

Neuron THS

User Manual Dealer App

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Introduction

Before you start creating a user and using the app, we recommend that the sensors and gateway are completely installed. Follow the separate THS instruction manual for this.

The THS App is a Web App supporting all devices. To access the app, go to <https://neuronths.com/> in your web browser. Scan QR code to access the web App.



It is recommended that you use Google Chrome as browser to ensure that figures and features are presented correct. Press the browser menu and add the page to your home screen to create an app icon. Note: for iPhone you will need to use Safari to be able to create app icon on Home screen.

All screen shots in instruction are from smart phone and will appear different on PC screen

Create app icon on your mobile device

Android

- Launch "Chrome" app.
- Open the website or web page you want to pin to your home screen.
- Tap the menu icon (3 dots in upper right-hand corner) and tap Add to home screen.
- You'll be able to enter a name for the shortcut and then Chrome will add it to your home screen.

iPad or iPhone

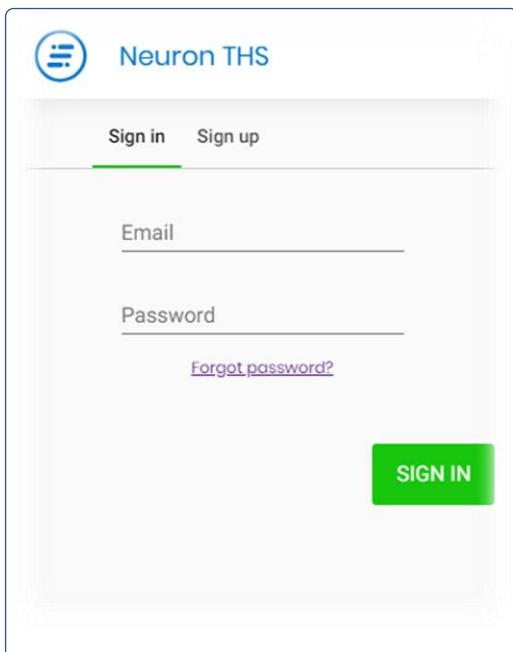
- Launch Safari app. *Please note that this does not work from the "Chrome" app.
- Enter the URL of the website you want to create a shortcut to. Tap Go.
- Tap the icon featuring a right-pointing arrow coming out of a box along the top of the Safari window to open a drop-down menu.
- Tap Add to Home Screen. The "Add to Home" dialog box will appear, with the icon that will be used for this website on the left side of the dialog box.
- Enter the name for the shortcut using the on-screen keyboard and tap Add. Safari will close automatically, and you will be taken to where the icon is located on your iPhone/iPad's desktop.

Sign in as Dealer

To get first time access to the Dealer version of the THS App you will have to contact technical.team@volvo.com.

The email shall include: User email address (the email address must include dealer domain) country, dealers name, address and phone. Personal email addresses will not be accepted.

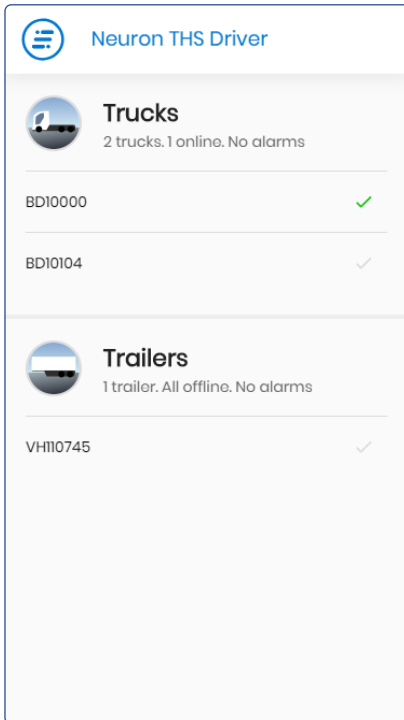
After receiving your credentials from Volvo, sign in at <https://neuronths.com/>



The screenshot shows the Neuron THS sign-in interface. At the top left is a blue circular icon with three horizontal lines, followed by the text "Neuron THS". Below this is a navigation bar with "Sign in" (underlined) and "Sign up". The main form area contains two input fields: "Email" and "Password". Below the password field is a link for "Forgot password?". A prominent green "SIGN IN" button is located at the bottom right of the form area.

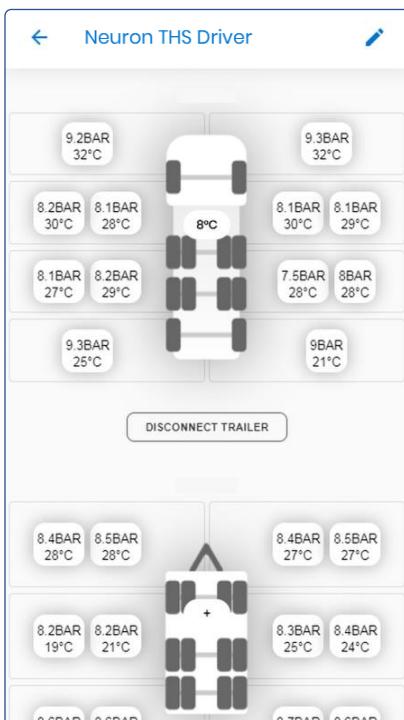
App start screen

Here you will find the vehicles that are registered by your Dealer account, but not yet exported to the owner. Note that this is the same start screen as in Driver and Fleet Owner mode.



