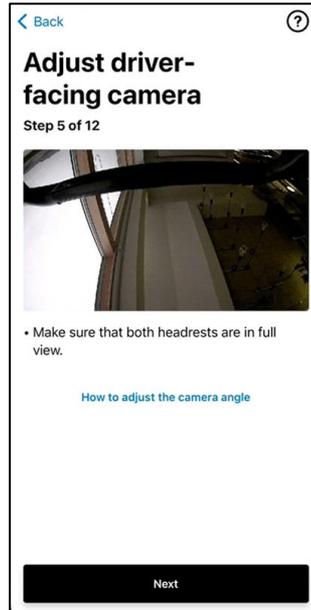
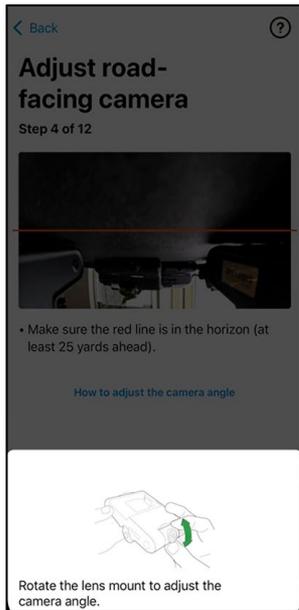
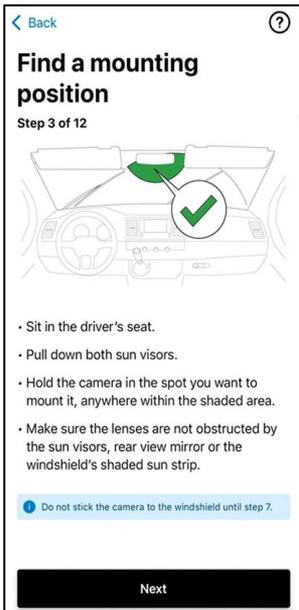
- **Step 1.** Connect to power, turn on ignition and wait 5 minutes for boot up.
- **Step 2.** Remove camera side panel.



AI Dashcam Installation Process

- **Step 3.** Find the best mounting position - but do not yet stick it to the windshield later on in the process (Step 7).
- **Step 4.** Adjust the road facing camera angle so it is evenly centered on the horizon.

- **Step 5.** If the unit has driver-facing camera, complete the same steps of aligning the camera so both headrests are in full view.



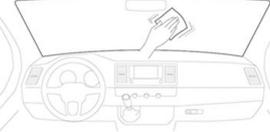
AI Dashcam Installation Process

- **Step 6.** Clean the windshield using the alcohol wipes provided, and ensure it is thoroughly dried.
- **Step 7.** Mount the camera and bracket, and hold firmly for 30 seconds.

← Back ?

Clean the windshield

Step 6 of 12



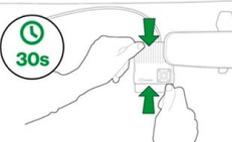
- Clean the area on the windshield where the camera will be mounted using the alcohol wipe provided.
- Let the windshield dry for 60 seconds.

Next

← Back ?

Mount the camera

Step 7 of 12



30s

- Remove the protective tabs from both camera lenses.
- Peel off the protective layer from the mounting pad on the camera bracket.
- Stick the bracket to the windshield and press firmly for 30 seconds.

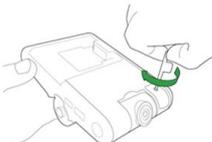
1 Keep the spare sticky pads in case you need to move the camera.

Next

← Back ?

Lock road-facing camera

Step 8 of 12



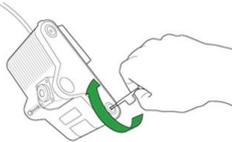
- Remove the camera from the bracket by sliding it firmly to the left.
- Tighten the lock using torx wrench provided.
- Slide the camera back onto the bracket until it clicks into place.

Next

← Back ?

Lock driver-facing camera

Step 9 of 12



- Replace the side panel.
- Lock by tightening the two screws using the torx wrench provided.

