

**GemOne®**

A company of **TVH**

EN

# Sapphire V2SC Hardware Installation

**Procedure Manual**

Version 1.5 - December 2025



Please contact the GemOne support desk after the table has been filled out.  
This is required so modules operate and report correctly.

Gem Serial #	<i>Example</i> <i>sap_721f06a1</i>
End User	<i>GemOne</i>
End User Address	<i>16355 South Elm Rd, Olathe, Kansas 66062</i>
Equipment Make	<i>Toyota</i>
Equipment Model	<i>8FGCU18</i>
Equipment Serial #	<i>Gem4982</i>
Key Hours at Install	<i>2</i>

Has GemOne been sent the customer setup sheet?  
(drivers, override codes, admin users)



# Content

<b>1 - Safety Precautions</b>	<b>4</b>
<b>2 - Introduction</b>	<b>5</b>
- Purpose	5
- Scope	5
- Terminology	5
<b>3 - Sapphire V2SC Technical Parameters</b>	<b>6</b>
<b>4 - Sapphire V2SC Components</b>	<b>7</b>
<b>5 - Hardware Placement</b>	<b>8</b>
<b>6 - Installation Guide</b>	<b>10</b>
- Connecting V2HARNA (Black) and V2HARNB (Grey) to the Interface Box	10
- General Wiring Information	13
- Internal Combustion Installation Notes	15
<i>Key Notes</i>	15
- 12V Internal Combustion/Diesel & 24V Battery Electric Wiring Diagram	16
- 36-48V Battery Electric Notes	17
<i>Key Notes</i>	17
- 36-48V Battery Electric Wiring Diagram	18
- 36-80V Battery Electric Installation Notes	19
<i>Key Notes</i>	19
- 36-80V Battery Electric Wiring Diagram	20
<b>7 - Sapphire V2SC Operation</b>	<b>21</b>
- Powering Device	21
- Logging In	22
- Answering Checklist Questions	23
- Unlocking the Sapphire	23
- Logging Out	24
<b>8 - Sapphire V2SC Configuration and Information</b>	<b>25</b>
- Powering Saving Mode	25
- Relay Information & Operation	25
<i>Drive Inhibit Relay</i>	25
<i>Auxiliary Relays</i>	26
<i>Lockout (NO) Relay</i>	26
<i>Auxiliary (NC) Relay</i>	26
- Inputs	27
<i>Checking Inputs on Sapphire</i>	27
<b>9 - Installing Aux Device for Lockout</b>	<b>28</b>
- Installation Diagram – Strobe/Alarm on 12-48V equipment	28
- Activating the Aux Device	29
<b>10 - Installation of Overhead Mounting Bracket (optional)</b>	<b>30</b>
- Procedure	30
<b>11 - Items to send to GemOne</b>	<b>31</b>
<b>12 - Checklist of Items</b>	<b>32</b>
<b>13 - Support</b>	<b>33</b>

# 1 - Safety Precautions

Read the following safety precautions before installation or operation.



## **Abnormal Conditions**

Should the V2SC display become hot, start to emit smoke, or a strange odor; immediately turn the power off and contact GemOne. Continued usage is dangerous and may result in fire or electrical shock.

## **LCD Screen**

Never apply heavy pressure on the V2SC display or subject it to strong impact. Doing so may crack the screen or LCD panel glass, resulting in personal injury or major damage to the device.

## **Power Supply**

Do not use the Sapphire V2SC with any voltage other than that specified. Avoid situations that can cause damage to the power cable.

## 2 - Introduction

### Purpose

This document is to be used as a guide to install the Sapphire V2SC onto various types of equipment, whether they are internal combustion or electric equipment.

### Scope

This document is to be used by a trained and authorized person(s) with the necessary PPE as a guide for the installation, operation, and management of the Sapphire V2SC. This document provides information on the components of the Sapphire V2SC, installation procedure, and general troubleshooting methods.

### Terminology

Term	Description
<b>V2SC</b>	Sapphire V2SC Display
<b>NO</b>	Normally Open
<b>NC</b>	Normally Closed
<b>COM</b>	Common
<b>AUX</b>	Auxiliary
<b>PPE</b>	Personal Protective Equipment
<b>LV</b>	Low Voltage

Term	Description
<b>HVDC</b>	High Voltage DC Converter
<b>HV</b>	High Voltage
<b>IB</b>	Interface Box
<b>ACC</b>	Accessories
<b>PWR</b>	Power
<b>DI</b>	Drive Inhibit

## 3 - Sapphire V2SC Technical Parameters

There are three configurations with the interface box to suit different battery voltages:

1. Low Voltage (LV) - 12-24V
2. High Voltage DC (HVDC) - 36-48V
3. High voltage (HV) - 36-80V



There is a sticker at the back of the Sapphire V2SC display with 8-36V input. This is OK as the display will get power from the interface box.

Parameter	Minimum	Maximum	Unit
<b>LV Interface Box</b>			
PWR In (Nominal)	12	24	V
ACC Detection (Nominal)	7.5	48	V
Digital Input Detection (ON)	5	48	V
<b>HV Interface Box</b>			
PWR In (Nominal)	36	80	V
ACC Detection (Nominal)	7.5	80	V
Digital Input Detection (ON)	5	80	V
<b>DC-DC Converter</b>			
PWR In (Absolute)	20	90	V
Voltage Out	-	12	V
Ampere Out	-	10	A
<b>Sapphire V2SC Outputs</b>			
Drive Inhibit Relay (NO)	-	10	A
Auxiliary Relay (NO)	-	10	A
Auxiliary Relay (NC)	-	10	A
<b>Sapphire V2SC Miscellaneous</b>			
Touch Sensitive Display	-	-	Ω
RFID Reader	-	-	-
Strobe Alarm (Nominal)	12	48	V
Analog Input (Nominal)	0.5	80	V

## 4 - Sapphire V2SC Components

The following section shows pictorial examples of components of the Sapphire V2SC system. The final product may vary slightly from what is depicted.



