

TomTom PRO 2020 Installation Guide

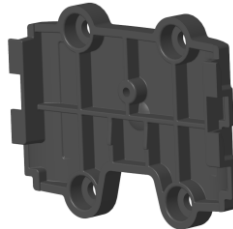
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What's in the box



- TomTom PRO 2020
 1. Display button
 2. Display
 3. ID Key reader
 4. Integrated power data cable



- Mounting adapter



- Holder for air vent mount including self tapping screw
- Fixings - adhesive strip, cleaning tissue
- TomTom LINK 510 I/O cable

Safety first

Important safety notices and warnings

Important: Read the following safety instructions carefully. Read the instructions in this document carefully.

TomTom Telematics accept no liability for damage that results from disregarding the safety instructions. This document is part of the product. Keep it in a safe place. If you pass the unit on to a new user, make sure you give them this document as well.

Use with care

It is your responsibility to use best judgment, due care and attention when using this device. Don't allow interaction with this device to distract you while driving. Minimise the time spent looking at the device screen while driving. You are responsible for observing laws that limit or prohibit the use of mobile phones or other electronic devices, for example, the requirement to use hands-free options for making calls when driving. **Always obey applicable laws and road signs**, especially those relating to your vehicle's dimensions, weight and payload type. TomTom does not guarantee the error-free operation of this device and shall not be liable for any penalties arising from your failure to comply with applicable laws and regulations.

Safety messages

Please read and take note of the following important safety advice:

- Check your tyre pressures regularly.
- Service your vehicle regularly.
- Medication can affect your riding or driving ability.
- Always use seat belts if available.
- Don't drink and drive.
- Most accidents happen less than 5 km / 3 miles from home.
- Obey the rules of the road.
- Always use your turn indicators.
- Every 2 hours, take a break for at least 10 minutes.
- Keep your seat belts on.
- Keep a safe distance from the vehicle in front.
- Before setting off on a motorbike, fasten your helmet correctly.
- When riding a motorbike, always wear protective clothing and equipment.
- When riding a motorbike, be extra vigilant and always ride defensively.

Use of this product is restricted in some areas

The TomTom PRO 2020 may interfere with electrical devices such as cardiac pacemakers, hearing aids and aviation equipment. Interference with these devices may endanger the health or life of you or others. Pacemaker manufacturers recommend that a minimum of 15cm / 6 inches be maintained between the device and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with independent research and recommendations by Wireless Technology Research.

Danger of explosion

Parts of the TomTom PRO 2020 can cause sparks that can lead to explosions. This may endanger human health and life. Do not use the unit in areas with high risk of explosion. When using a TomTom PRO 2020 in a vehicle fuelled by liquefied gas, follow the safety regulations of the country in which the vehicle is operated.

Damage caused through improper installation

The installation and initial operation of the unit must be performed by authorised personnel only, for example, a qualified radio dealer or an automotive electronics workshop.

Risk of injury in case of accidents

Do not mount the unit or accessories in the inflation area of airbags or in the impact area for the head or knees. Choose an installation location that will avoid interference with displays, safety equipment and controls.

Damage to the chassis

Make sure you do not drill into parts of the chassis that have structural or security-related functions. This is because you cannot be certain that they will function properly after modification.

Risk of fire

Make sure you do not drill into covered wiring harnesses, fuel lines or similar components. Drilling into these can cause fire.