1 Keep the torx wrench in case you need to adjust the camera in future.

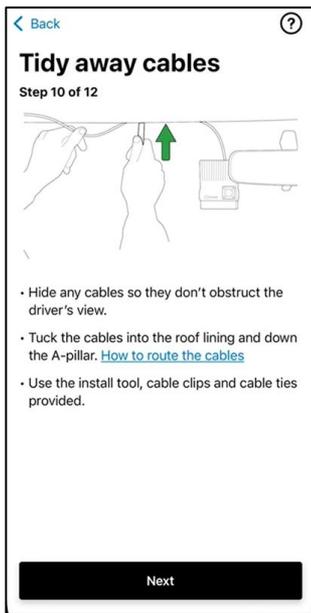
Next

- **Step 8.** Remove camera from bracket, and lock the road-facing camera in position.
- **Step 9.** If the unit has driver-facing camera, lock it into position.

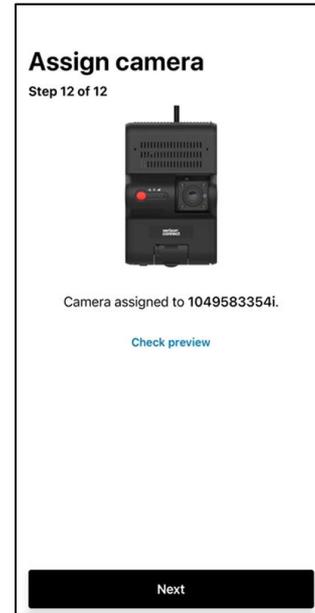
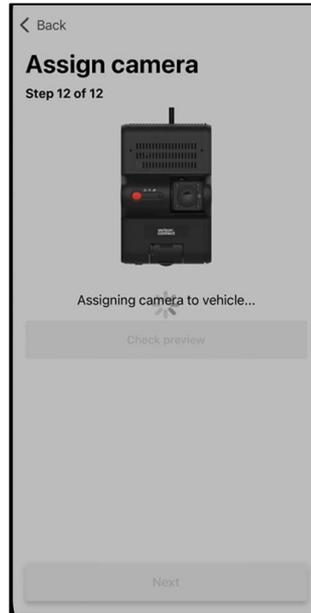


AI Dashcam Installation Process

- **Step 10.** Tuck cables into roof lining and down the A-pillar using the tools and supplies provided.
- **Step 11.** Place the privacy covers in the drawstring bag provided, and leave some easily accessible/visible to driver - like a cup holder or driver side door panel.

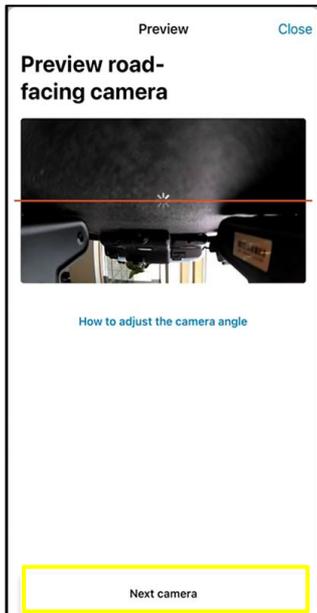


- **Step 12a.** A temporary loading screen will show while the camera pairing takes place, with a confirmation once completed. To view alignment, select **Check preview.** (see next slide)

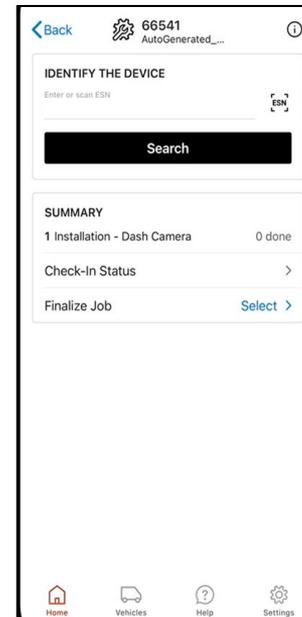
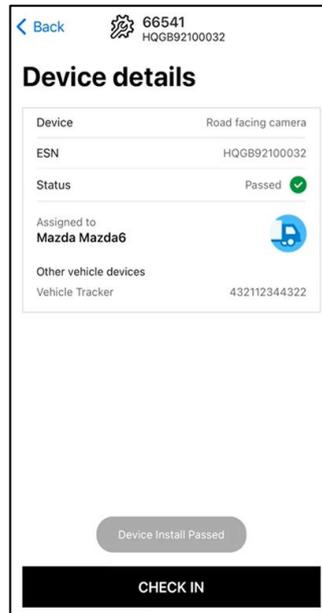


AI Dashcam Installation Process

- **Step 12b.** Select **Check preview** to view the camera alignment. If driver-facing camera is installed, select Next camera to view it's alignment. Select **Close** on the top right when completed.