Sapphire V2SC Display



Main Display Harness



Interface Box



Black Connector Harness



Grey Connector Harness



Mounting Hardware



RFID kit  
(optional)



RFID extension harness  
(optional)



Harness connected  
to interface box



Strobe alarm  
(optional)





Overhead plate  
(optional)





Overhead hardware  
(optional)

## 5 - Hardware Placement

The following section shows pictorial examples of components of the Sapphire V2SC system.

Item	Example	Placement
Sapphire V2SC Display with RFID Option		<p>The display should be in a location where both the reader and touch screen display is <b>easily accessible</b> and available to the operator.</p> <p>Placement should also <b>not impede</b> on the operator to view the surrounding safely, i.e. mirrors.</p>
Sapphire V2SC Interface Box		<p>The interface box(IB) is required to be <b>bolted</b> to the chassis of the equipment. The surface needs to be <b>flat</b> or <b>upright</b> with <b>minimal movement or vibrations</b>. It cannot be at a 45 degree angle.</p> <p><b>Do not install</b> onto high vibration areas such as the <b>firewall</b>.</p> <p>Fixings such as <b>cable ties, double-sided tape, velcro, and silicone</b> cannot be used to secure the interface box to the equipment.</p> <p>Consider space for cabling when selecting the location.</p>



Item	Example	Placement
Sapphire V2SC Strobe/Alarm Option		<p>Strobe/Alarm should be positioned to maximise visibility to the operator and surroundings.</p> <p>The V2SC display can be mounted to the same bracket or separately.</p> <p>Consider <b>height restrictions</b> if the strobe is mounted outside the overhead guard.</p>
Sapphire V2SC Cabling		<p>Cabling must be secured and routed in a way that it is <b>free from excessive heat, moving components</b>, and high <b>electrical interference</b> areas.</p>

## 6 - Installation Guide

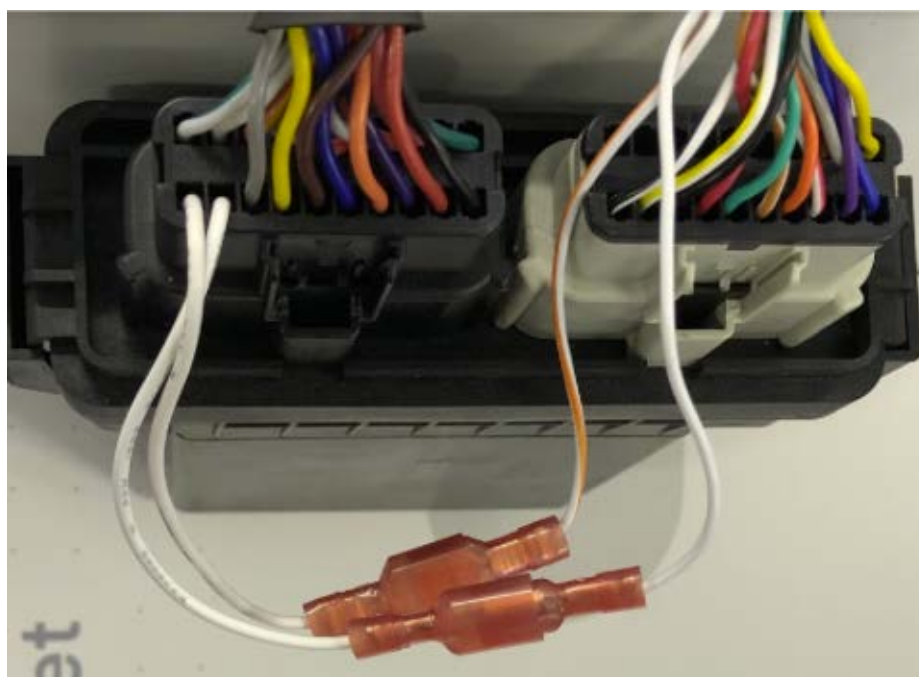
Now that suitable locations have been found to mount the hardware, wires need to be installed onto the equipment in order to get the Sapphire V2SC operational.



The type of connectors and methods used will vary from workshop to workshop. The section below will be generic guides for two main categories; internal combustion and battery electric.

### Connecting V2HARNA (Black) and V2HARNB (Grey) to the Interface Box

There are two positions on the interface box for the black and grey connector. Each connector has a special notch so they can only be plugged into the correct position.



There are 4 loose wires (with spades) coming out of the black and grey connectors. Connect the two wires coming out of the black connector to the two wires coming out of the grey connector.

It does not matter where each wire is connected as long as those 4 wires are connected.

## RAM Mount

The RAM mount will attach directly to the back of the display with kits using PIN access only. Please see the section below for kits using an RFID reader. The RAM mount aligns with two holes in the middle of the display.



Place the M4 spring washer onto the M4 screw.



Align the RAM mount to the holes and then secure the screws using a phillips head screwdriver.

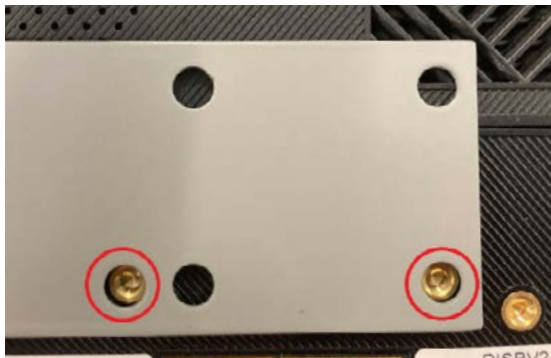


## RFID BRACKET and RAM Mount

The RFID bracket attaches to the back of the display using the middle two holes. Secure the RFID reader to the bracket prior to securing the bracket to the display.



Align the RFID bracket onto the display using the holes highlighted below.
















Align the RAM mount using the same holes as the RFID bracket and then secure using the M4 screw and spring washer.



## General Wiring Information

The following information describes where to connect wires found on the grey connector.

