

UTA MultiBox® Manual

Since August 2020 the UTA MultiBox® has a new design. The corresponding manual can be found at the beginning of this document. The manual of our predecessor follows from page 27 onwards. For questions and suggestions please contact the UTA Toll Service will be happy to assist you.



UTA MultiBox® NEW DESIGN



UTA MultiBox® Predecessor



UTA MultiBox®

3 Instruction manual

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PREFACE

Dear user,

Please read this instruction manual carefully. This is the only way to ensure that the UTA MultiBox[®] can be made full use of in accordance with the terms of use.

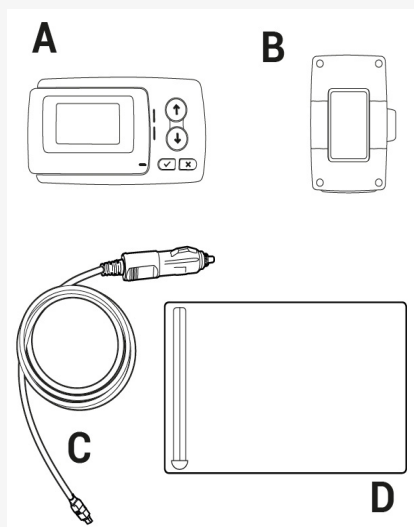
We would like to draw your attention to the fact that the UTA MultiBox[®] has to be connected to a power supply at all times, even though it has a battery. Updates and the smooth functioning of the On-Board Unit (also called “OBU”) can only be ensured if the device is continuously connected to a power supply via the supplied hardware.

These instructions explain to you step by step how to install and start up the OBU as well as other important details about its use. Together with the manual for drivers you will be perfectly prepared and learn all about the important details of the UTA MultiBox[®]. The driver manual also contains useful basic information and practical tips, for example what you do at the toll plazas and which lane you should take. There is a check list on the last page that tells you what you need to do before you start your trip.

**Please note that there are legal implications associated with reading this instruction manual (see terms of use).
UTA assumes no liability for any malfunctions that are the result of non-compliance with the instructions.**

We hope that you have a good trip with the UTA MultiBox[®]!

1. Introduction



A = OBU

B = Holder

C = Power cable

D = Aluminium-coated shipping bag (storage/returns)

The aluminium coating of the shipping bag ensures that all OBU services and functions are stopped and no transactions are generated during transport.

Please note that the box covers several toll networks and, depending on the options you have selected, allows you to do the following:

- Toll payment in France, Portugal, Spain, Liefkensoektunnel (BEL), Herrentunnel (DE)
- Optional Viapass network activation (BEL)
- Optional use of the UTA MultiBox Manager

Please note that you must connect and activate the UTA MultiBox® in order to use all the services you have subscribed to.

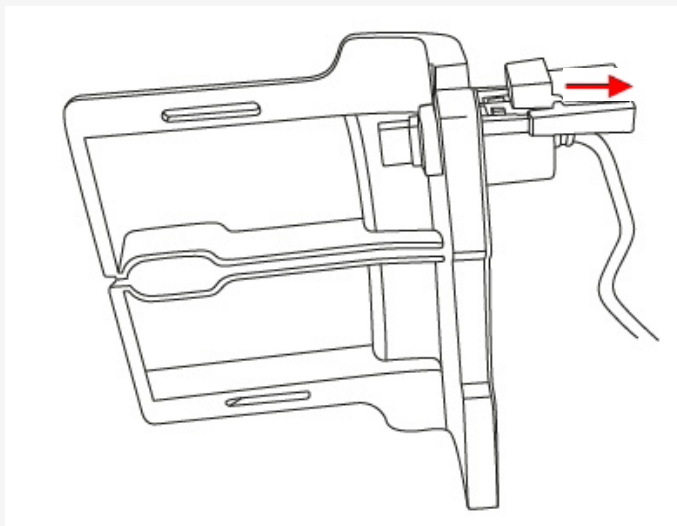
The information stored on the box must be consistent with the data of the vehicle in which it is installed.

The device must be constantly supplied with power and be switched on. All subscribed networks must be displayed and the stored data must match the data of the respective vehicle.

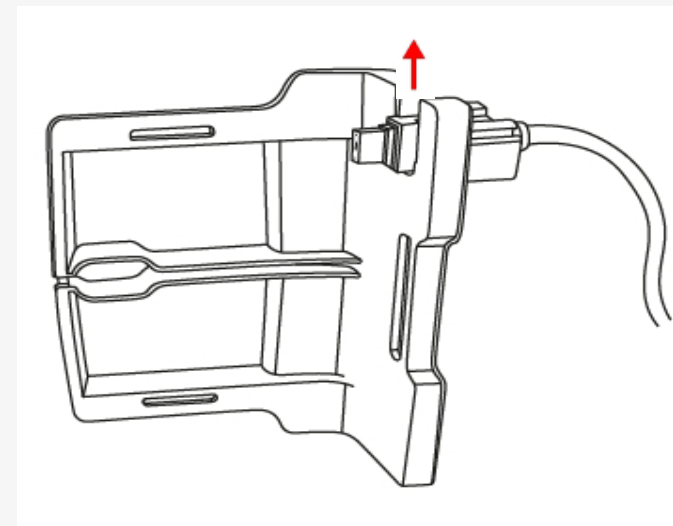
UTA shall not be held responsible in the event of improper installation and/or use of the device and/or if the box is damaged.

2. Installation of the OBU

2.1 Installation of the UTA MultiBox® on an existing battery cable

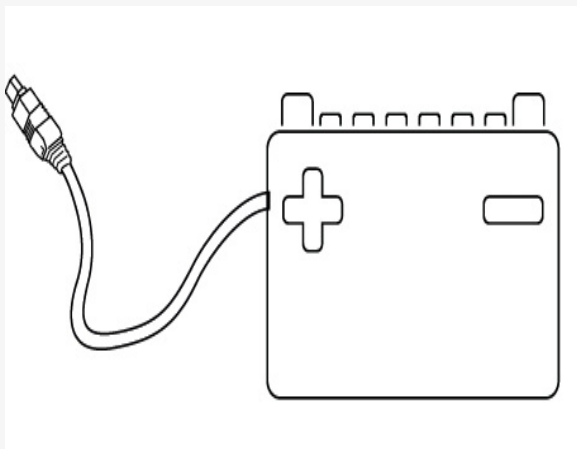


1. Remove the connection cable cover by pulling it.

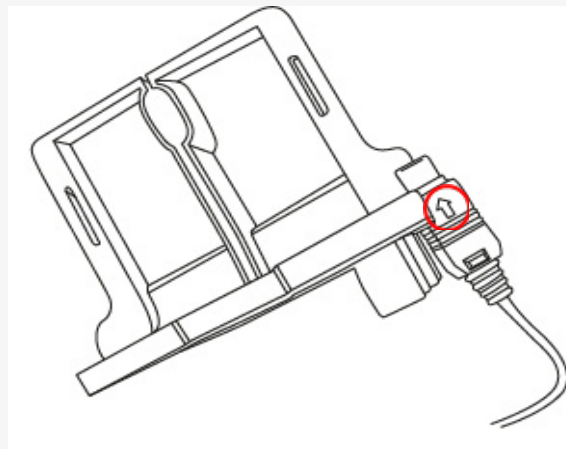


2. Remove the connection cable from the docking station.

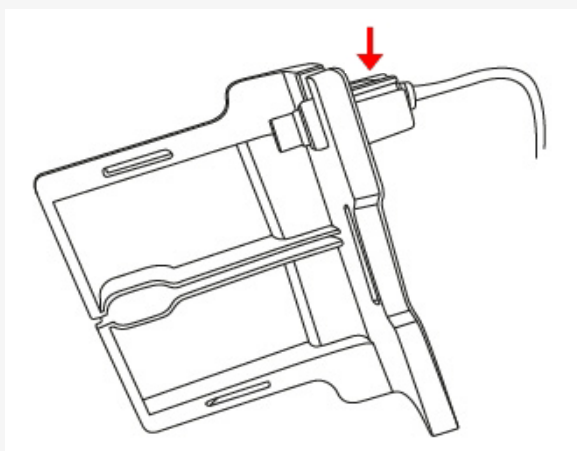
2.1 Installation of the UTA MultiBox® on an existing battery cable