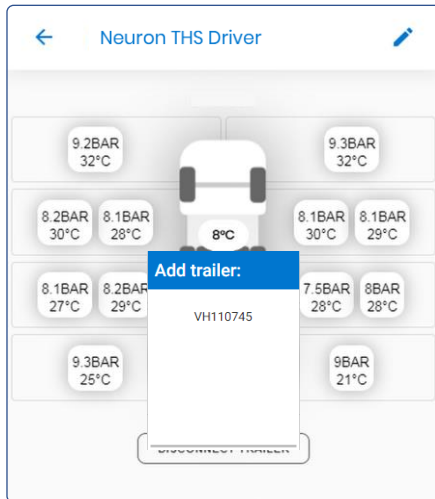
How to use THS App

By pressing the registration number, you will get a detailed overview over the vehicle showing the pressure and temperature of each tyre. Pressing on the tyre icon gives even more information of serial number, signal strength and time of last measure.



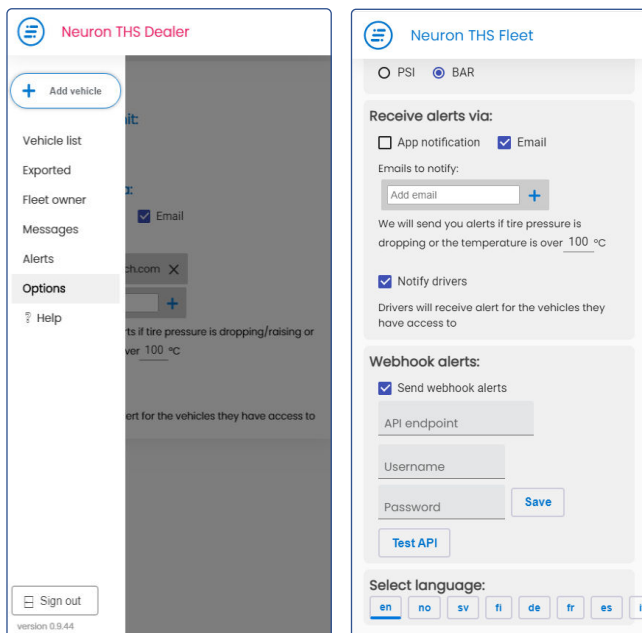
Connecting a trailer

Choose the vehicle you want to connect to a trailer in the vehicle list. Then by pressing the Connect Trailer button a list of available trailers will show and simply pressing the correct registration number will connect the trailer to the truck. It is possible to connect several trailers for example when you have a dolly.



Options menu

the options menu.



1. By tapping the icon in the left corner and selecting Options, you will see the menu on the left
2. Here you can choose between PSI or BAR
3. Select how you want to receive alarms. App Alerts works like a regular push alert from an app. Note that app alerts must be enabled for the browser to work. App notification is not supported on iPhone. Email notification works independently of app notification, and you can add as many recipients as you want.
4. Notify drivers. Check here if you want drivers who have access to your vehicles to be notified. Note that the driver must have activated notification in their Driver app to receive notification.
5. Webhook alerts are explained in a later chapter
6. Select language
7. If you want to share data with Volvo, uncheck it. Data will be used in research purposes. Data transmitted is vehicle information as well as pressure and temperature data from each sensor.
8. Use of the API Key is explained in a later chapter