Wire Color	Purpose	Connected To
	Ground	Ground / Battery Negative
	Power	Battery Positive / Constant Power Source
	Ignition Sense	Accessories Power / Key switch accessories position
	Digital Input 1	Operator presence is most common for input 1.  Operator Presence is measured by either the deadman or seat switch.
	Digital Input 2	Forward motion is the most common for input 2.
	Digital Input 3	Reverse motion is the most common for input 3.
<b>Red</b>	<b>Analog Input</b>	<b>THIS IS FOUND ON THE MAIN DISPLAY HARNESS.</b>  This is the most common for scales or engine run time (Internal Combustion only).  <b>If the scale is installed, the analog input is reserved for the scale and cannot be installed as an input timer.</b>
	Drive Inhibit Relay COM	Internal Combustion & Battery Electric.  White wire with male spade.  Connected between the seat/dead man switch.

Wire Color	Purpose	Connected To
White/Orange 	Drive Inhibit Relay NO	Internal Combustion & Battery Electric.  White / Orange wire with female spade.  Connected between the seat/dead man switch.
White/Black 	Aux Relay #1 COM	Relay for lockouts (impact and checklist).  Connected to Ground / Battery Negative
White/Yellow 	Aux Relay #1 NO	Relay for lockouts (impact and checklist).  Connected to Aux device Ground / Battery Negative
Purple 	Aux Relay #2 COM	Relay for idle timeout or scale overweight.  Connected to Ground/Earth/Negative
White/Red 	Aux Relay #2 NO	Relay for idle timeout or scale overweight.  Connected to Aux device Ground / Battery Negative.  Only required if Aux Relay #2 NC is not connected.
Blue 	Aux Relay #3 NC	Relay for idle timeout or scale overweight.  Connected to Aux device Ground / Battery Negative  Only required if Aux Relay #2 NO is not connected.



## Internal Combustion Installation Notes

The diagram below is an overview of the installation required for internal combustion equipment. The diagram does contain the optional strobe/alarm combo and RFID Reader.

### Key Notes

- Since the drive inhibit relay is connected between the seat switch, the equipment **can still be started but operators will not be able to operate** the equipment before logging into the system.
- When equipment and module information is sent across to GemOne, it is important to include the **mounting orientation** of the **interface box**. This is required to properly calibrate the impact sensor contained within the interface box.
- GemOne also needs to be notified if the equipment is gas or diesel as additional **power saving** configurations are required to complete the set up.
- Standard inputs for internal combustion equipment are below.  
All inputs are dependent on equipment input availability:
  - Digital input 1 / **Gray** wire - seat switch
  - Digital input 2 / **Brown** wire - forward motion
  - Digital input 3 / **Orange** wire - reverse motion
  - Analog input / **Red wire** (from V2SC main display harness) - engine run time OR scale
- Accessories must be powered by the sapphire system using the POWER-ADAPTER harness.



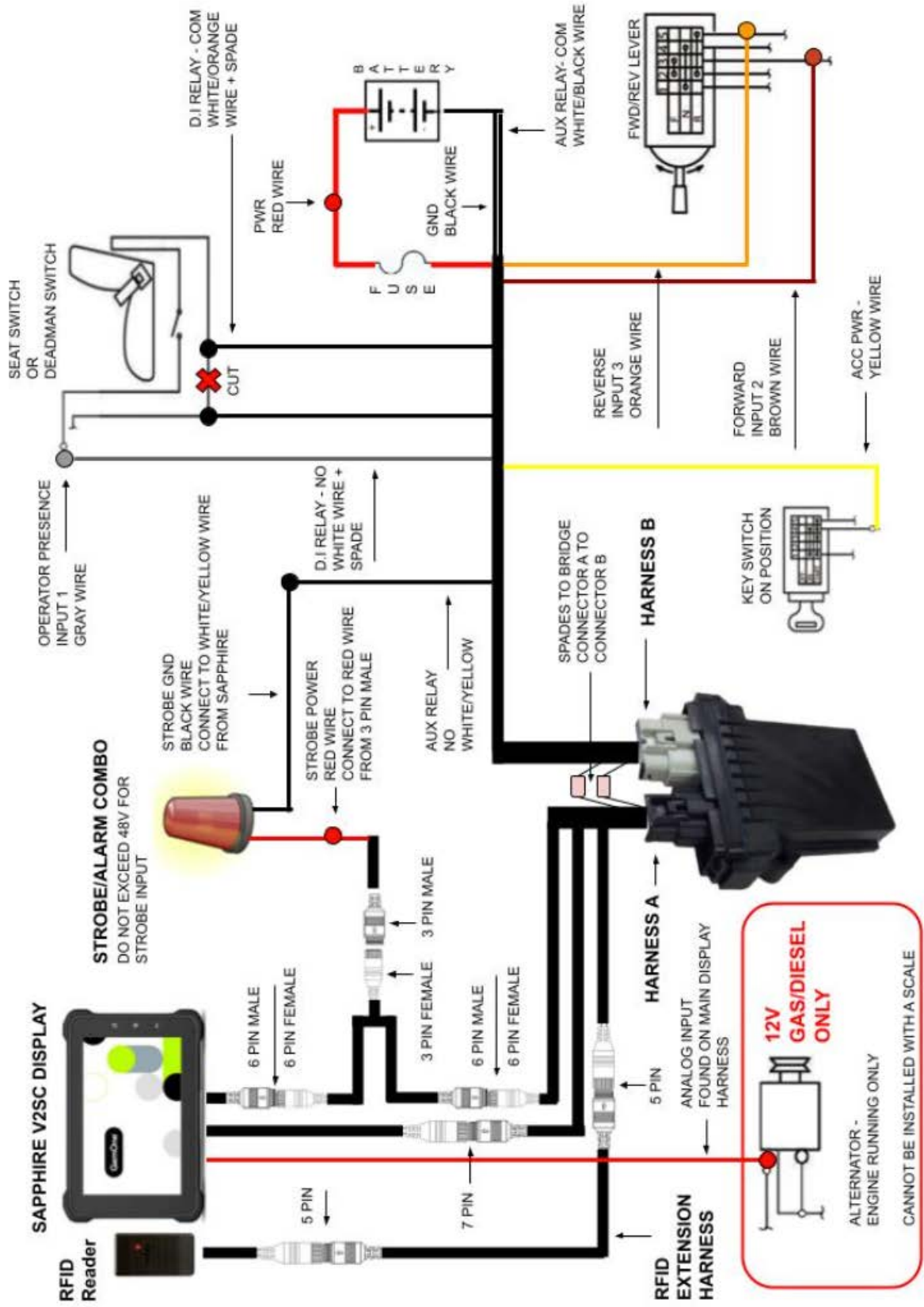
If the scale is installed, the analog input is reserved for the scale and cannot be installed as an input timer.