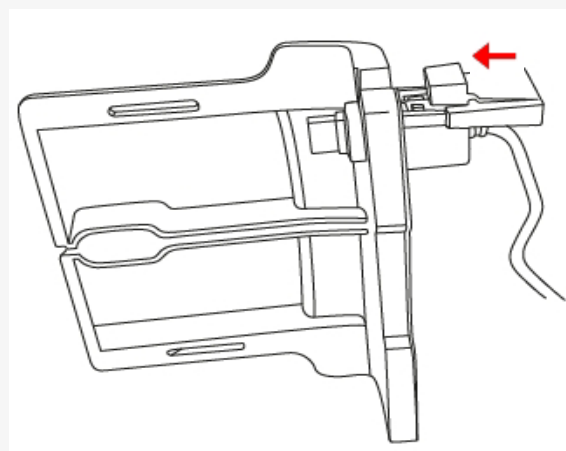
3. Use the cable connected to your battery to replace it.



4. Place the end of the connection cable in the docking station. The arrow on the end cap must show towards you.

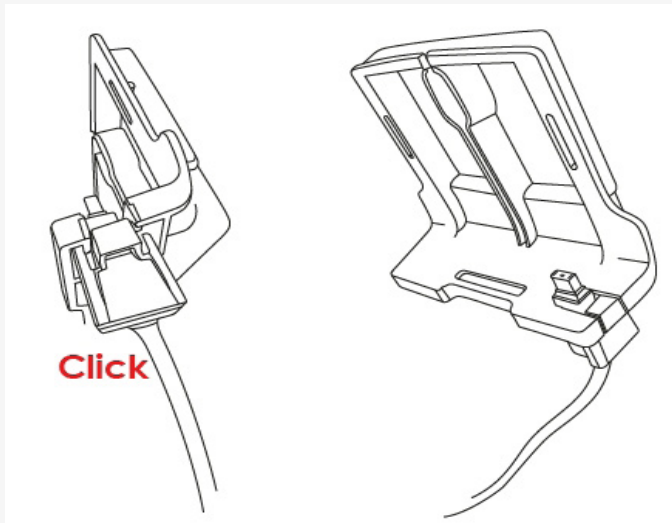


5. Push the end of the connection cable completely into the docking station.

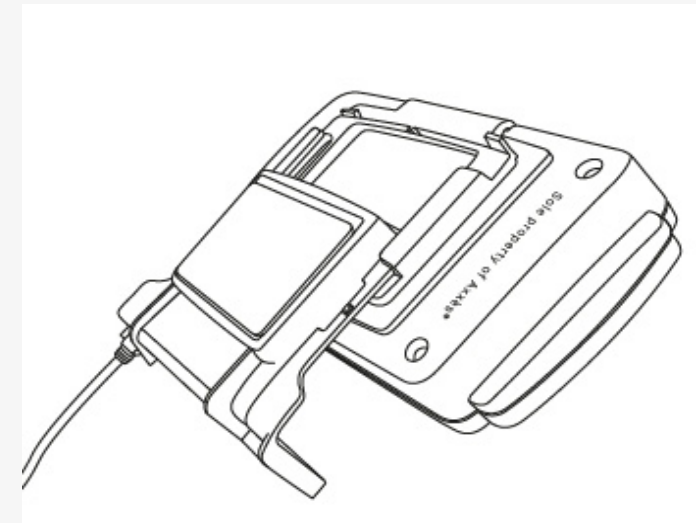


6. Push the cover in until you hear a „click“.

2.1 Installation of the UTA MultiBox® on an existing battery cable

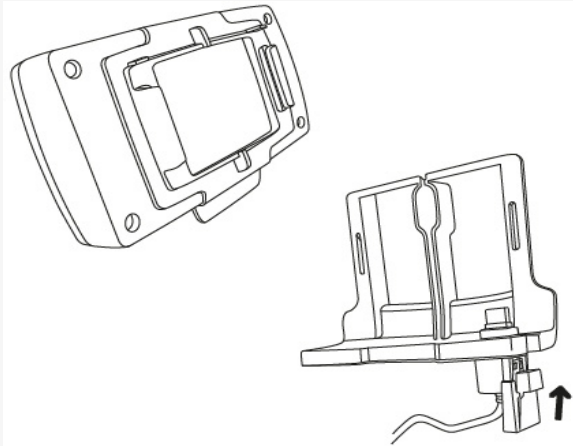


7. The bracket with cable should look like in the picture.

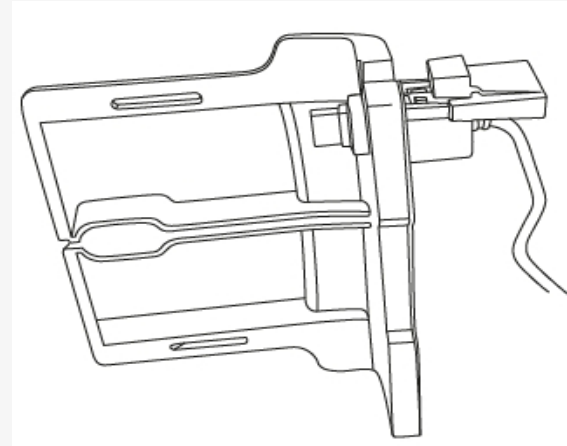


8. Stickers for one-time use!
Place the UTA MultiBox® on the docking station. Check that the OBU is correctly connected. To do this, you must see information on the screen.

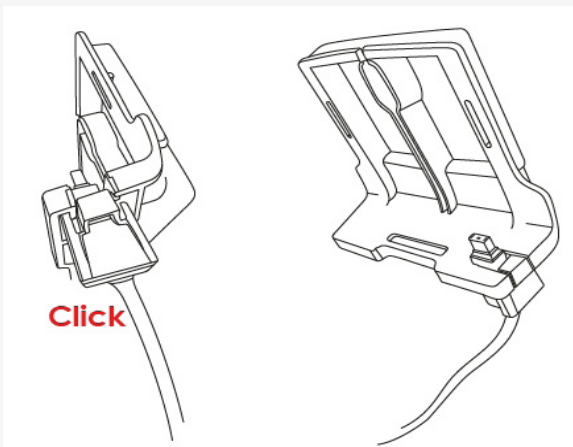
2.2 There is no battery related cable



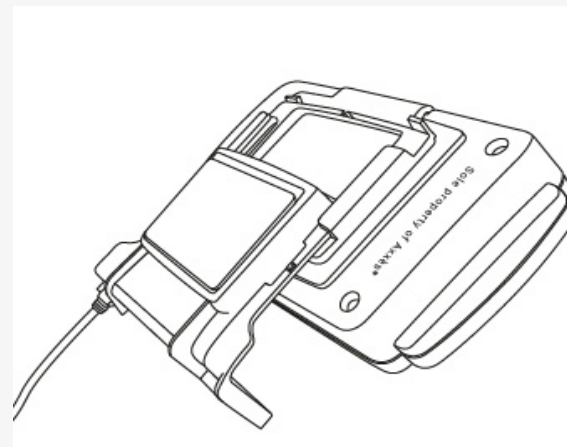
1. Take the UTA MultiBox® and the holder to hand.