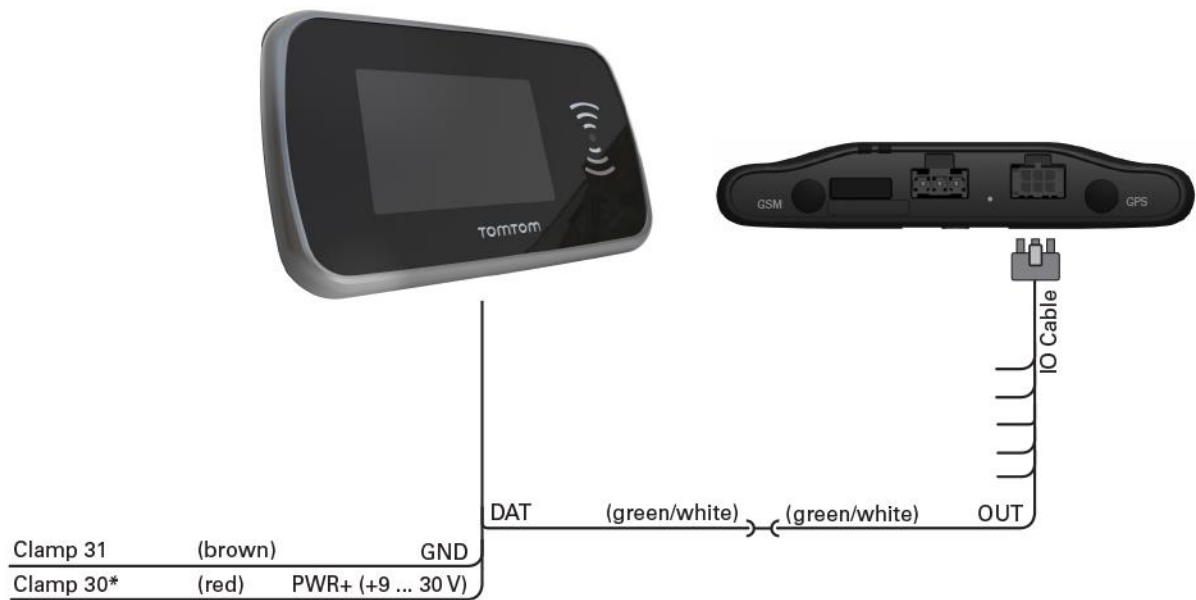
Repair and replacement

Repairs must be carried out by authorised and qualified personnel only. Never replace damaged parts of the unit yourself. Send the defective unit to TomTom Telematics for repair. Only the qualified staff of TomTom Telematics are authorised to repair or replace parts.

Damage to the device

Short-circuits inside the unit can be caused by contact with water or other liquids. The unit may be damaged by contact with water. Use and store the unit in an area protected from water.

Connection overview



* Make sure this wire is fused with max. 10A.

Note: You require a TomTom LINK 510 to connect to your TomTom PRO 2020. To make use of the full OptiDrive functionality you also require a TomTom LINK 105 installed in your vehicle and connected to the TomTom LINK 510.

Choosing the correct position

First you need to choose the correct position in which to install your PRO 2020.

Take the following into consideration:

- Do not expose the PRO 2020 to direct sunlight and/or high temperature for long periods to ensure proper operation.
- Do not mount the PRO 2020 in the inflation area of airbags or in the impact area for the head or knees. Choose an installation location that will avoid interference with displays, safety equipment and controls.
- Choose a place that allows best connection of the cable open wire ends to both vehicle power and TomTom LINK.

Wiring the PRO 2020

Connect the PRO 2020 to the vehicle power supply with the standard vehicle voltage (12 V/24 V) and to the TomTom LINK 510 device installed in your vehicle. The three wires DAT, GND and PWR+ (supply voltage) must be connected.

Prerequisites

For a successful installation of the PRO 2020 you need a TomTom LINK 510 installed in your vehicle, that has the firmware version 8.0 or higher and a WEBFLEET ECO subscription or higher assigned.

Make sure you have read the safety instructions and you have found the right place to mount your PRO 2020. Ensure that after installation neither the device nor any wires can interfere with and safety relevant functions or may cause any other danger.

Wiring

Important: Follow the order of connecting the wires as described below. Please also refer to the TomTom LINK installation guide to avoid any errors or damages during installation.

1. Connect the GND wire (brown) to ground (clamp 31).
2. Connect the PWR+ wire (red) to the carry current (clamp 30).
The connection must be fused with max. 10A. If not, fuse the the PWR+ wire with one 2A fast blow fuse.
3. Connect the DAT wire (green/white) to the OUT wire (green/white) of the IO cable for TomTom LINK 510.
4. Insert the IO cable into the IO cable connector of the TomTom LINK 510.
5. Tap the screen of your PRO 2020 or press the Display On/Off button to check for correct power wiring.