Install THS on truck

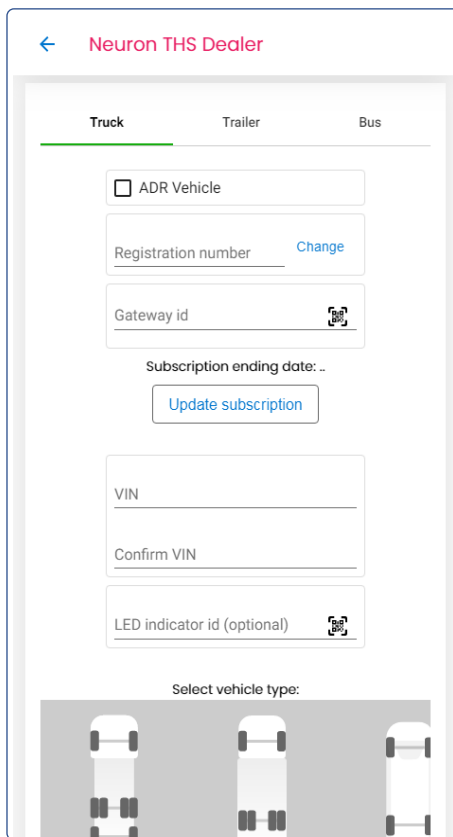
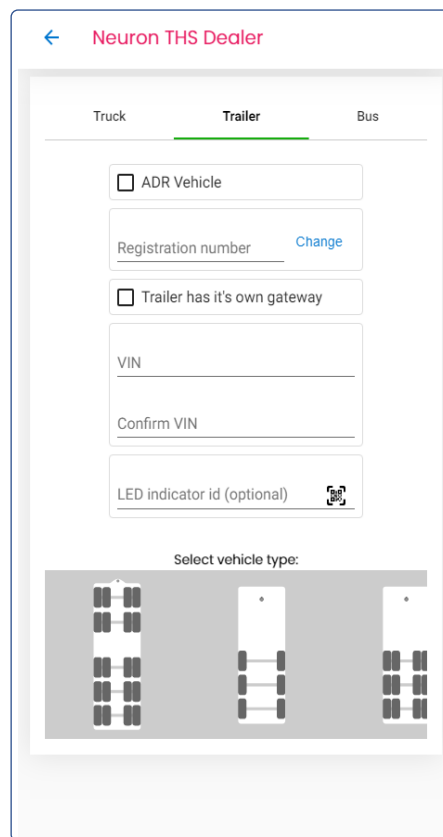
Add vehicle

To set up a new vehicle to your THS system, press the Add vehicle button in the menu and choose Create new.

Choose between truck, bus or trailer. If you are installing THS on an ADR vehicle you must check the ADR Vehicle box. This will ensure proper function of the ADR-functionality in the App. Then enter the registration number of the vehicle and scan the serial number on the gateway. The Change option on the registration number is if a vehicle changes registration number and needs to be updated.

Enter the Subscription code that came by email when purchasing the THS product. Enter registration number for the vehicle and then the VIN number of the vehicle (important to enter correct numbers, cannot be changed). Register the LED indicator ID if you are to install one in the cabin, this is optional. Then select correct vehicle set up and save vehicle.

Gateway is optional for trailers*. If a gateway is mounted on trailer it will not require additional subscription as long as trailer is connected to a truck with valid subscription.

*Note that trailers with 17.5" wheels or other challenging radio transmission conditions may require a separate gateway.

Add sensors

There are two ways of adding sensors to a vehicle, the preferred and most efficient way is the Tap & Tell method. Sensor can also be registered by scanning the QR-code at the side of the sensor, but this needs to be done prior to placing the sensor in the tyre.