Inputs (grey, brown, orange, and red analog) wires do not affect the operation of the equipment. They only count the time On and time Off.

Note down how the inputs trigger (normally 0V then it changes to 5V upon active or vice versa) and inform GemOne.

If the equipment does not have a seat switch for drive inhibit, the key switch output can be used in lieu of the seat switch.

# 12V Internal Combustion/Diesel & 24V Battery Electric Wiring Diagram



V2SC Generic Diagram - 12-24V LV



## 36-48V Battery Electric Notes

The following diagram is an overview of the installation required for 36-48V battery electric equipment. It uses a DC-DC converter. It does contain the optional strobe/alarm combo and RFID Reader.

### Key Notes

- The **DC-DC converter must be installed** onto 36-48V batteries. Failure to do so will result in damage to components of the SAP-V2SCAM-HVDC kit.
- The **maximum voltage** for the **yellow** ACC wire is **55V** (Absolute) with the Low Voltage Interface Box.
- Since the drive inhibit relay is connected between the operator presence switch, the equipment **can still be turned on but operators will not be able to operate** the equipment before logging into the system.
- When equipment and module information is sent across to GemOne, it is important to include the **mounting orientation** of the **interface box**. This is required to properly calibrate the impact sensor contained within the interface box.
- Standard inputs for 36-48V battery electric equipment are below.  
All inputs are dependent on equipment input availability:
  - Digital input 1 / **Gray** wire - seat or deadman switch
  - Digital input 2 / **Brown** wire - forward motion
  - Digital input 3 / **Orange** wire - reverse motion
  - Analog input / **Red** wire (from V2SC main display harness) - scale
- Accessories must be powered by the sapphire system using the POWER-ADAPTER harness.



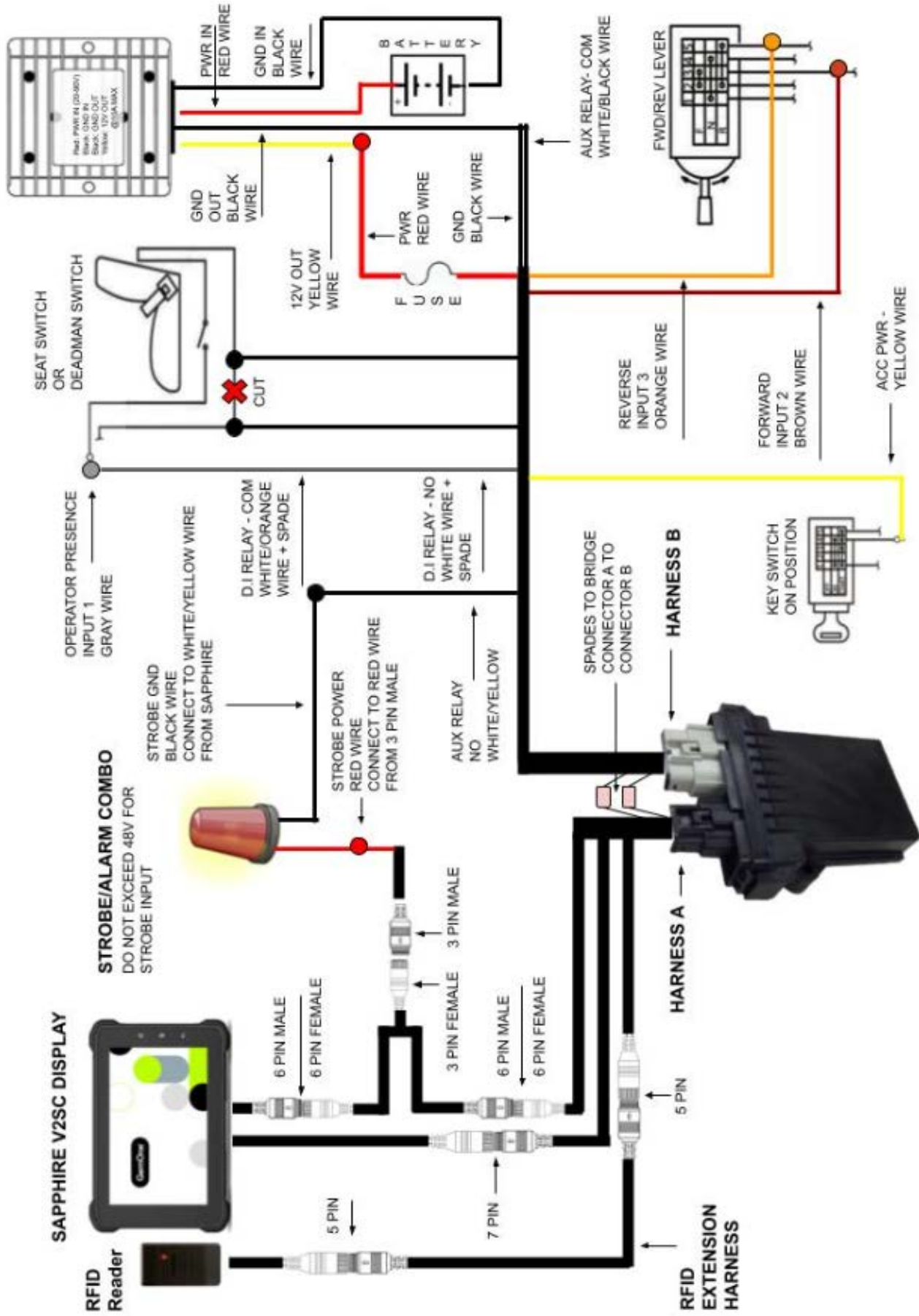
If the scale is installed, the analog input is reserved for the scale and cannot be installed as an input timer.