- **Finalize** - Review installation details, and selected **CHECK IN** to complete. You will then be brought back to the main work ticket screen.

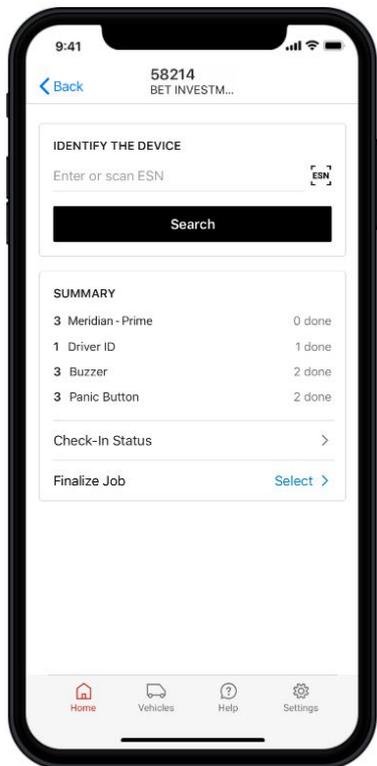




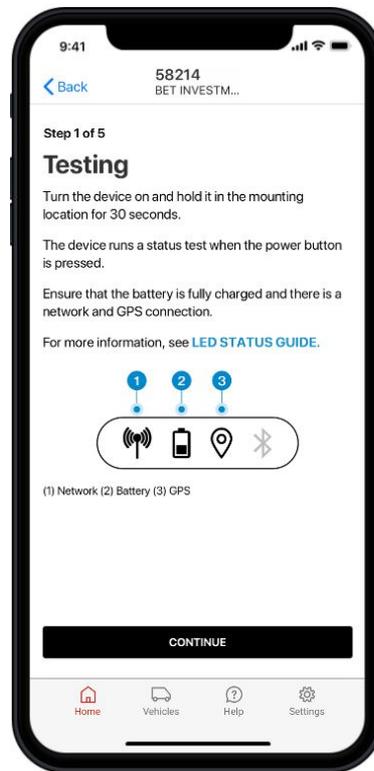
EAT (Meridian) Workflow

EAT Meridian

- Scan the device and select the product you are going to install
- Review the installation guide and get started

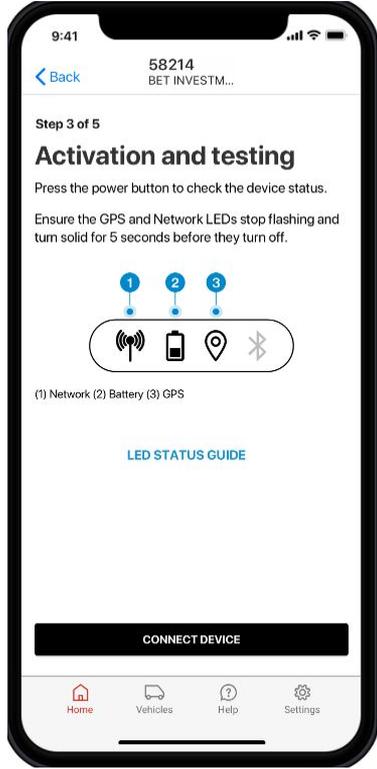
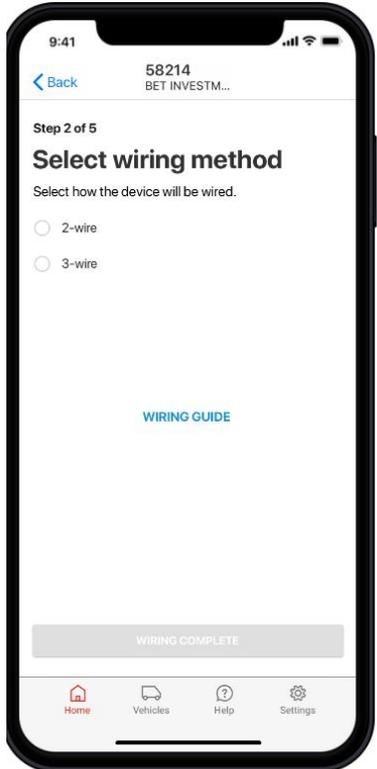