2. Drücken Sie die Abdeckung hinein, bis Sie ein „Klick“ hören.

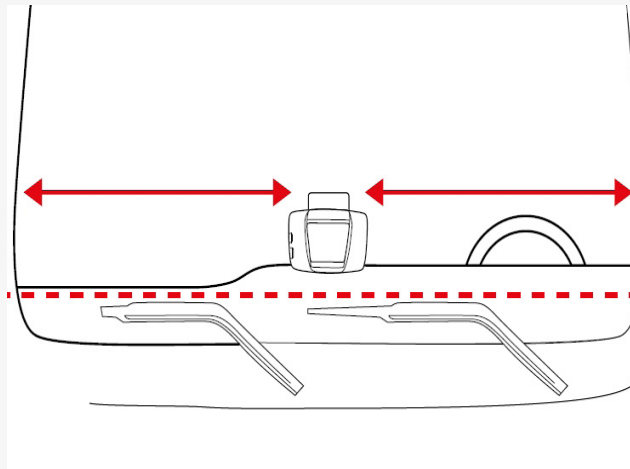
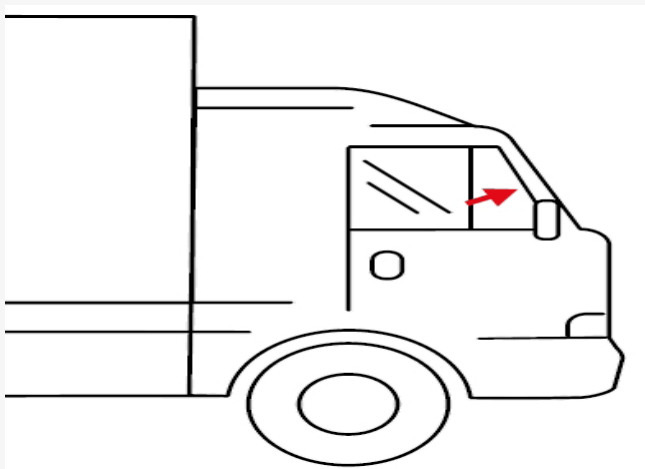


3. Push the cover in until you hear a „click“.



4. Stickers for one-time use! Place the UTA MultiBox® on the docking station. Check that the OBU is correctly connected. To do this, you must see the Information on the screen.

2.3 Position the UTA MultiBox® on the Windscreen

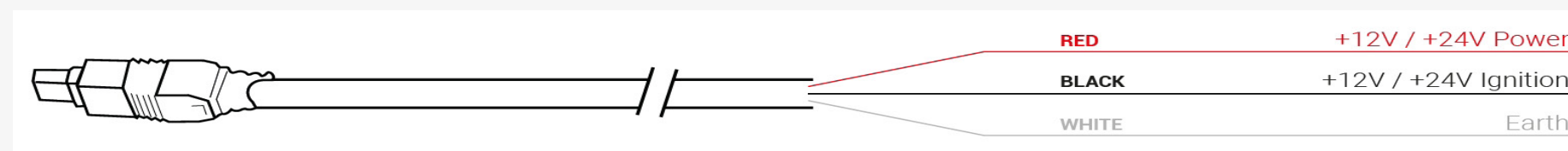


Position the OBU at the bottom in the middle of the clean windscreen on the inside (outside the tinted area). There must be a free space of about 10 cm all around the OBU.

The driver must remove any objects that could interfere with the operation of the OBU.

3. Connecting the Power Cable

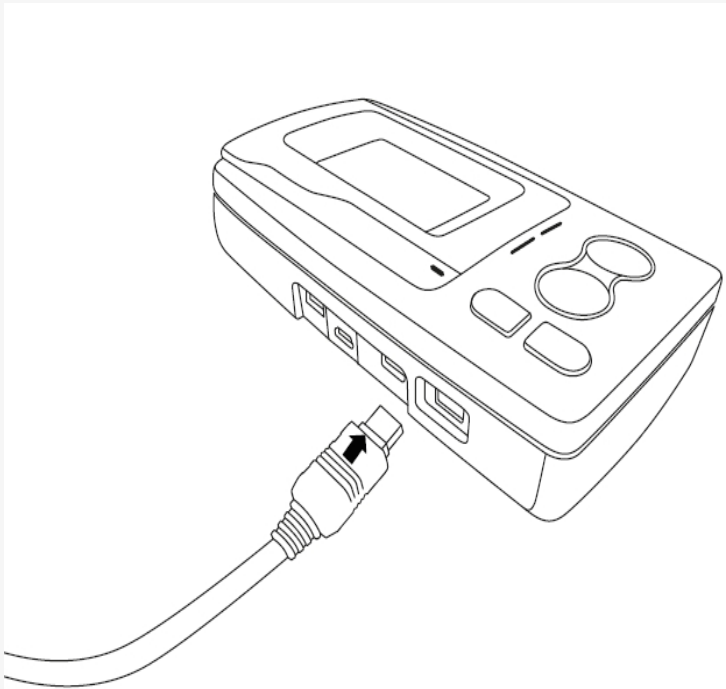
To use the OBU, it has to be connected to the power supply using the supplied cable. This is the only way to ensure that toll collection and the uploading of updates work properly. Connection via a USB cable or a cigarette lighter adapter is not permitted.



- Measure the cable length from the OBU plug to the vehicle power supply and then cut off the plug for the cigarette lighter and the excess length of the cable.
- Use the diagram above to locate the connection points in the vehicle. The black wire for the switch-on signal must be connected to the ignition of the vehicle.
- Install a 5A fuse (not included) in series with the supply wires (red and black wires) before connecting the cables to the vehicle. If the vehicle is already connected to a power supply, this step is not necessary.
- Finally, connect all wires to the previously identified connection points (vehicle supply, ignition and ground).

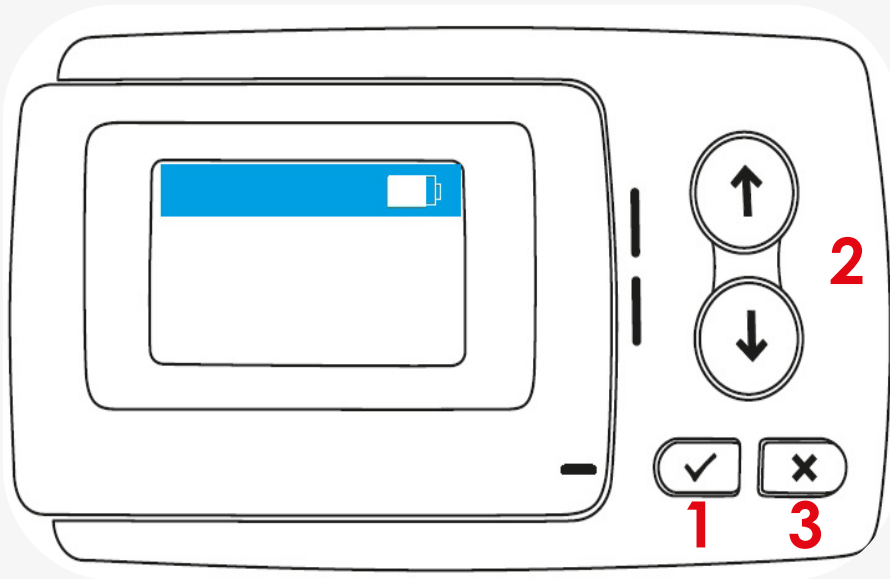
The UTA MultiBox® must be installed by a specialist company. Failure to comply with these instructions means that UTA assumes no liability in the event of a complaint.