Inputs (grey, brown, orange, and red analog) wires do not affect the operation of the equipment. They only count the time On and time Off.

Note down how the inputs trigger (normally 0V then it changes to 5V upon active or vice versa) and inform GemOne.

If the equipment does not have a seat switch for drive inhibit or if error codes related to the operator presence appear, the key switch output can be used in lieu of the seat switch.

# 36-48V Battery Electric Wiring Diagram



V2SC Generic Diagram - 36-48V HVDC

## 36-80V Battery Electric Installation Notes

The following diagram is an overview of the installation required for battery electric equipment. It does contain the optional strobe/alarm combo and RFID Reader.

### Key Notes

- The SAP-V2SCAM-HV kit uses a dedicated high voltage (HV) interface box built specifically to handle voltage spikes.
- V2SC screens in a high voltage (HV) kit will have an internal battery inside the display.
- Voltage spikes can occur on batteries during degeneration charging and the HV interface box can handle these spike.
- Since the drive inhibit relay is connected between the operator presence switch, the equipment **can still be turned on but operators will not be able to operate** the equipment before logging into the system.
- When equipment and module information is sent across to GemOne, it is important to include the **mounting orientation** of the **interface box**. This is required to properly calibrate the impact sensor contained within the interface box.
- Standard inputs for 36-80V battery electric equipment are below.  
All inputs are dependent on equipment input availability:
  - Digital input 1 / **Gray** wire - seat or deadman switch
  - Digital input 2 / **Brown** wire - forward motion
  - Digital input 3 / **Orange** wire - reverse motion
  - Analog input / **Red** wire (from V2SC main display harness) - scale
- The **maximum voltage** input for the **strobe alarm** is **48V**. Contact GemOne if installing onto an 80V battery and if a voltage source less than 48V is not available.
- Accessories must be powered by the sapphire system using the POWER-ADAPTER harness.



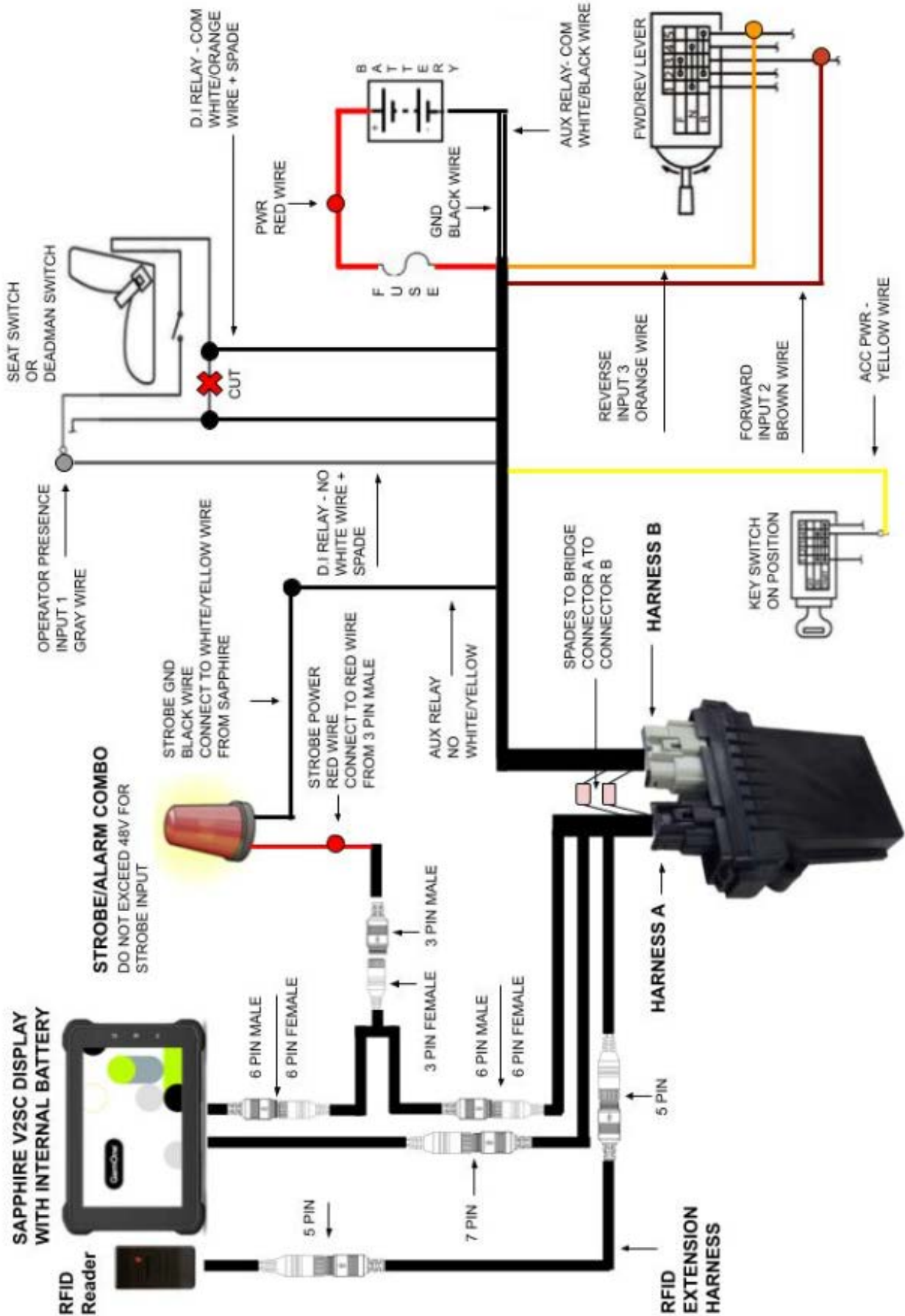
If the scale is installed, the analog input is reserved for the scale and cannot be installed as an input timer.