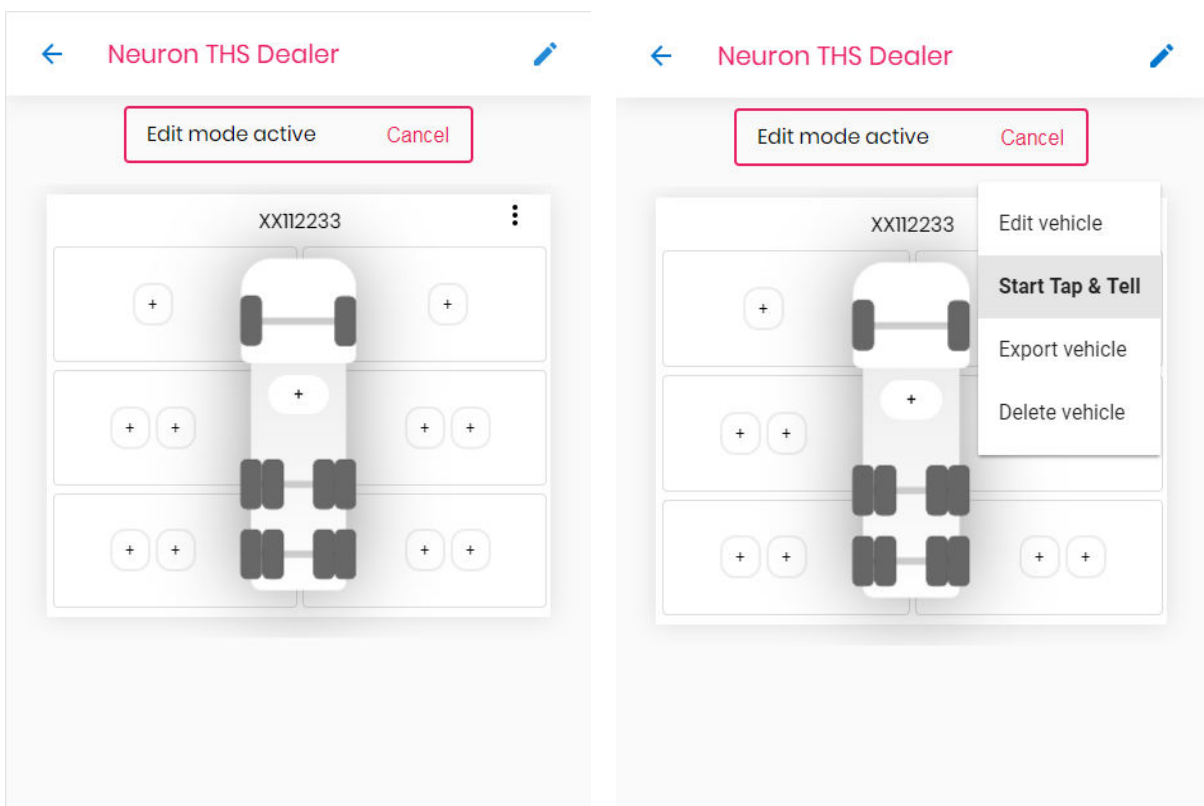
Tap & Tell

Tap & Tell is the recommended and most efficient way of adding sensor to the vehicle. When Tap & Tell is activated you simply knock the tyre twice with a hammer to detect what sensor is inside the tyre.

Note that the tyre pressure needs to be above 1.0 bar to be able to use this mode.

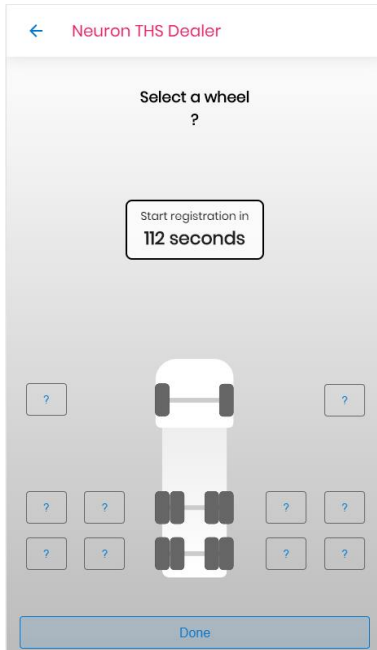
Note that the gateway needs to be powered and online to be able to perform Tap & Tell.

Choose the vehicle you want to add sensor to and press the pencil in upper right corner to activate edit mode. Then press the three dots and choose Start Tap & Tell.

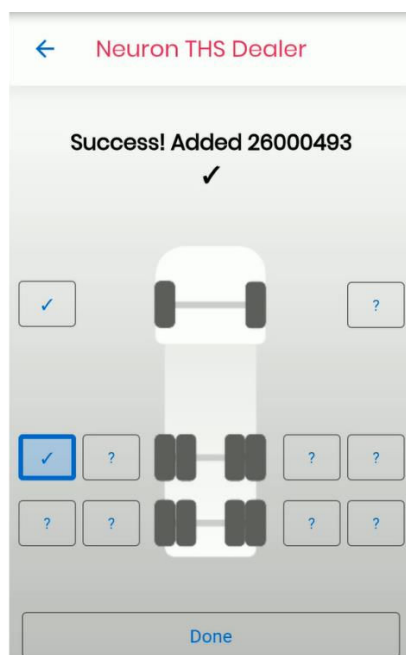
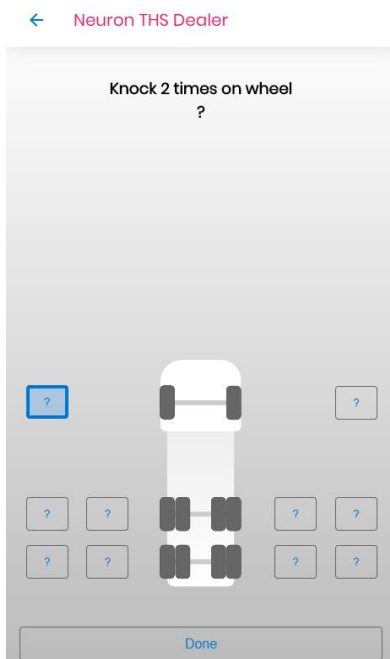


To ensure that the correct gateway is activated you will have to scan (or type in) the gateway serial number. Scan the gateway label placed in the door pillar of the truck.

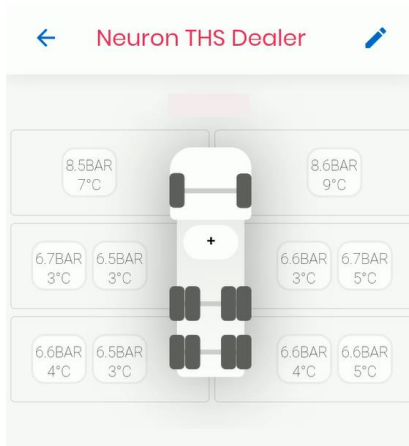
After scanning the gateway serial number, a countdown of 120 seconds will begin. This is to ensure that Tap & Tell mode are activated on all sensor of the truck.



When the countdown is finished you mark the tyre you want to register in the app and knock twice with a hammer. The two knocks need to be within a second to be registered. Observe that the changes to before you move on to the next tyre. This will happen within a second, if not, repeat the two knocks.