4. Connection of the UTA MultiBox® to the Power Supply



- Remove the OBU from the bracket attached to the windscreen by pressing the plastic tab on the bracket.
- Connect the OBU to the connecting cable and then to the power supply. Press firmly until you hear a click sound.
- This connection must be made for the UTA MultiBox® to work properly.
- Then put the OBU back into the bracket.
- Make sure that the OBU is connected correctly. To do this, read the information on the screen. If it is not connected, repeat step 2 in this chapter.

5. Switching on the UTA MultiBox®



1. Double click to see the menu.
2. You navigate the menu using the arrows.
3. Press this button to exit the menu.

The buttons do not work at speeds above 10 km/h.

5.1 Settings & initial activation

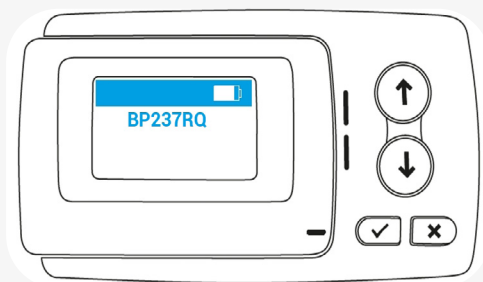
- **Power supply:** Connect the OBU to the power supply.
- **Language settings:** Use the arrows to select the language of the menu and confirm your selection by clicking on the tick. The default language is English.



List of available languages:

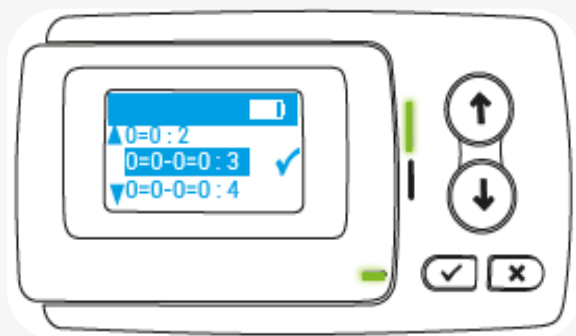
- | | | |
|-----------|-----------|--------------|
| • English | • German | • Polish |
| • French | • Italian | • Portuguese |
| • Spanish | • Dutch | • Czech |

- **Registration number check:** Make sure the registration number on the display matches your vehicle's registration number.



5.1 Settings & initial activation

- Change the **number of axes** according to your vehicle combination and finally confirm your choice by pressing the check mark.



Without trailer: 0=0:2 (vehicle with 2 axes)

With trailer: 0=0-0=0:4 (vehicle with 4 axes)

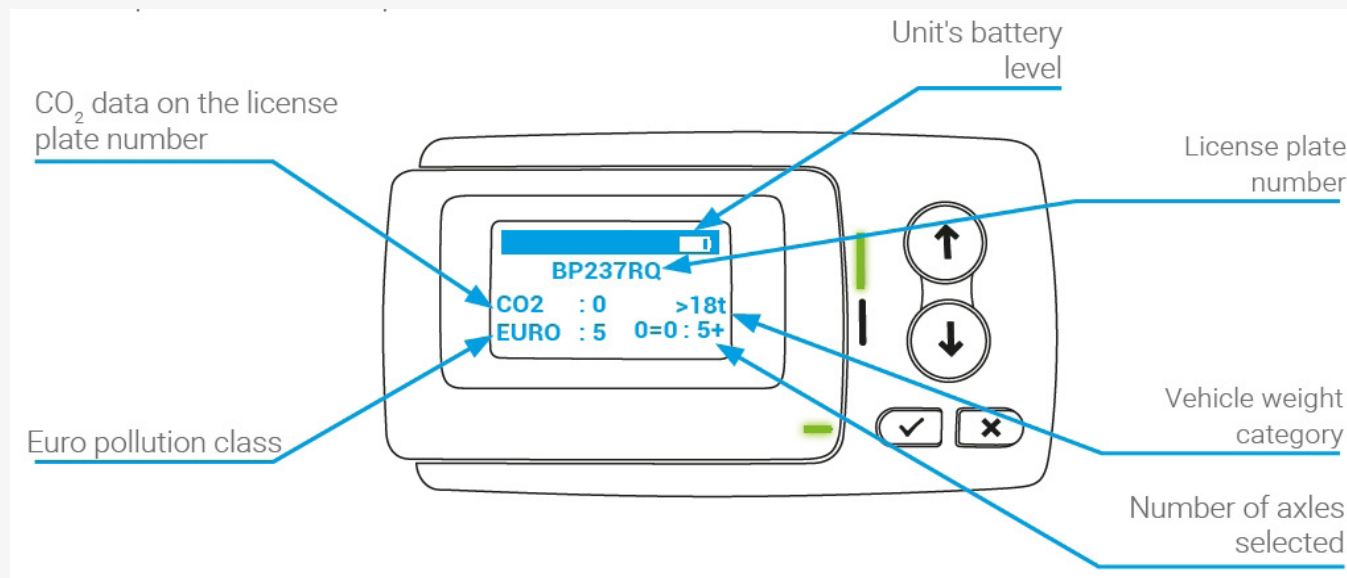
Example: Your vehicle combination consists of a truck and trailer with a total of 5 axes: 0=0-0=0:5+.

- Confirm the **weight** with the check mark. By default, the weight saved in the OBU corresponds to the permissible total weight.

5.1 Settings & initial activation

The device is now switched on. The green LED indicates that the vehicle device is now ready for operation.

Your OBU will now operate when you start the engine of your vehicle next time. If the LED lights up red or the display shows an error message, then the UTA MultiBox® is not ready for use. Please contact UTA immediately.

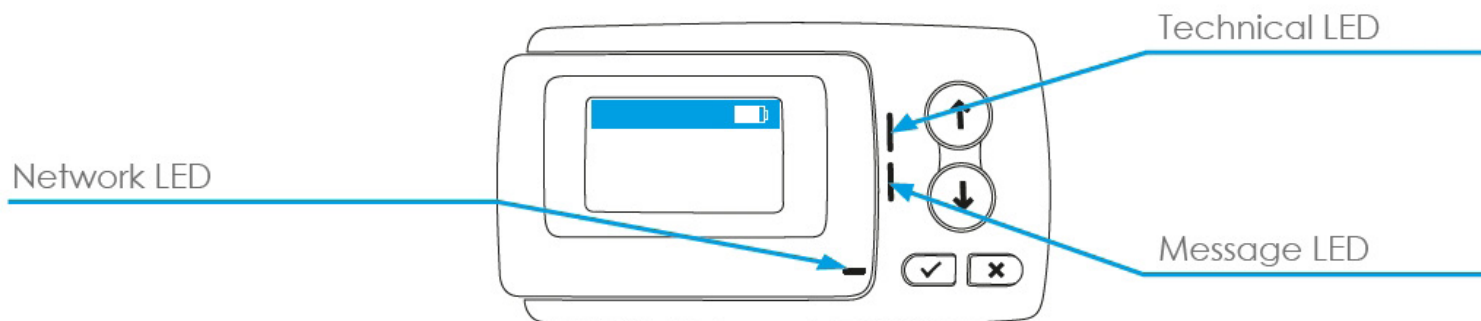


Contact UTA immediately if the following information is incorrect:

- Registration number
- Euro emission class
- Permissible total weight of the vehicle
- Number of axles of the tractor unit

Please note: any false information results in a penalty or forfeiting of the discount.