If you can see the main menu, the wiring was successful.

If the PRO 2020 device still shows that it is trying to connect or that the connection has failed, check the wiring again. If this does not help please refer to our Customer [Support](#) team.

Configuring the PRO 2020

After you have properly wired your PRO 2020 you may need to configure your TomTom LINK device in WEBFLEET.

If the output OUT of your TomTom LINK had not been configured for other usage before, it will be automatically configured to be used for the PRO 2020.

To configure your TomTom LINK device to be used together with the PRO 2020, do the following:

1. Log in to [WEBFLEET](#).
2. Find your vehicle and select it.
3. In the vehicle details panel, go to the section for **Contract / Device**.
4. Click **Configure**.
5. Go to the **Inputs / Outputs** tab.
6. For **OUT** select PRO 2020 from the list.
7. Click **Save**.

Mounting the PRO 2020

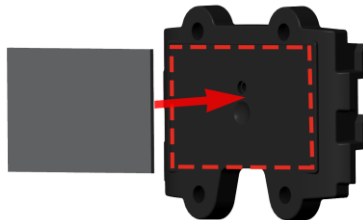
You have the following options to mount your PRO 2020:

- Using the adhesive tape, to stick it to a plane surface.
- Using the air vent mount holder.
- Using the TomTom universal suction mount, offered as an additional accessory (Art# 9KZ1.001.00), for on dashboard mounting.
- Using any mounting accessory with a hole pattern compatible with the AMPS industry standard.

Attaching the PRO 2020 using the adhesive strip

You can use the adhesive strip to fix the PRO 2020 to your vehicle. **Follow the safety instructions in this document.**

1. Choose a flat surface for accurate positioning of the unit.
2. Clean the surface with the supplied cleaning tissue, so that the surface is oil free, dry and clean.
3. Remove the protective film from one side of the strip.
4. Stick the strip to the bottom side of the mounting adapter shown below.



Important: Use the strip only in combination with the mounting adapter.

5. Remove the protective film from the other side of the strip.
6. Place the mounting adapter with the adhesive strip on the prepared surface. Press it gently for a few seconds until it sticks.

Note: The full strength of the strip will be reached after approximately 72 hours depending on the temperature.

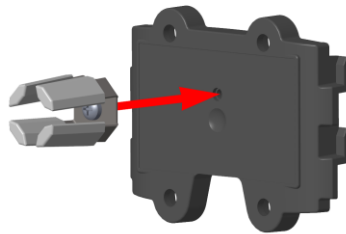
7. Insert the PRO 2020 into the mounting adapter and slide it gently downwards until it clicks into place.



Attaching the PRO 2020 to the air vent

You can attach the PRO 2020 to the air vent of your vehicle. **Follow the safety instructions in this document.**

1. Fix the holder for air vent mount to the back of the mounting adapter using the self tapping screw.



2. Slide the Holder on the the air vent.
3. Insert the PRO 2020 into the mounting adapter and slide it gently downwards until it clicks into place.



Support

If you have troubles during the installation, you can search for FAQs or contact our support team on telematics.tomtom.com/support.

Technical data

Dimensions	116 x 71 x 17 mm
Weight	Device including cable: 135g Mounting adapter: 8g
Material	Injection moulded plastic, PC/ABS
Protection class	IP 20
Supply voltage	12 V / 24 V (minimum 9 V to maximum 30 V)
Current power consumption (average values)	At 14 V: typically < 0.03 A, bursts during RFID read < 0.07 A At 28 V: typically < 0.02 A, bursts during RFID read < 0.05 A Standby: typically < 0.0015 A
Fuse protection	Internally fused with 1A, fuse is not resettable or replaceable, fuse must be replaced by TomTom Telematics only
Temperature	Operation: -20 °C to +70 °C / -4 °F to +158 °F Storage: -30 °C to +80 °C / -22 °F to +176 °F
Display	FSTN / positive / transfective 240 x 160 Pixel White backlight colour Integrated resistive touch panel
Audio	Model UST-03A miniature audio transducer Resonant frequency 3200Hz, 87dB sound output at 10 cm distance
Wireless interface	13.56MHz (ISO14443A compliant) (supports protocols compliant to ISO14443A, such as MIFARE Ultralight, MIFARE Classic, MIFARE SmartMX, MIFARE DESFire, MIFARE Plus, etc.)
LED	Monochrome, red
Cable	Integrated 3-core cable

