



GemOne®

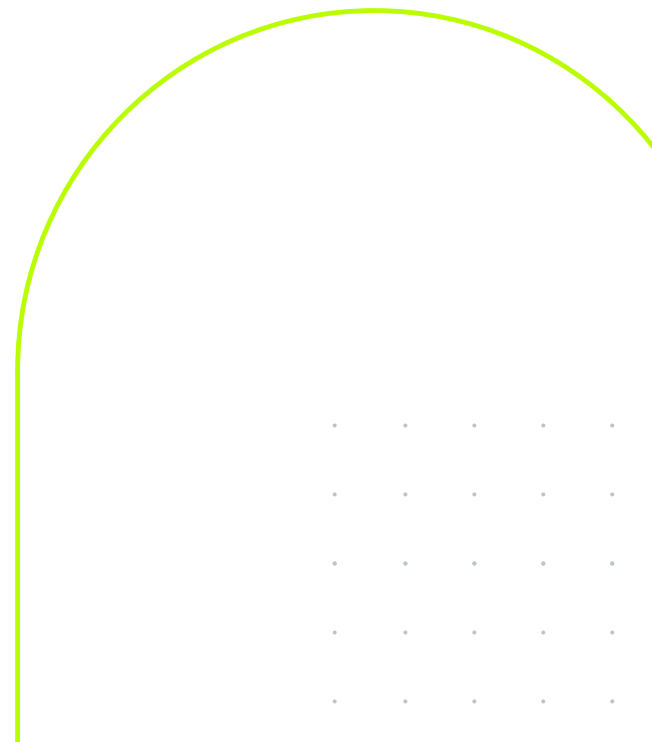
A company of **TVH** 

EN

Sapphire V2SC Wi-Fi Setup

Procedure Manual

Version 1.2 - April 2025



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1 - Introduction

Purpose

The purpose of this document is to cover how the GemOne servers are set up and how to set up Wi-Fi on Sapphire V2SC modules. It will also cover the security aspect and how GemOne details can be whitelisted. This will allow devices to send data to the GemOne server using Wi-Fi.

General Information

GemOne supplies a telematics device called Sapphire. This device is installed onto industrial equipment such as forklifts and it will capture checklist information, control driver access, measure utilization, and to report impacts.

No personal information such as the operator's name is transmitted from the device to the server and it only contains a code. This code is a translated version of their access information (PIN or RFID card) and is stored in the GemOne database. It links up to the operator's name. Apart from website users and their email addresses and their encrypted passwords, nothing personal is stored on the GemOne database.

Communication is typically via 4G but all devices have the option of using Wi-Fi. Regardless of the connection type, all devices communicate to the GemOne server using TLS 1.2.

Hardware Information

GemOne sapphire devices utilizes Android 9.0 and is configured specifically to connect to the GemOne server. Devices are also "hardened" using private APNs, and having root access turned off to prevent any unauthorized access.

Portal Access

Although the V2SC device can be configured to use Wi-Fi, no additional servers need to be set up locally. Access to the portal is done through a web portal, <https://sapphire.gemonecorp.com/login> and it is hosted by GemOne.

Contact GemOne through techservice@gemone.com | support_apac@gemone.com | support_emea@gemone.com (depending on your region) if accounts to the portal are required. Accounts are set up using email addresses.

2 - Wi-Fi Information

Communication from Device to Portal

The Sapphire communicates to the portal using **TCP** over **mservice-prod.ge-monitoring.com** over port **5571**.

There is two way communication between the portal and the device.

Some examples include:

- Sending driver lists, override lists, and checklists from portal to device.
- Sending configuration messages from portal to device.
- Sending data captured by the device to the portal (checklists, impacts, session information).

Firewall Information

IP/Domain:	mservice-prod.ge-monitoring.com
Port:	5571
Type:	TCP

Wi-Fi Information

Wi-Fi must be set up locally at the device and the supported types are below.

Supported Types:	802.11a/b/g/n/ac WPA / WPA2, WEP 64-bit, and 128-bit encryption 2.4GHz & 5GHz
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MAC Address

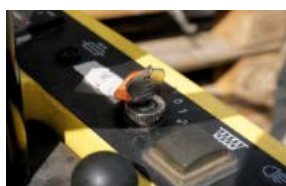
The MAC address can be found locally on the device.
See page 8 for steps on how to check the MAC address.

Contact GemOne if additional information is required.

3 - Setting up Wi-Fi

Turning On the Equipment

Turn the key from OFF position to ON position and wait for the Sapphire module to power on. This will take 25 seconds to boot up completely. It will cycle between Sapphire, Android, and the Sapphire login screen.



Turn the key to the accessories position for internal combustion equipment.
Do not attempt to start the equipment without logging into the Sapphire module.

Once powered on, the Sapphire Logo will appear on the screen.

It will say TOUCH SCREEN TO START on the display.

Touch the display to bring up the keypad.