6. LED Display



The technical and network LEDs light up green. Your vehicle device is ready for operation.



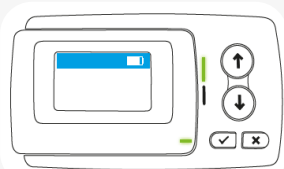
The LED message lights up white. You have received a message. Look in your messages at the next stop. To do so, click on the check mark.

🔊 x1 or x2

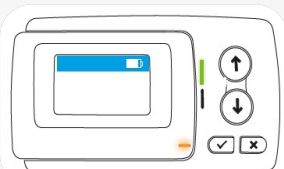


On the toll networks in France, Spain, Portugal, Liefkenshoek (Belgium) and Herrentunnel (Germany), the onboard unit emits a beep (1 or 2 beeps) as soon as it is detected while passing through a station.

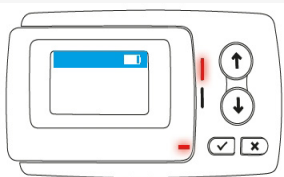
6.1 Other possibilities



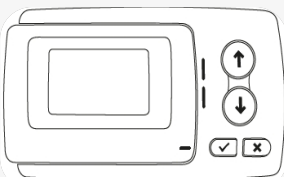
The technical LED lights up green and flashes. The OBU detects a temporary problem. Stop and see what the error message on the screen means (chapter Error message).



The power LED is permanently lit in orange. You may be in a toll network that is not active on your OBU. Stop the vehicle. Look up the error messages on the screen and refer to the chapter Error message.

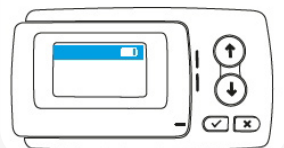


The technical and network LEDs light up permanently red. The vehicle device detects a serious problem. Stop the vehicle and contact your UTA contact person immediately.











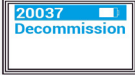





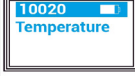





None of the LEDs are lit. Your vehicle unit is not ready for operation. Stop and check the power supply to your Vehicle device. If the problem persists, please contact your UTA contact person.

0 or x4



If your vehicle device did not emit a beep or emits 4 in succession, the transaction was not confirmed. You are not travelling in accordance with the regulations. Please refer to chapter 10.

7. Error code

Error code	Meaning	Now what?
 	20026 The unit has detected a power supply problem.	Stop the vehicle. Check the power supply to your unit.
 	1003 The unit has detected a temporary problem. GPS reception is disturbed.	Stop the vehicle. If the problem persists after 15 minutes, contact the hotline.
 	12003 The unit has detected a temporary problem.	Stop the vehicle. If the problem persists after 15 minutes, contact the hotline.
 	1031 The message is generally displayed in Germany and Belgium if the toll context is not activated. Near the border, this message is also displayed.	If another toll device is in use that covers the toll context, the error message can be ignored. Otherwise, please contact your contact person.
 	20037 The unit has detected a payment problem with your journey.	Stop and get in touch with your contact person.
 	11004 The unit detects a critical error. Your OBU is not operational.	Stop and get in touch with your contact person.
 	12004 The unit detects a critical error. Your OBU is not operational.t.	Stop and get in touch with your contact person.
 	10020 Your unit has been exposed to extreme temperatures.	Stop and get in touch with your contact person.
 	20034 Your unit is not operational.	Stop and check the power supply to your vehicle device. If the problem persists, get in touch with your contact person.
 	10006 Your unit is not operational.	Stop and check the power supply to your vehicle device. If the problem persists, get in touch with your contact person.

In the event of a problem, you can reach us at the following telephone numbers:



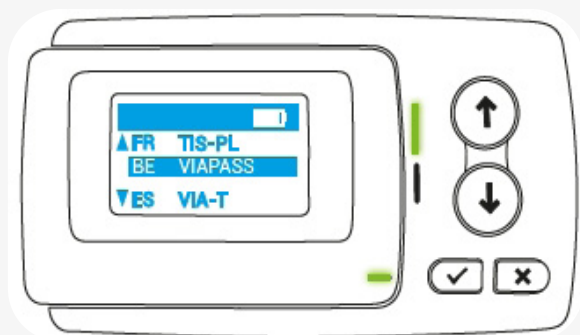
UTA Toll Service
+49 6027 509-617
Monday - Friday 8.00 a.m. - 18.00 p.m.



In the Belgian "Viapass" network
+33 (0)4 26 29 75 80
Available around the clock!

8. Toll Contexts

To check in which countries your OBU can be used and is activated for, go to the “networks” tab in the menu.
Press **X** to exit the menu.





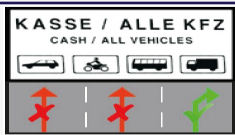


BE	LIEFKENSH.	Belgium
BE	VIAPASS	Belgium
DE	HERRENTUN.	Germany
ES	VIA-T	Spain
FR	TIS-PL	France
PT	VIA VERDE	Portugal

9. Paying at the Toll Station

9.1 Lanes


Use the following lanes depending on the network travelled on:

Network	Toll lane signs	
TIS PL France	The lanes are fitted with a vehicle device detection system in both directions. For a better service, use the reserved tracks marked with „t“.	
Via-t Spain	You can use the reserved lanes or the mixed lanes both when you enter and when you leave.	
Via Verde Portugal	You can use the reserved lanes or the mixed lanes both when you enter and when you leave.	
Liefkenshoehtunnel Belgium	The lanes are fitted with a vehicle device detection system in both directions. Lanes are reserved for electronic toll collection and marked by this sign.	
Herrentunnel Germany	It is advisable to use the right-hand lane.	
Viapass Belgium	Lanes without toll station.	

9.2 Drive through at the toll station

When approaching a toll gate, to ensure your vehicle is recorded:

- Do not interact with the unit while passing through an automated toll lane.
- Slow down and respect the minimum distance of 4 m between vehicles.
- Follow the signs.
- Wait until the light is green and the barrier is raised before starting.