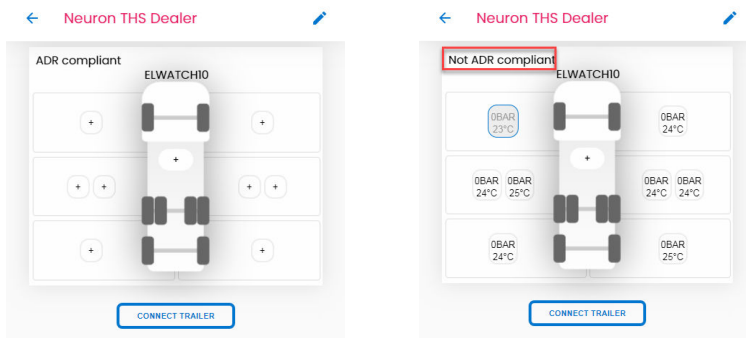
After all the tyres are registered press done and observe that you have pressure data in all tyre positions.



ADR Sensors

To be able to use THS on ADR vehicles you must make sure to use ADR approved sensors. These sensors are not the same as standard THS sensors and will have a different part number. After installing the sensors, the app will confirm (or warn if not) all sensors are ADR approved. This functionality will not work if the ADR check box during creating vehicle is not checked.

Note: from 1st January 2021 the standard THS sensor was discontinued and only ADR approved sensors will be available for the future



Register sensors on trailer


Most trailers will not have a gateway and therefore will need to be connected to a truck to be able to register the sensors. Create the trailer the same way as for truck and connect the trailer to a truck in the app. Then choose the trailer, activate the Tap & Tell mode by scanning the trucks gateway, and proceed with registration the same way as for a truck.

Note that the tyre pressure needs to be above 1.0 bars to be able to use this mode.

Note that the gateway needs to be powered and online to be able to perform Tap & Tell.

Registration with QR code

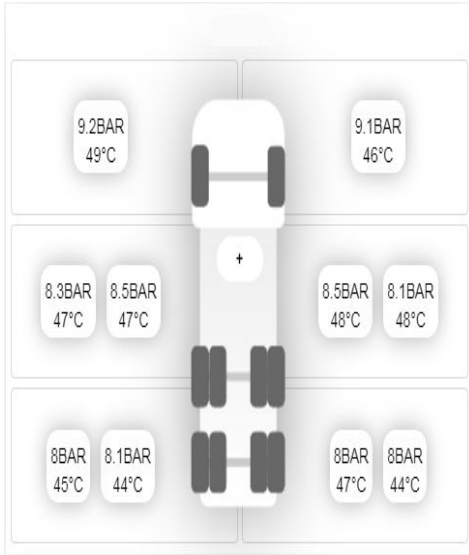
This method requires that you know the position of the tyre you are working on and scan the QR code when placing the sensor inside the tyre. It is therefore not a recommended method of registration for an entire vehicle.

Choose the vehicle from the vehicle list, press the  button corresponding to the correct tyre and preferably scan the QR-code on the side of the sensor. Use your smart phone or a QR scanner. If a QR-scanner is to be used the cursor needs to be in the enter id-field before scanning. The serial number may also be entered manually, make sure to enter correct number. Do so for all sensors, and they will appear in the app after connection is made between sensor and gateway. This is done automatically but may take a few minutes. Note that the gateway needs to be powered and online to enable connection.



Add ambient sensor

Ambient sensors are normally mounted behind the front hood on the cabin. Press the + sign in the middle of the truck and add the sensor by scanning the QR code at the side of the sensor. Please note that ambient sensor will not work as tyre sensor and must be kept separated.