Inputs (grey, brown, orange, and red analog) wires do not affect the operation of the equipment. They only count the time On and time Off.

Note down how the inputs trigger (normally 0V then it changes to 5V upon active or vice versa) and inform GemOne.

If the equipment does not have a seat switch for drive inhibit or if error codes related to the operator presence appear, the key switch output can be used in lieu of the seat switch.

36-80V Battery Electric Wiring Diagram



V2SC Generic Diagram - 36-80V HV

# 7 - Sapphire V2SC Operation

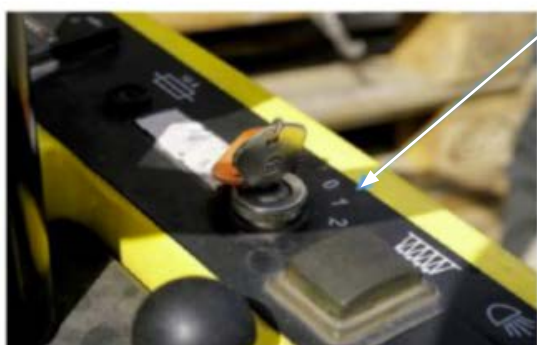
## Powering Device

Turn the key to accessories (internal combustion) or On (battery electric) and the sapphire system will boot up. It will take ~25 seconds for the display to boot up completely before it is ready for an operator to log in.



If the sapphire does not turn on when the key is turned, check where the yellow wire is installed to. The yellow wire needs to see at least 7.5V in order for the sapphire to start up.

If a DC-DC converter is installed with the sapphire, ensure the GND IN is the same as the GND OUT. The GND needs to be common in order for the sapphire to function properly.



Turn key to Accessories or ON



## Logging In

Now that the sapphire is booted up, the screen will say “touch screen to start” and touching the screen will bring up the keypad.



The default PIN is **6061** and this can be entered as a Driver or Supervisor:

- 6061 as a **Driver** - this will **prompt** the **checklist** questions.  
The drive inhibit relay will **close after** completing the checklist questions.
- 6061 as a **Supervisor** - this will **bypass** the **checklist** questions.  
The drive inhibit relay will **close immediately** after logging in.



## Answering Checklist Questions

If a checklist is required, select from the YES and NO responses to the checklist questions. Once complete, the drive inhibit relay will close and the sapphire will return to the driver home screen.



All sapphire units have default checklist questions and a 6AM checklist prompt loaded onto the display. These can be customized for the customer during the setup process.

## Unlocking the Sapphire

If the sapphire is locked out by impact or checklist question, log in as **6061** under a **Supervisor**, select **Unlock**, and then turn the key to OFF to log out.



After a module has been unlocked, the sapphire will prompt the checklist questions for the next operator that logs in. This will occur regardless of whether or not the operator completed the questions earlier.



## Logging Out

If a checklist is required, select from the YES and NO responses to the checklist questions. Once complete, the drive inhibit relay will close and the sapphire will return to the driver home screen.



If the sapphire is turning off immediately at key Off, check to ensure the red wire is receiving a constant power feed. The red wire will need to see voltage at all times in order for the system to function properly.

If the sapphire is not logging out, check to ensure the yellow wire is not sensing a voltage when the key is turned OFF. This voltage change will trigger the sapphire to log the operator out.



# 8 - Sapphire V2SC Configuration and Information

## Powering Saving Mode

There are two timers on the display and one on the interface box for power saving:

**1. Display: 1 minute dim timer.**

The display will automatically dim after 1 minute with the key being turned OFF. Turning the key to ON will wake up the sapphire and the display will appear.

**2. Display: 15 minute shutdown timer.**

If there is no activity on the display and the key remains at the OFF position, the sapphire will shut down completely after 15 minutes.

**3. Interface box: shutdown mode.**

This setting must be set by GemOne staff in order to activate the interface box shutdown. Refer to sections below for more information on how this is set up. Shutdown mode will turn off the interface box after ~3 seconds of the key being turned OFF.



Contact GemOne if an extended shutdown is required. This will keep the display On for a period of time after the key is turned to Off and no one is logged in.

## Relay Information & Operation

### *Drive Inhibit Relay*

A Normally Open (NO) relay is used to inhibit the operation of equipment. This is mandatory for access control and it will be installed between the operator presence switch.

Operators must log into the sapphire using their PIN or RFID card, which will prompt a checklist (if applicable), and then the relay will close. The equipment can only be operational once the relay is closed.



Since the drive inhibit wires are installed between the operator presence, the equipment can be turned on but will not be operational until the relay is closed.

When the key is turned to Off, the operator is logged out of the session, the relay will open back up, and the equipment cannot be operated until another operator logs into the sapphire.

## Auxiliary Relays

### **Lockout (NO) Relay**

A Normally Open (NO) relay is available for the lockout relay.

This relay will activate during lockout events such as:

- Impacts above set threshold
- Critical checklist question failures
- Scale overweight (optional - if fitted)

When the sapphire locks out, this auxiliary relay will close the contacts and will activate the device attached to the relay. For example, the most common item that is connected to this relay would be the strobe/alarm combo.

Other items apart from the strobe/alarm can be connected to the lockout relay.



Contact GemOne if additional information is required on what can be fitted to the lockout relay.

Changes to the impact lockout threshold can be changed remotely via the portal.

Changes to critical questions can be changed using the portal.

### **Auxiliary (NC) Relay**

A Normally Closed (NC) relay is available for items such as:

- Idle timeout
- Scale overweight

When the event is triggered, the auxiliary relay will open the contacts and will typically deactivate the item attached to it.



Contact GemOne for more information around idle timeout. This requires an input within the detection range of the sapphire system and additional settings.

## Inputs

There are 3 x digital inputs and 1 x analog input available on the sapphire V2SC. These can be connected to various areas of the equipment to detect time ON or time OFF.