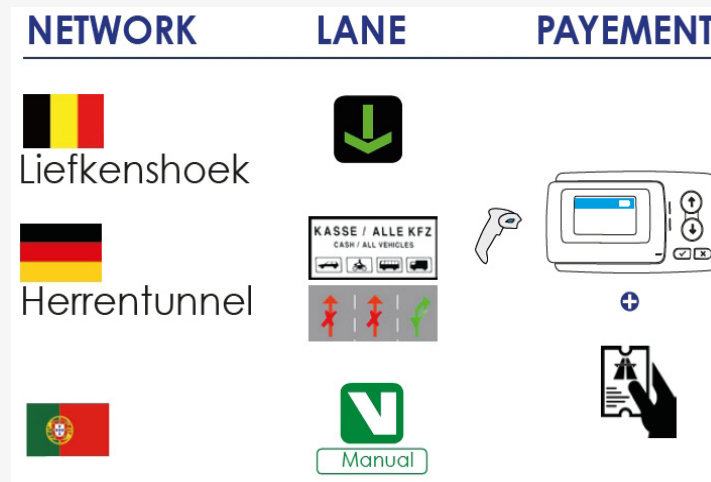
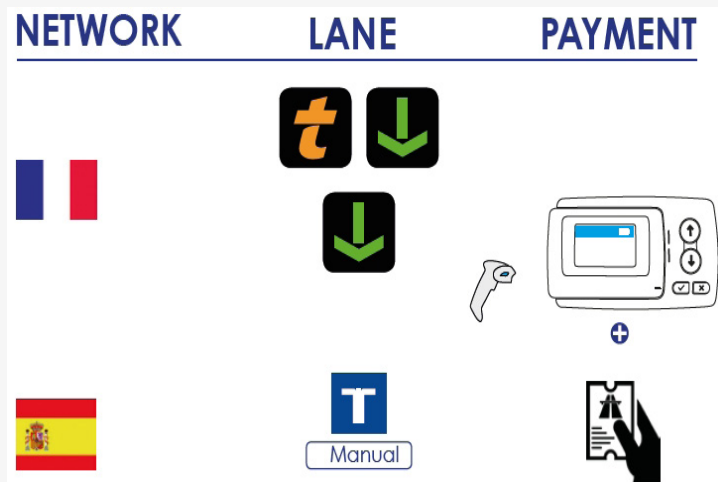


When driving on toll networks, the unit must always be in position on its support.

10. Emergency Plan in Case of Malfunction

France, Spain, Portugal, Herrentunnel (Germany), Liefkenshoektunnel (Belgium)

- When entering a toll section: take a ticket.
- When leaving a toll section: enter a lane, use the intercom and wait for help to arrive.



Get your UTA MultiBox® ID scanned manually or pay with cash or credit card.

10. Emergency Plan in Case of Malfunction

Belgium Viapass

- You must stop as soon as possible and call the following hotline:
Number for calls from Belgium: **+33 (0) 4 26 29 75 80**
Availability: **24/7**
Give the service staff your vehicle registration number and your OBU ID (19 digits starting with 315649-). You can find this information on the sticker on the left or on the back of the OBU.
- Drive to the nearest Satellic column and obtain a temporary device from the service point the hotline staff referred you to and install it. You can use the following payment options to purchase the OBU: UTA card, cash or credit card.
- Keep your vehicle device in the aluminium-coated bag you were provided with to avoid being charged more than once.
- You can now use this temporary Satellic OBU on the Belgian toll road network.

11. Useful information

- Do not operate your UTA MultiBox® while driving!
- Don't forget to connect the device to the power supply again later to avoid paying a fine!
- If you require spare parts, please contact UTA.
- For returns, send the OBU to UTA using the enclosed shipping bag.
- Software updates are always uploaded first. Other features are installed afterwards, such as the activation of an additional toll context or a vehicle data change.
- Make sure the device is continuously connected to the power supply to avoid having to pay a fine and to get new updates.

12. Checklist

- ☒ Continuous power supply?
- ☒ LED lights up green?
- ☒ Required toll contexts displayed?
- ☒ Registration number correct?
- ☒ Current number of axles correct?
- ☒ Emission class correct?

13. Contact Details

UTA SUPPORT

Your Toll Service team are happy to help:

Toll Service

+49 6027 509-617

support@uta.com

www.uta.com

Contact details in the event of problems
during the journey in Belgium (Viapass)

+33 (0)4 26 29 75 80

24h available for you!



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PREFACE

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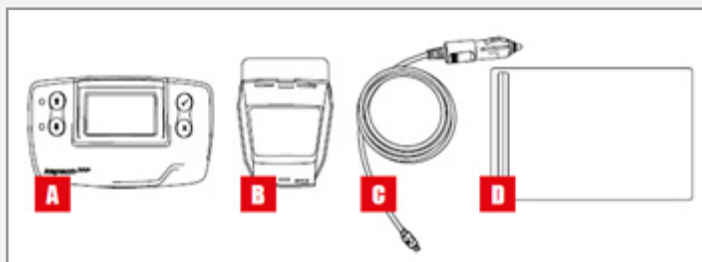
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These instructions explain to you step by step how to install and start up the OBU as well as other important details about its use. Together with the manual for drivers you will be perfectly prepared and learn all about the important details of the UTA MultiBox®. The driver manual also contains useful basic information and practical tips, for example what you do at the toll plazas and which lane you should take. There is a check list on the last page that tells you what you need to do before you start your trip.

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We hope that you have a good trip with the UTA MultiBox®!

1. Introduction



- A = OBU
 - B = Holder
 - C = Power cable
 - D = Aluminium-coated shipping bag (storage/returns)
- The aluminium coating of the shipping bag ensures that all OBU services and functions are stopped and no transactions are generated during transport.

Please note that the box covers several toll networks and, depending on the options you have selected, allows you to do the following:

- Toll payment in France, Portugal, Spain, Liefkensoektunnel (BEL), Herrentunnel (DE)
- Optional Viapass network activation (BEL)
- Optional use of the UTA MultiBox Manager

Please note that you must connect and activate the UTA MultiBox® in order to use all the services you have subscribed to.

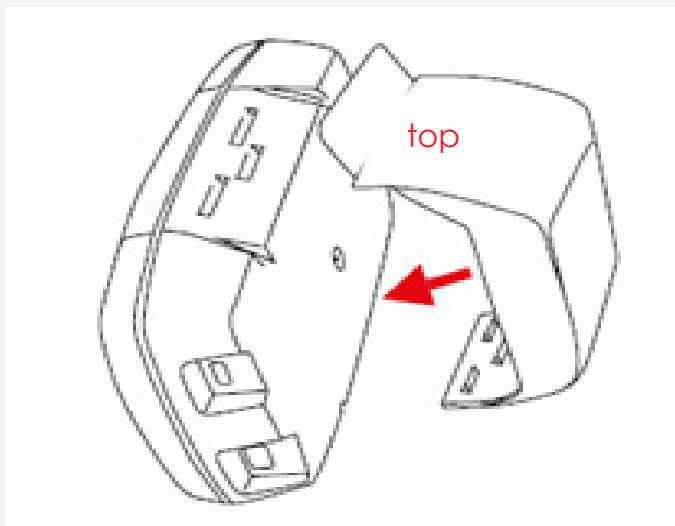
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The device must be constantly supplied with power and be switched on. All subscribed networks must be displayed and the stored data must match the data of the respective vehicle.

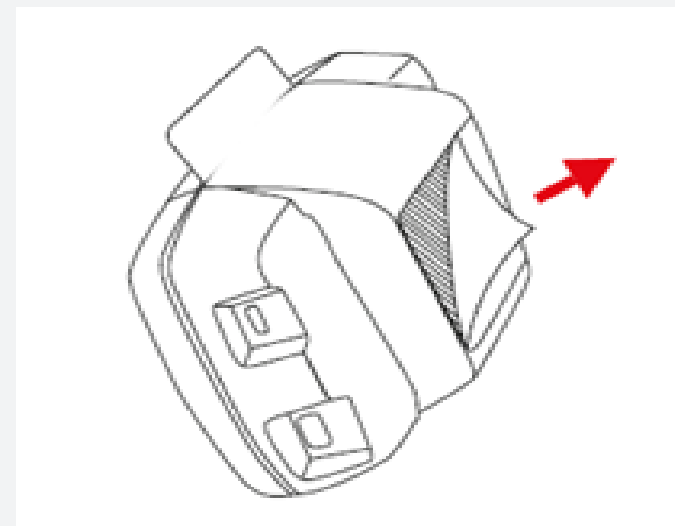
UTA shall not be held responsible in the event of improper installation and/or use of the device and/or if the box is damaged.