- Complete testing steps
- For more information select LED Status Guide

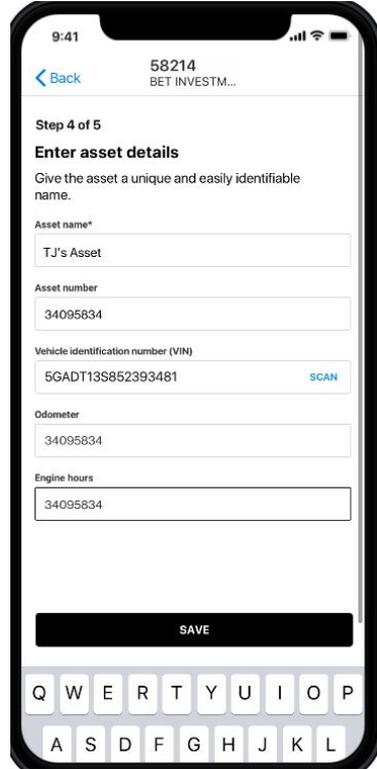
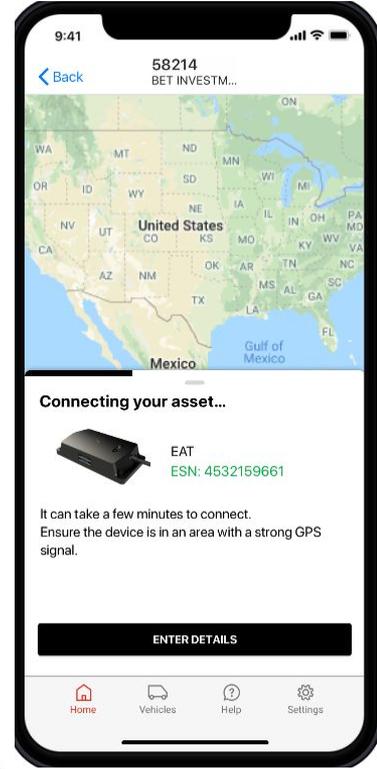


EAT Meridian

- Select the wiring method used to perform the installation
- Click on wiring guides for any questions
- Select "Connect Device"

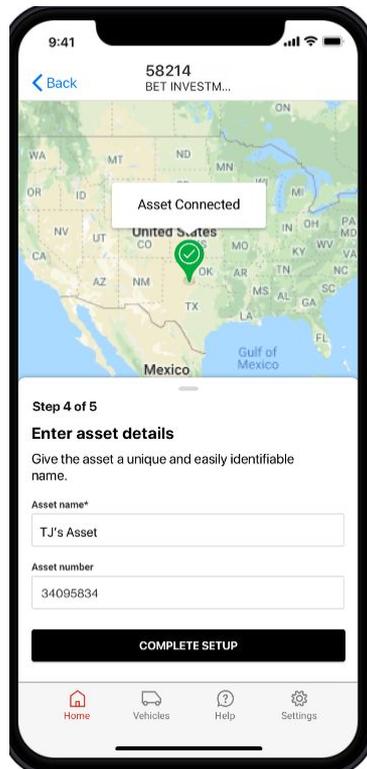
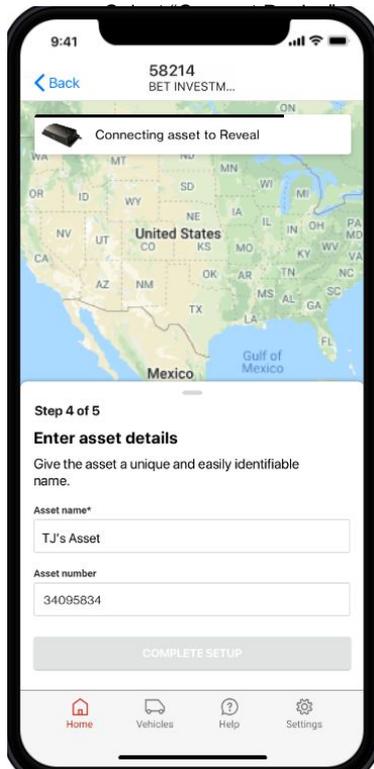