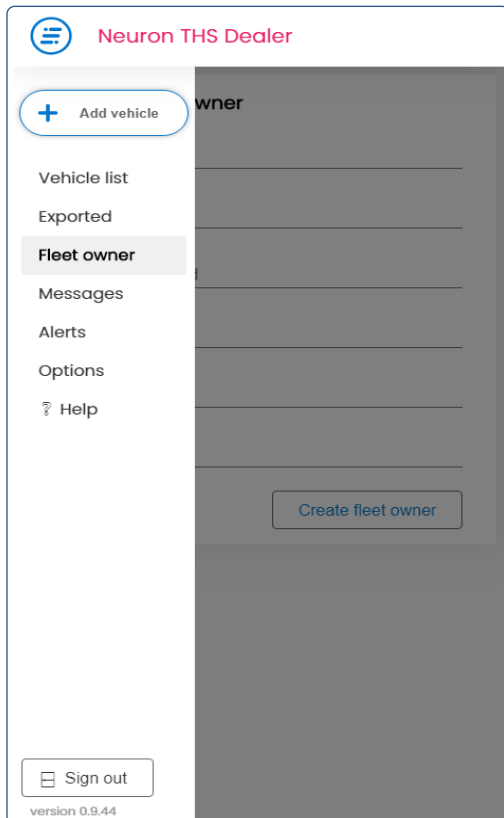


Examples of where to place the ambient sensor

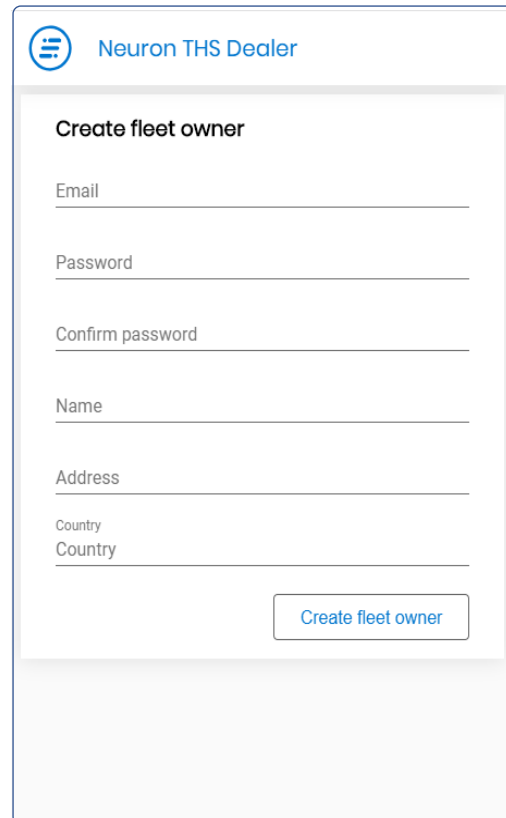


Create Fleet Owner account

If the Fleet Owner is a new THS user and does not have an THS account, you must set up a Fleet Owner account under menu and Fleet owner. Enter all necessary information and press Create fleet owner button. An email will then be sent to the Fleet Owner with information on how to sign in. Note that the Fleet owner is not able to change the email address later so make sure to use one specified by the owner.



The screenshot shows the main menu of the Neuron THS Dealer app. The header displays the app name and a menu icon. Below the header, there is a navigation menu with options: '+ Add vehicle', 'Vehicle list', 'Exported', 'Fleet owner' (highlighted), 'Messages', 'Alerts', 'Options', and 'Help'. A 'Create fleet owner' button is visible at the bottom right of the menu area. At the bottom left, there is a 'Sign out' button and the version number 'version 0.9.44'.

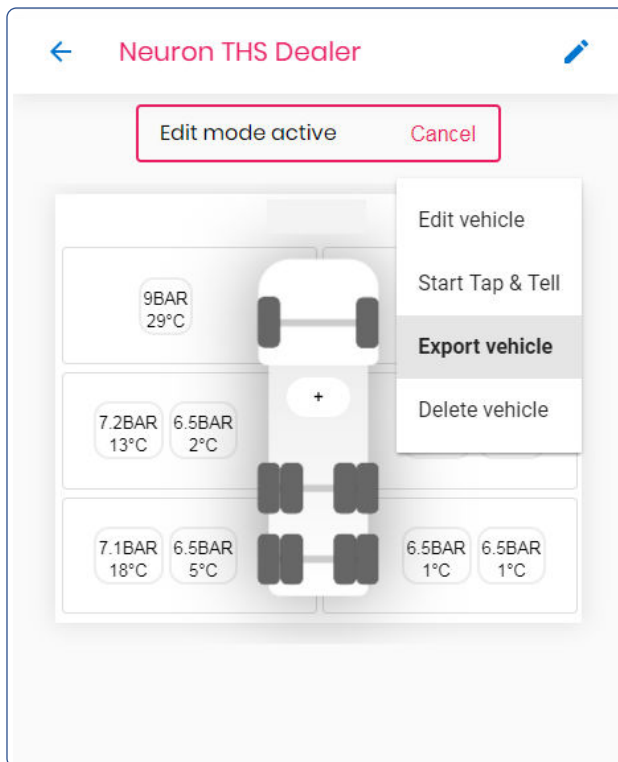


The screenshot shows the 'Create fleet owner' form. The header displays the app name and a menu icon. The form contains the following fields: 'Email', 'Password', 'Confirm password', 'Name', 'Address', 'Country', and 'Country'. A 'Create fleet owner' button is located at the bottom right of the form.

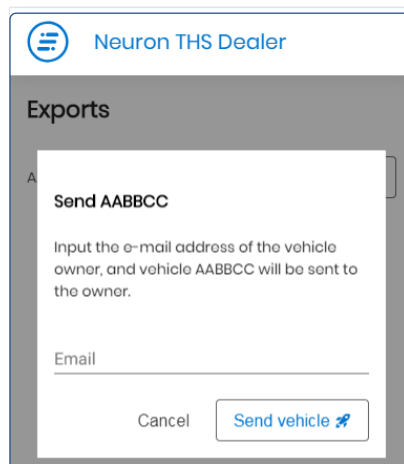
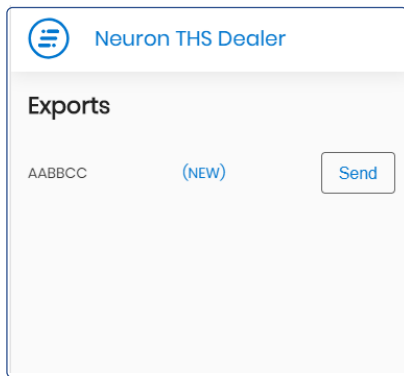
Export vehicle to Fleet Owner

Make sure the customer has a Fleet Owner account before starting to export the vehicle. If the customer is new to THS, see chapter Create Fleet Owner account. You will need the registered email address (THS username) to be able to export to customer.