Addendum

CE marking

C €0681

This equipment complies with the requirements for CE marking when used in a residential, commercial, vehicular or light industrial environment, achieving all the appropriate provisions of the relevant legislation in the EU.

You can find the relevant documents at telematics.tomtom.com/legal

Model names

TomTom PRO 2020: PRO202

R&TTE directive

Hereby, TomTom declares that TomTom products and accessories are in compliance with the essential requirements and other relevant provisions of the EU Directive 1999/5/EC. The declaration of conformity can be found here: tomtom.com/legal.

WEEE directive

The wheellie bin symbol on the product or its packaging indicates that this product shall not be treated as household waste. In line with EU Directive 2012/19/EU for waste electrical and electronic equipment (WEEE), this electrical product must not be disposed of as unsorted municipal waste. Please dispose of this product by returning it to the point of sale or to your local municipal collection point for recycling. By doing this you will help conserve the environment.



How TomTom uses your information

Information regarding the use of personal information can be found at:
tomtom.com/privacy.

Triman logo



FCC information for the user



THE DEVICE COMPLIES WITH PART 15 OF THE FCC RULES

Federal Communications Commission (FCC) Statement

This equipment radiates radio frequency energy and if not used properly - that is, in strict accordance with the instructions in this manual - may cause interference to radio communications and television reception.

Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Important

This equipment was tested for FCC compliance under conditions that included the use of shielded cables and connectors between it and the peripherals. It is important that you use shielded cable and connectors to reduce the possibility of causing radio and television interference. Shielded cables, suitable for the product range, can be obtained from an authorized dealer. If the user modifies the equipment or its peripherals in any way, and these modifications are not approved by TomTom, the FCC may withdraw the user's right to operate the equipment. For customers in the USA, the following booklet prepared by the Federal Communications Commission may be of help: "How to Identify and Resolve Radio-TV Interference Problems". This booklet is available from the US Government Printing Office, Washington, DC 20402. Stock No 004-000-00345-4.

FCC ID: 2AGPAPRO202

IC ID: 20911-PRO202

This device complies with Industry Canada's licence-exempt RSSs.

FCC RF Radiation Exposure Statement

The transmitters within this device must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Country Code Selection

The Country Code Selection feature is disabled for products marketed in the US or Canada. Per FCC regulations, all Wi-Fi products marketed in US must be fixed to US operation channels only.

Location of FCC ID and IC ID information on your device

The FCC ID and IC ID can be found on the label attached to the bottom side of your device.

Operating temperature

This device will remain fully operational within the following temperature range: -20 °C to +70 °C / -4 °F to +158 °F. Prolonged exposure to higher or lower temperatures can cause damage to your device and is therefore advised against.

This document

Great care was taken in preparing this document. Constant product development may mean that some information is not entirely up to date. The information in this document is subject to change without notice.

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TomTom Telematics Limited Warranty

WARRANTOR

Non-U.S. and non-Canadian purchases: If you have made your purchase outside the United States and Canada, this Limited Warranty is granted by and this Limitation of Liability is stipulated for the benefit of TomTom Telematics B.V., De Ruijterkade 154, 1011 AC Amsterdam, The Netherlands.