2. Installing the OBU

2.1. Fix the UTA MultiBox® to the Bracket

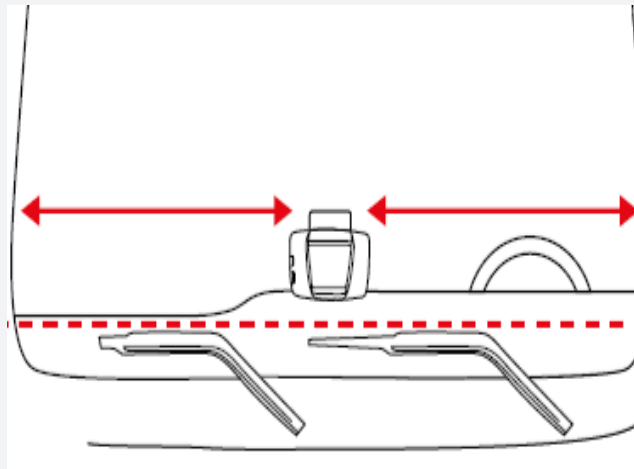
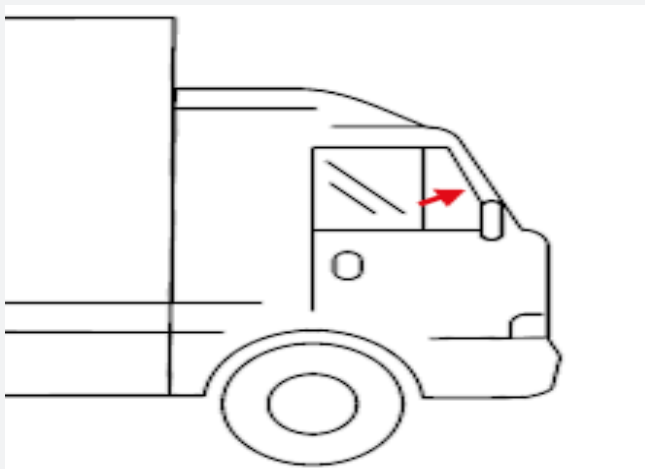


Attach the holder to the back of the OBU.



Remove the foil from the adhesive surface.
(Disposable sticker)

2.2. Position the UTA MultiBox® on the Windscreen

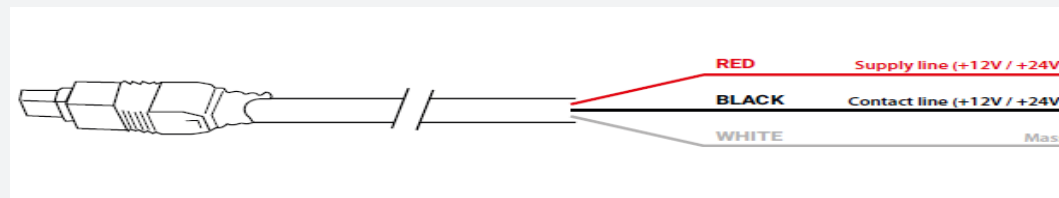


Position the OBU at the bottom in the middle of the clean windscreen on the inside (outside the tinted area). There must be a free space of about 10 cm all around the OBU.

The driver must remove any objects that could interfere with the operation of the OBU.

3. Connecting the Power Cable

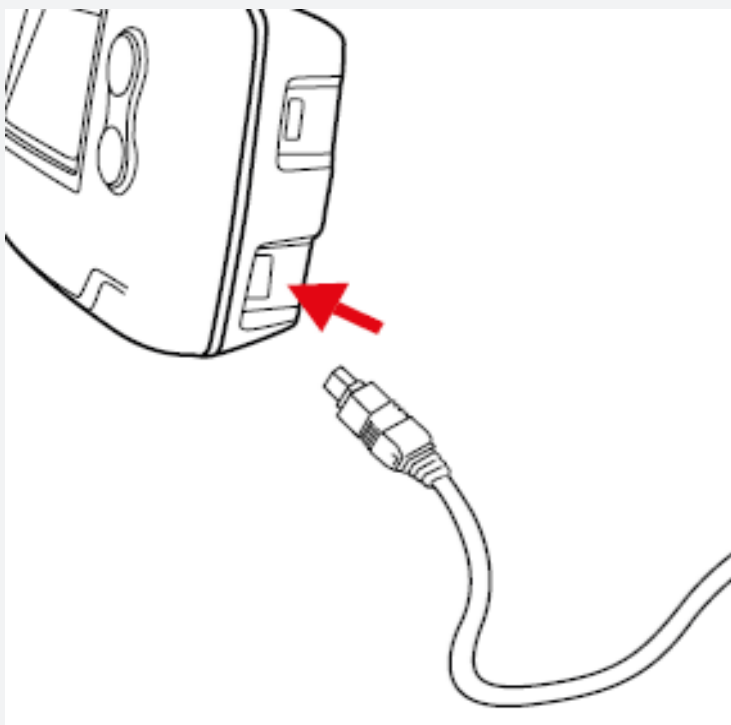
To use the OBU, it has to be connected to the power supply using the supplied cable. This is the only way to ensure that toll collection and the uploading of updates work properly. The device is not to be connected using a USB cable or a cigarette lighter adapter.



- Measure the cable length from the OBU plug to the vehicle power supply and then cut off the plug for the cigarette lighter and the excess length of the cable.
- Use the diagram above to locate the connection points in the vehicle. The black wire for the switch-on signal must be connected to the ignition of the vehicle.
- Install a 5A fuse (not included) in series with the supply wires (red and black wires) before connecting the cables to the vehicle. If the vehicle is already connected to a power supply, this step is not necessary.
- Finally, connect all wires to the previously identified connection points (vehicle supply, ignition and ground).

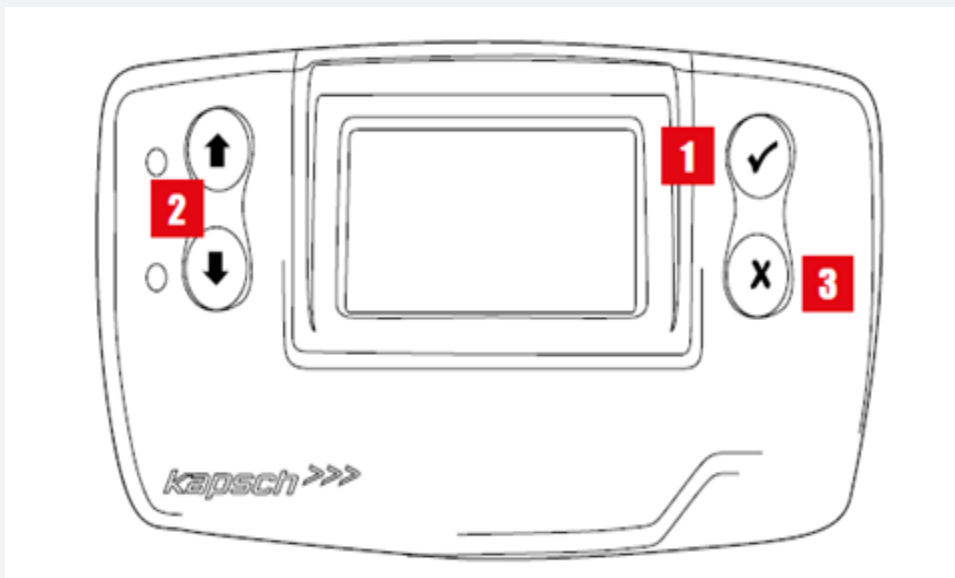
The UTA MultiBox® must be installed by a specialist company. Failure to comply with these instructions means that UTA assumes no liability in the event of a complaint.