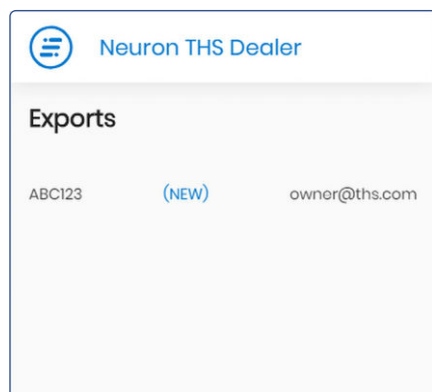
To export, enter the vehicle from the vehicle list and press the pencil in the upper right corner. After entering the edit mode, press the menu (three dots) and press export vehicle. *Note that truck and trailer should not be connected when exporting, please export separately.*



Press the send button in the export list and enter the correct email address for the owner



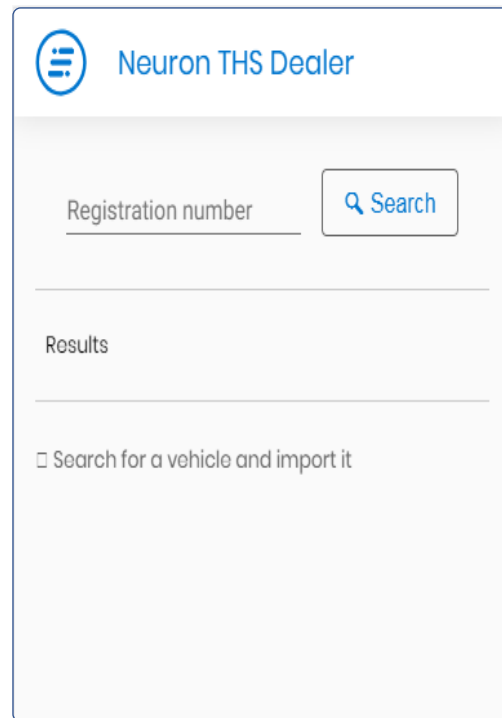
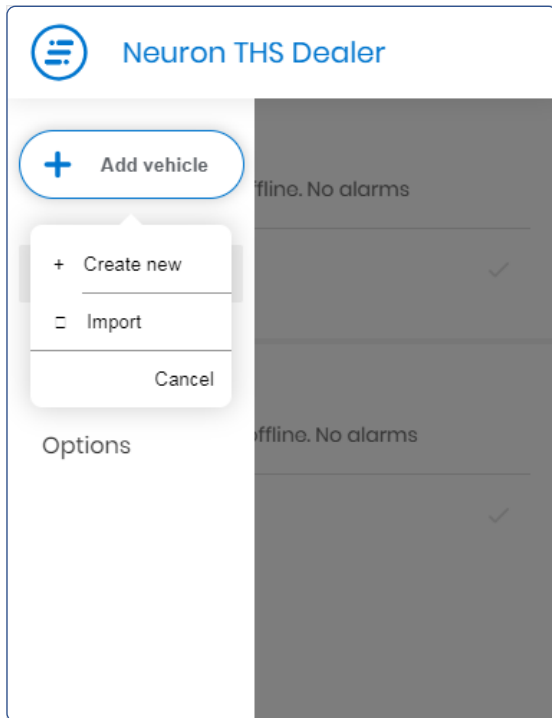
If export is successful, the vehicle will appear in the export list as shown below. The owners will get a message in their app and will have to accept the vehicle export to able to see the vehicle in the app.



Perform service on THS system

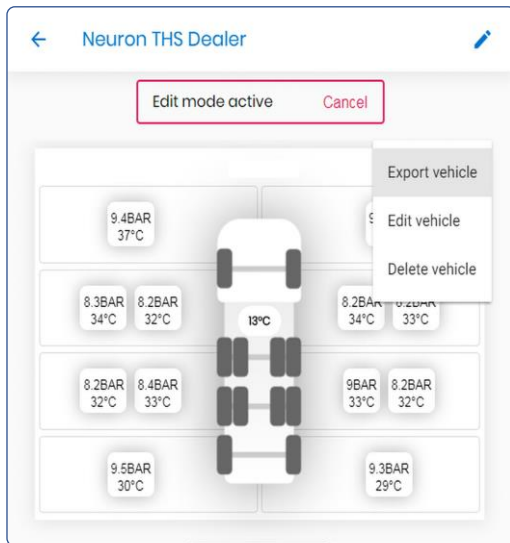
Import vehicle from owner

To be able to perform service on a THS system it is possible to import a vehicle to the dealer app. To import a vehicle, press the Add vehicle button and choose Import. Search for the registration number and import it to your dealer app. This will give you live data and full access to the vehicle. Continue to make the necessary changes and export it back to the owner when done. Note that the import will time out and be handed back to owner if not exported back within one week.