WHAT THIS WARRANTY COVERS

1 TomTom Telematics B.V. ("TomTom") warrants to you that the Hardware will be free from defects in workmanship and materials under normal use ("Defects") for a period of one (1) year from the date that the Hardware was first purchased by you ("Warranty Period"). During the Warranty Period the Hardware will be repaired or replaced at TomTom's choice ("Limited Warranty") without charge to you for either parts or labour. This Limited Warranty covers the replacement of the Hardware only. If the Hardware is repaired after the Warranty Period has expired, the Warranty Period for the repair will expire six (6) months after the date of repair.

WHAT THIS WARRANTY DOES NOT COVER

2 The Limited Warranty does not apply to normal wear and tear, does not apply when the Hardware is opened or repaired by someone not authorized by TomTom and does not cover repair or replacement of any Hardware or part thereof damaged by: misuse, moisture, liquids, proximity or exposure to heat and accident, abuse, non-compliance with the instructions supplied with the Hardware, neglect or misapplication. The Limited Warranty does not cover physical damage to the surface of the Hardware. This Limited Warranty does not cover any software that may accompany or be installed on the Hardware. The Limited Warranty does not cover the installation, removal or maintenance of the Hardware or any costs related herewith.

HOW TO MAKE A WARRANTY CLAIM

3 In order to make a claim of a Defect, you must contact TomTom during the Warranty Period via www.tomtom.com/telematics to explain the Defect and to obtain an RMA number (Return Materials Authorization) if necessary. You must return the Hardware during the Warranty Period, along with the RMA number provided by TomTom and an explanation of the Defect, to the address provided to you by TomTom. If a defect arises and a valid claim under this Limited Warranty is received by TomTom after the first one hundred and eighty (180) days of the Warranty Period, TomTom is entitled to charge you for any reasonable shipping and handling costs made in connection with the repair or replacement of the Hardware. You must comply with any other return procedures stipulated by TomTom, if any.

YOUR LEGAL RIGHTS

4 Some countries may not allow the exclusion or limitation of damages. If any part of this Limited Warranty is held to be invalid or unenforceable, the remainder of the Limited Warranty shall nonetheless remain in full force and effect.

5 This Limited Warranty is the only express warranty made to you and is provided in lieu of any other express warranties or similar obligations (if any) created by any advertising, documentation, packaging, or other communications.

6 Except for the Limited Warranty and to the maximum extent permitted by applicable law, TomTom and its suppliers provide the Hardware "AS IS AND WITH ALL FAULTS", and hereby disclaim all other warranties and conditions, whether express, implied or statutory, including, but not limited to, any (if any) implied warranties, duties or conditions of satisfactory quality, of fitness for a particular purpose, of reliability or availability, of accuracy or completeness of responses, of results, of workmanlike effort, of lack of viruses, and of reasonable care and skill, all with regard to the Hardware, and the provision of or failure to provide support or other services, information, software, and related content through the Hardware or otherwise arising out of the use of the Hardware. Also, there is no warranty or condition of quiet enjoyment, quiet possession, or non-infringement with regard to the Hardware. This exclusion does not apply to

- (I) any implied condition as to title and
- (II) any implied warranty as to conformity with description.

7 This Limited Warranty does not affect any legal rights under applicable national legislation governing the sale of consumer goods.

8 This Limited Warranty cannot be transferred to any other person.

LIMITATION OF LIABILITY

9 Neither TomTom nor its suppliers shall be liable to you or to any third party for any damages either direct, indirect, incidental, consequential or otherwise (including in each case, but not limited to, damages for the inability to use the equipment or access data, loss of data, loss of business, loss of profits, business interruption or the like) arising out of the use of or inability to use the Hardware even if TomTom has been advised of the possibility of such damages.

10 Notwithstanding any damages that you might incur for any reason whatsoever (including, without limitation, all damages referenced herein and all direct or general damages in contract or anything else), the entire liability of TomTom and any of its suppliers shall be limited to the amount actually paid by you for the Hardware.

11 TomTom shall not be liable for

- (I) any fraud on the part of its employees and/or agents; or
- (II) any fraudulent misrepresentation on the part of its employees and/or agents.

12 Notwithstanding the above, neither party's liability for death or personal injury resulting from its own negligence shall be limited.

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