- Connecting the asset can between 2 and 3 minutes
- Please use this time to enter the assets details
- Required asset details: Asset Name
- Click save

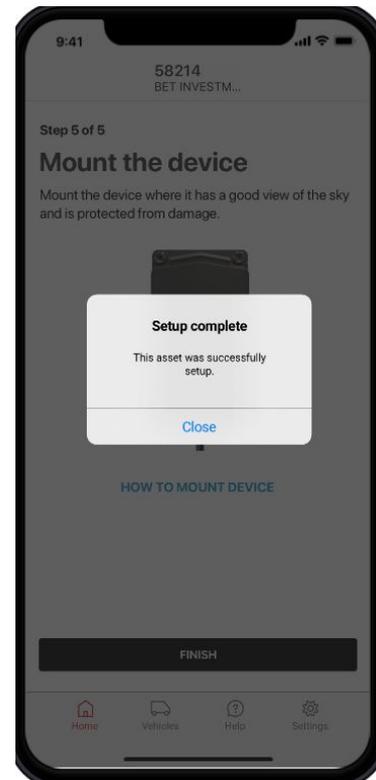


EAT Meridian

- Once the device connects, you will see a green pin occur. Click on complete setup
- Click Complete Setup



- Please review Mounting Instructions
- Click Finish to complete your job

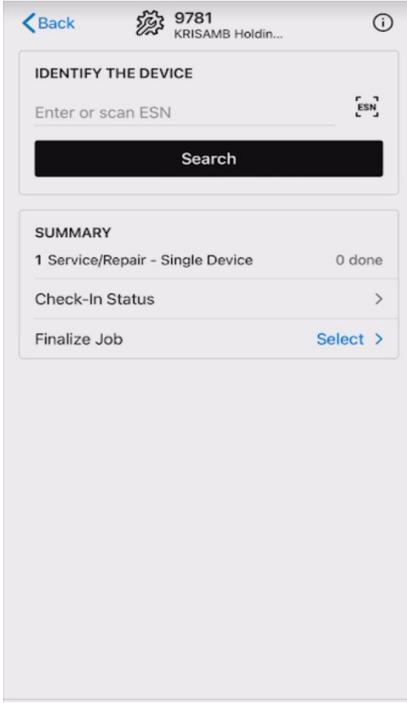




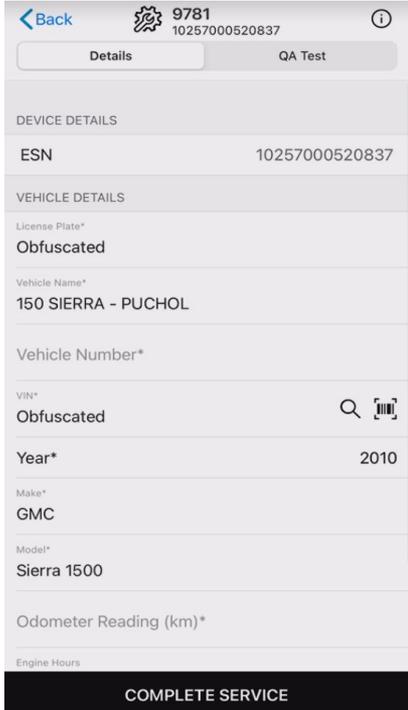
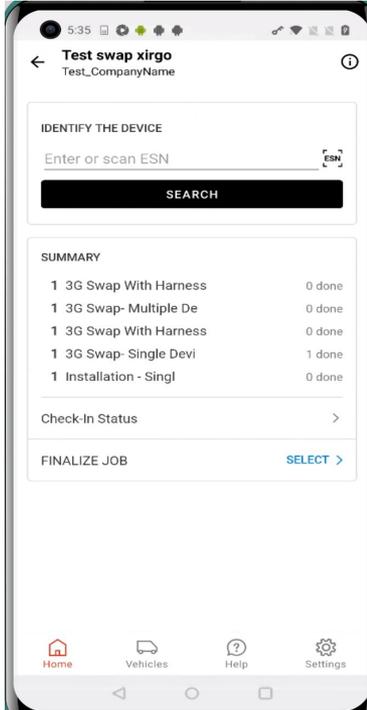
Standard VTU Swap & Xirgo 3G Swap Workflow