Input timers are subject to availability of the equipment and the trigger voltage needs to be within the specified range of the sapphire system.

The digital input detection ranges are:

1. 0-5V = OFF
2. 5-80V = ON (interface box dependent)

The analog input threshold is set to 2.0V as default.

The following will occur:

1. 0-2V = OFF
2. 2-80V = ON



Inputs do not affect the operation of the equipment.  
They are only a counter to determine the time ON or time OFF.

Contact GemOne if the analog input threshold needs to be changed.

## Checking Inputs on Sapphire

Installation of inputs can be verified using the diagnostics screen on the sapphire. Since inputs work by detecting a change in voltage, the diagnostics screen will also display a change when an input is activated or deactivated.

For example, if the grey wire, input 1, is connected to a 5V seat switch. When no one is on the seat, the voltage reading is 5, the sapphire will show input 1 as ON.

When someone is on the seat and the voltage drops to 0V, the sapphire will show input 1 as OFF.



Since there is a change from ON to OFF, jumping off the seat will trigger the change from OFF to ON. GemOne will need to be notified of the direction of the switch (5V to 0V or 0V to 5V) so the correct configuration can be made on the portal.

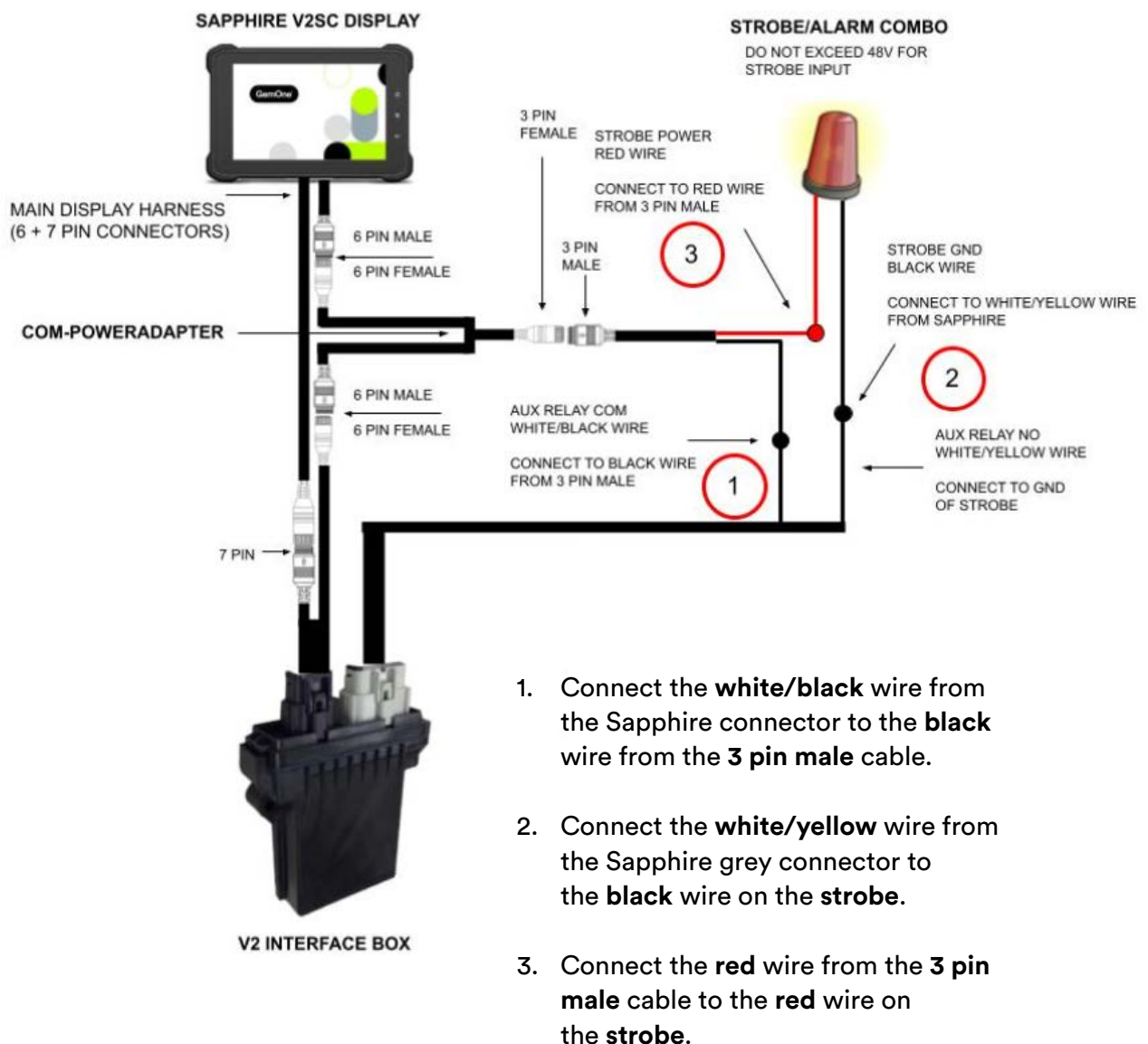
## 9 - Installing Aux Device for Lockout

If the impact lockout threshold is set on the sapphire, an auxiliary device such as the optional strobe/alarm can be fitted with the sapphire. This strobe/alarm will activate when the sapphire unit locks out via impact or critical checklist failure.

Refer to the section below on how to install the strobe/alarm to work with the auxiliary relay.

The strobe/alarm must be powered by the POWER-ADAPTER.

### Installation Diagram



## *Activating the Aux Device*

The auxiliary device should be tested to ensure the installation is correct.  
This can be done by activating the lockout relay.

This can be done by:

Answering a **critical checklist** question unexpectedly.

This will lockout the module after completing the pre-start or post-start section.

This will activate the lockout relay and trigger the auxiliary device.

# 10 - Installation of Overhead Mounting Bracket (optional)

The following components will be required to install the mounting bracket kit:

- 2 x Overhead Guard Plates (optional)
- 1 x Overhead Hardware (optional)
- 1 x Strobe and Alarm (optional)



The mounting bracket kit and strobe/alarm combo reflected in the picture below are optional accessories. These options are not standard in the Sapphire V2SC kits.