Exit Code

1. Once the keypad comes up, quickly press the **home button** on the right hand of the screen twice and then enter **7278896** under **Driver** followed by **ENTER**.
2. The Sapphire app will minimise and go to the Android OS.
3. If the screen appears to be blank, press the red power button on the top left twice and then the Android home screen will appear.



Configuring Wi-Fi

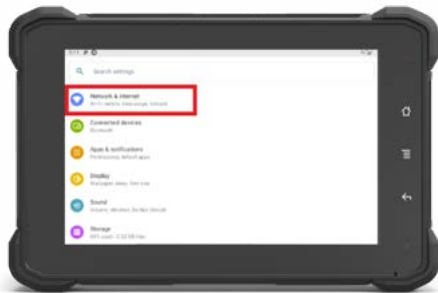
1. Drag the screen from the bottom towards to top to bring up the menu.



2. Select settings.



3. Select Network & internet.



4. Enable Wi-Fi by toggling the grey bar and then go into Wi-Fi.



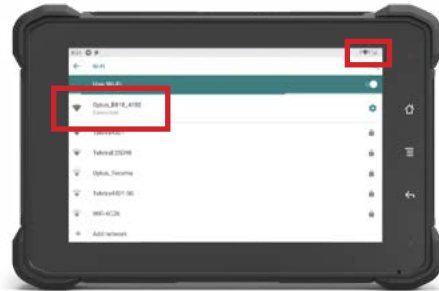
5. Available Wi-Fi networks will now appear. Select the network that the Sapphire module will connect to.



6. Enter the password and then press submit.

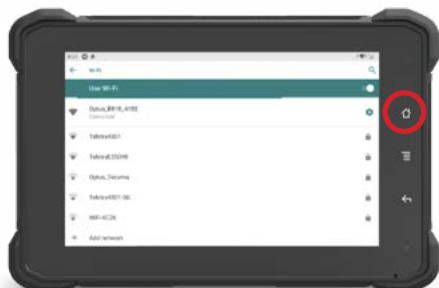


7. Once connected, it will say connected and there will be a Wi-Fi symbol on the top right corner.



Connection Test

1. Press the home button to go back to the Sapphire application.
2. Touch the screen to bring up the keypad.



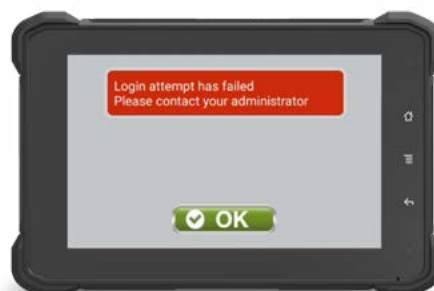
3. Set the login type to Technician, press the number 9 and press enter.

A count down should start,
let it count until it stops.

It will deny you within 60 seconds
if the Wi-Fi connection is valid.

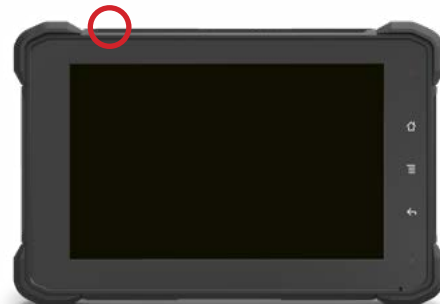


If the modules needs
to remain connected to
the cellular plan, please
disconnect your Wi-Fi



4 - MAC Address

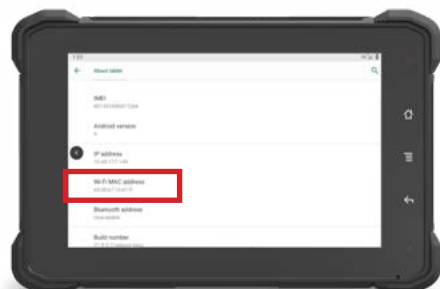
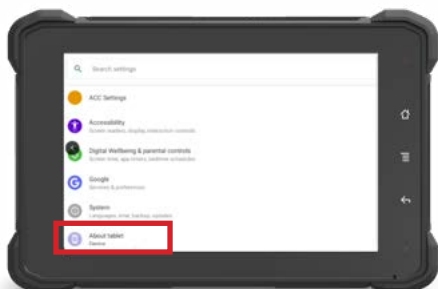
1. Once the keypad comes up, quickly press the **home button** on the right hand of the screen twice and then enter **7278896** under **Driver** followed by **ENTER**.
2. The Sapphire app will minimise and go to the Android OS.
3. If the screen appears to be blank, press the red power button on the top left twice and then the Android home screen will appear.



4. Drag the screen from the bottom towards to top to bring up the menu.
5. Select settings.



6. Scroll to the bottom and then go to About Tablet.
7. Scroll down and then the Wi-Fi MAC address will be populated.



5 - 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



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

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- US: techservice@gemone.com
- EMEA: support_emea@gemone.com
- ASEA: support_apac@gemone.com

www.gemone.com

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