Standard Swap and Xirgo 3G Swap

- Select your work ticket
- View work ticket details and scan old VTU ESN

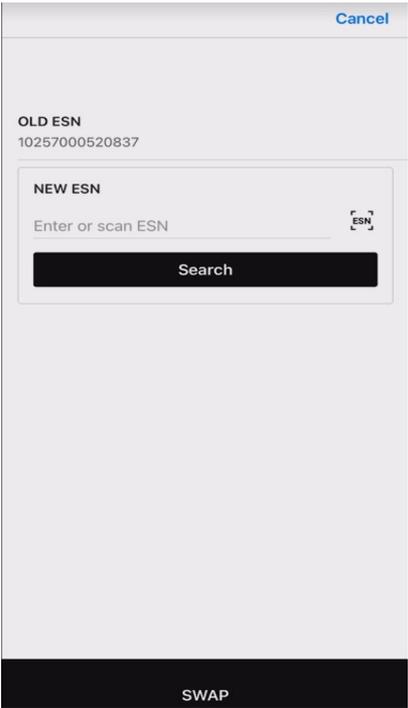
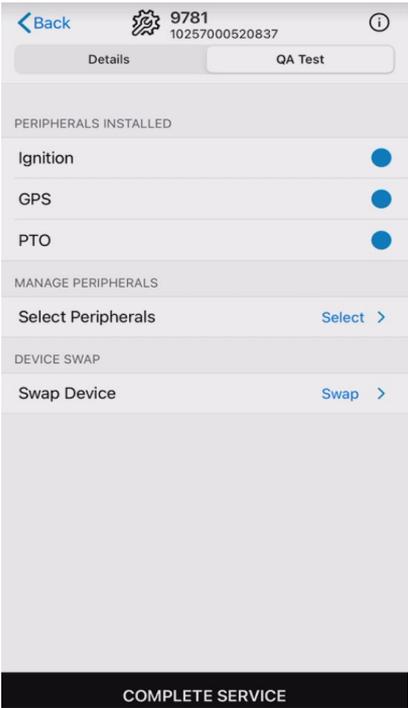


- Select the standard box swap or 3G line item in work ticket after old VTU ESN scan
- View/edit vehicle details
- Switch to QA tab, swap options will appear

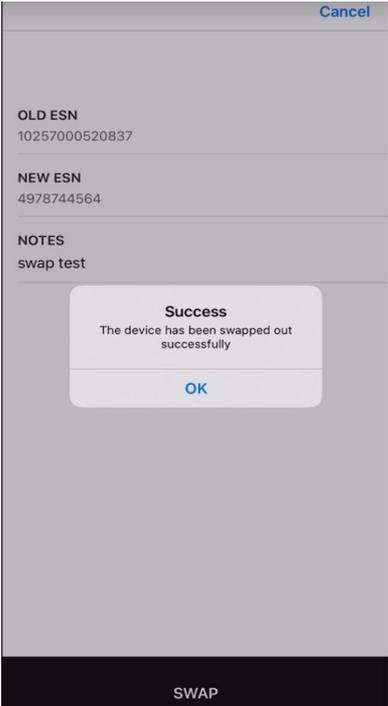
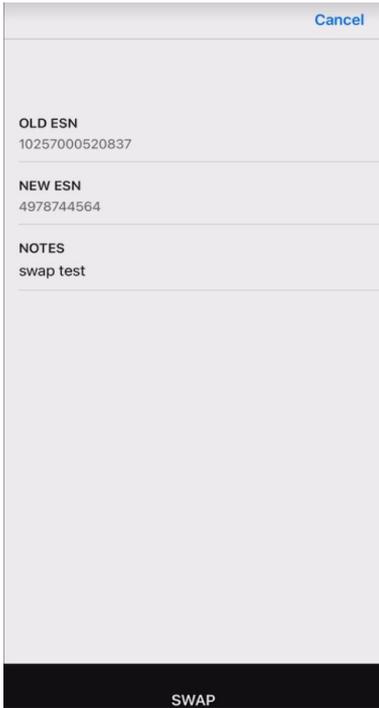


Standard Swap and Xirgo 3G Swap

- ON the QA Tab, select swap device
- Scan new device ESN



- Add notes and hit swap



Standard Swap and Xirgo 3G Swap

- Perform QA test on all peripherals
- Add notes if required (eg. failed QA tests) and click Submit to check In

- A success message will appear for check in when complete.