## Procedure

Authorized and trained person/s must ensure correct use of appropriate PPE and safety precautions are in place before installing to ensure person/s and equipment are free from damage/injury.

See image below for finished product. Two plates are clamped on the overhead guard with the strobe mounted on the top and the Sapphire V2SC mounted underneath. The standard RAM mount is used to secure the V2SC to the overhead guard. The end of the bolt will be facing up but they will be lower than the strobe.



- Select a location to mount the two plates that will not interfere with the operation of the equipment and will meet overall height requirements.
- Line up the holes on both plates and secure using the nuts and bolt and select suitable holes on the top plate to mount the strobe.
- Select a suitable location to mount the Sapphire V2SC & RAM mount to the bottom plate.
- Route cables and tighten all the fixings and clamps.



The image above should be used as an example only. A site evaluation may be needed to verify that the placement meets site overall height and safety requirements.

# 11 - Items to send to GemOne

The following information is required to be sent to GemOne so the sapphire can be set up on the portal. This can be emailed across or communicated over the phone to GemOne staff.

## Customer Details

- Customer Name:
- Customer Address:

## Equipment Details

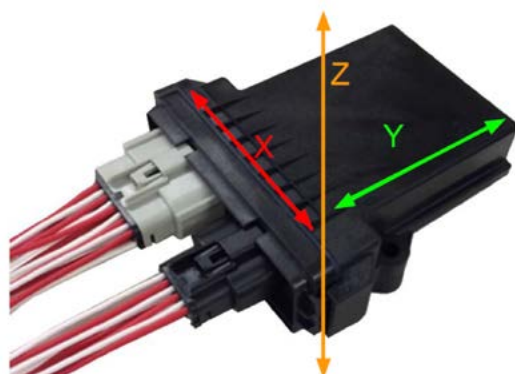
- Equipment Fleet Number:
- Equipment Make:
- Equipment Model:
- Equipment Serial Number:
- Hours at installation:
- Battery type & voltage:

## GemOne Details

- GemOne serial number (sticker at the back of the display):
- Orientation of interface box when mounted to equipment:



The interface box has a 3-axis accelerometer.  
The orientation is important as configuration settings can be made to configure the correct axis.



GemOne staff will use this information to set up the sapphire system on the relevant customer portal.

Additional configurations will be sent across from the portal to finalize the setup.

## 12 - Checklist of Items

Item	Action	Expected Outcome
1	Turn <b>key</b> to <b>ON</b>	Sapphire <b>display</b> turns <b>ON</b> It will take ~25 seconds for the sapphire to boot up completely.
2	Start and attempt to <b>operate</b> the <b>equipment</b>	The equipment cannot be operated.
3	Log in using <b>6061</b> as a driver	A <b>checklist</b> will appear if one was not completed earlier. The <b>drive inhibit relay</b> will <b>close</b> after the pre-start and then the drive inhibit relay will close.
4	Attempt to <b>operate</b> the <b>equipment</b>	The equipment is now <b>operational</b> .
5	Check input timers on the <b>diagnostics</b> screen	Inputs on the diagnostics screen should <b>change status</b> (ON to OFF and vice versa) depending on the trigger.
6	Check <b>connectivity</b> of the sapphire	Look at the <b>Network</b> field under diagnostics. A carrier name will be populated here if there is an active connection.
7	Turn <b>key</b> to <b>OFF</b>	The <b>session</b> will <b>end</b> , the operator is logged out of the sapphire, and the drive inhibit <b>relay opens up</b> .
8	Gas/Diesel with RFID & pin code access ONLY	If the RFID reader is installed, turning the key to OFF will also <b>power off</b> the RFID reader after 5 seconds at key OFF.
	Check <b>power saving mode</b>	If the RFID reader does not turn off, contact GemOne.
9	Gas/Diesel with PIN code access ONLY	The 5 pin connector will need to be measured to determine if the power saving mode is active.
	Check <b>power saving mode</b>	Measure the top right pin. With power saving activated, it will measure 0V. It is the pin to the right of the aligning notch on the 5 pin connector.



Measure this PIN  
It should be 0V with  
power saving activated.



## 13 - Support

In case of issues, questions or feedback, feel free to contact our support team.

### EMEA



+32 56 93 01 08



support\_emea@gemone.com



EMEA Vichtseweg 129  
8790 Waregem  
Belgium

### US



+1 (844) 656-1156



techservice@gemone.com



US 16355 South Elm Rd  
Olathe, Kansas 66062  
USA

### ASEA



+61 1300 848 415



support\_apac@gemone.com



735 Boundary Road  
Richlands, QLD 4077  
Australia

# GemOne®

A company of **TVH**

## Lets get connected:

- 📷 [instagram.com/gemoneofficial](https://www.instagram.com/gemoneofficial)
- 📘 [facebook.com/gemone.telematics](https://www.facebook.com/gemone.telematics)
- 🌐 [linkedin.com/company/gemone](https://www.linkedin.com/company/gemone)
- 📺 [x.com/gemone\\_](https://www.x.com/gemone_)
- 📺 [youtube.com/@gemone7046](https://www.youtube.com/@gemone7046)
- ✉️ [info@gemone.com](mailto:info@gemone.com)
- US: [techservice@gemone.com](mailto:techservice@gemone.com)
- EMEA: [support\\_emea@gemone.com](mailto:support_emea@gemone.com)
- ASEA: [support\\_apac@gemone.com](mailto:support_apac@gemone.com)

**[www.gemone.com](https://www.gemone.com)**

©2025 - GemOne NV, Vichtseweg 129, BE-8790 Waregem. All rights reserved. No part of this publication may be reproduced or communicated in any form or by any means, electronic or mechanical, including copying, recording or use in an information storage or retrieval system, without prior and explicit permission of GemOne NV. Photographs and illustrations are included for reference purposes only. GemOne is a registered brand.