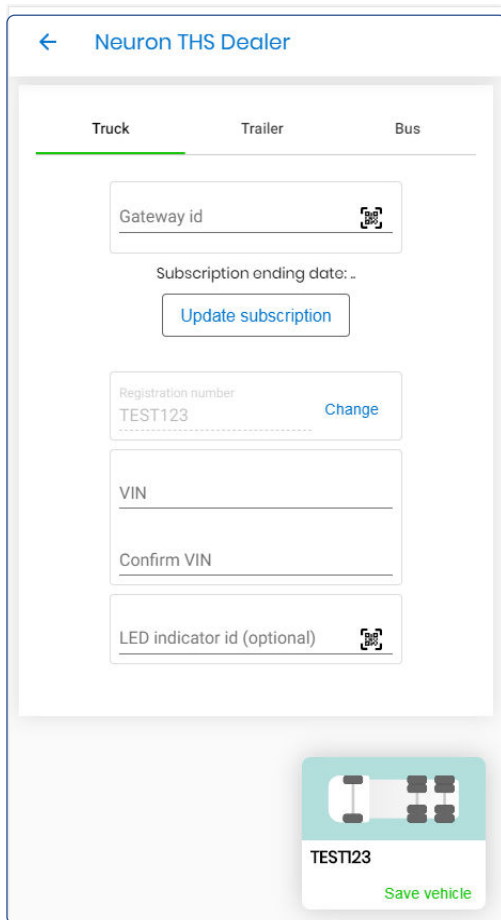


Replace gateway, add LED indicator or change vehicle type

If the gateway needs to be replaced or the vehicle type to be changed, it can be done by editing the vehicle. Activate editing mode by pressing the pencil in upper right corner and choose edit vehicle.



Make necessary changes and then press save vehicle.



Replace sensor

Tap & Tell may also be used when replacing a sensor. Use the same procedure as described in the Tap & Tell chapter, but now you only need to register the new sensor. Let all the others be and press Done.

To replace a sensor using QR code, activate the editing mode by pressing the pencil in upper right corner. Then press the sensor icon that is to be replaced and press Delete sensor to remove it, or New sensor to change it. By pressing New sensor, you will be able to scan the QR code of the new sensor.



Updating the Subscription

Update the subscription by purchasing a new code in Truck Shop and enter the code in the Edit Vehicle menu. Note that the new code will add days to the existing subscription, there is no need to wait for the subscription to run out before entering the new code.

Additional features

Webhook alerts

Here you can set up alerts to a defined endpoint.

The message is sent in JSON UTF-8 and are as defined:

Field	Description
Registration Number	Registration number of the truck or trailer
timestamp	Alert timestamp in UTC formatted according to ISO 8601
type	Slow leak = 0, fast leak = 1
currentPressure	Current pressure level (bar)
pressureLimit	Alert pressure limit (bar)
temperature	Current temperature (Celsius)
temperatureLimit	Alert temperature limit (Celsius)
axle	Axle number
wheel	Inner wheel = 0, outer wheel = 1
side	left = 0, right = 1
link	Web link from THS with alarm info

Example

```
{
  "registrationNumber": "ABC-123",
  "timestamp": "2020-11-04T11:25:43Z",
  "type": 0,
  "currentPressure": 6.5,
  "pressureLimit": 6.8,
  "temperature": 50,
  "temperatureLimit": 60,
  "axle": 1,
  "wheel": 1,
  "side": 0,
  "link": "https://neuronths.com/fjeg37sdshtyl"
}
```

Use of API

It is possible to receive data by use of API. Please contact El-Watch for more information.

Troubleshooting

Problems with app

If you experience problems with the app, please delete your browser cache. On your PC press ctrl+F5.

In the Chrome app on android

- On your Android phone or tablet, open the Chrome app.
- At the top right, tap More.
- Tap History. Clear browsing data.
- At the top, choose a time range. To delete everything, select All time.
- Next to "Cookies and site data" and "Cached images and files," check the boxes.
- Tap Clear data.

In the Chrome app on iPhone

- On your iPhone or iPad, open the Chrome app.
- At the bottom, tap More.
- Tap History. Clear browsing data.
- Make sure there's a check mark next to "Cookies, Site Data," and "Cached Images and Files."
- Tap Clear browsing data.

Warranty and Service

Disclaimer of Warranties and Liabilities

THS product warranty is for a period of 12 months from the date of purchase. It is the duty of the buyer of the product to check that the delivered item is in accordance with the order. Warranty repair, rectification or settlement shall be performed by El-Watch or approved partner. Our standard return form must be used. In all cases, liability is limited to the item's invoice value. El-Watch will not be liable for any direct or consequential damages or loss.

Support

If you have questions or are experiencing problems with your THS please contact your local Volvo Dealer who will assist you.

Disposal

The THS parts can be returned to your local Volvo Dealer for disposal.