4. Connection of the UTA MultiBox® to the Power Supply



- Remove the OBU from the bracket attached to the windscreen by pressing the plastic tab on the bracket.
- Connect the OBU to the connecting cable and then to the power supply. Press firmly until you hear a click sound.
- This connection must be made for the UTA MultiBox® to work properly.
- Then put the OBU back into the bracket.
- Make sure that the OBU is connected correctly. To do this, read the information on the screen. If it is not connected, repeat step 2 in this chapter.

5. Switching on the UTA MultiBox®

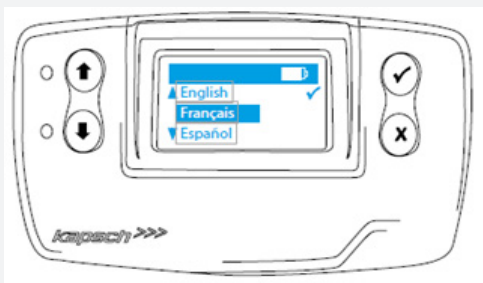


1. Double click to see the menu.
2. You navigate the menu using the arrows.
3. Press this button to exit the menu.

| The buttons do not work at speeds above 10 km/h.

5.1. Settings & initial activation

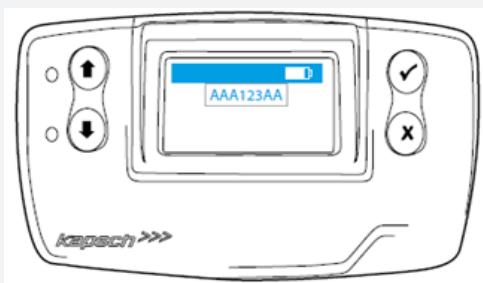
- **Power supply:** Connect the OBU to the power supply.
- **Language settings:** Use the arrows to select the language of the menu and confirm your selection by clicking on the tick. The default language is English.



List of available languages:

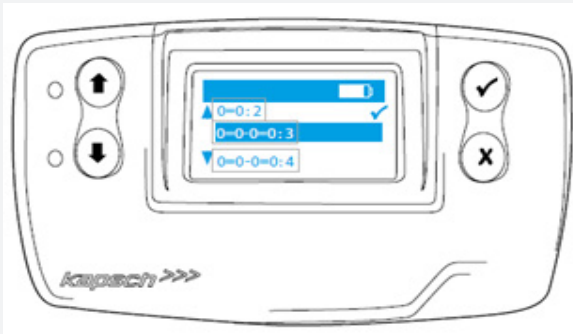
- | | | |
|-----------|-----------|--------------|
| • English | • German | • Polish |
| • French | • Italian | • Portuguese |
| • Spanish | • Dutch | • Czech |

- **Registration number check:** Make sure the registration number on the display matches your vehicle's registration number.



5.1. Settings & initial activation

- Change the **number of axes** according to your vehicle combination and confirm your selection by clicking on the tick.



Without trailer: 0=0:2 (vehicle with 2 axes)

With trailer: 0=0-0=0:4 (vehicle with 4 axes)

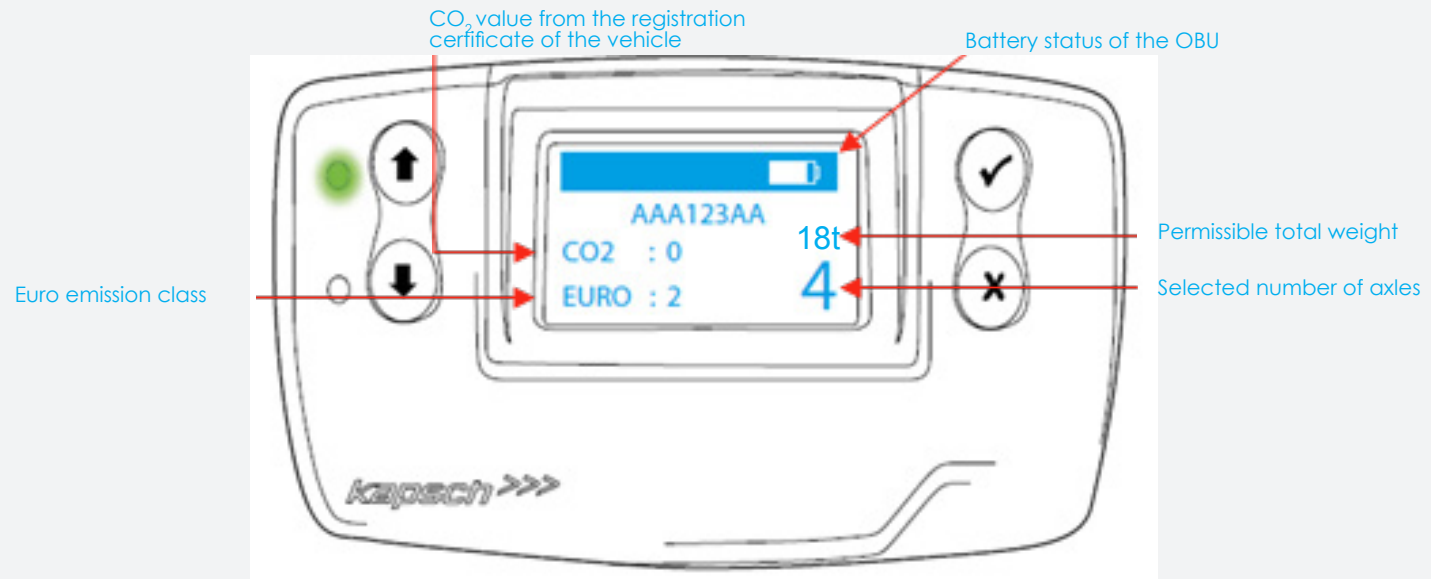
Example: Your vehicle combination consists of one tractor unit and one trailer with a total of 5 axes: 0=0-0=0:5+

- Confirm the weight with the tick. By default, the weight stored in the OBU is equivalent to the permissible total weight of the vehicle combination.

5.1. Settings & initial activation

The device is now switched on. The green LED indicates that the vehicle device is now ready for operation.

Your OBU will now operate when you start the engine of your vehicle next time. If the LED lights up red or the display shows an error message, then the UTA MultiBox® is not ready for use. Please contact UTA immediately.



Contact UTA immediately if the following information is incorrect:

- Registration number
- Number of axles of the tractor unit
- Euro emission class
- Permissible total weight of the vehicle combination

Please note: any false information results in a penalty or forfeiting of the discount.

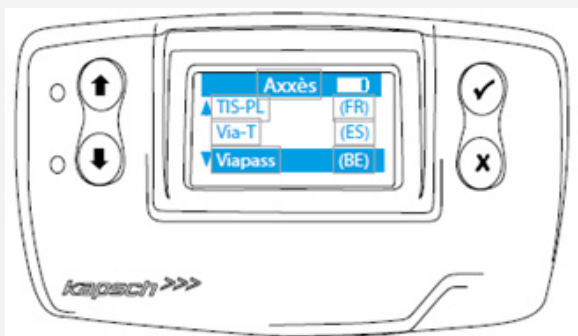
UTA MultiBox®

3 Instruction manual

6. Control displays

6.1 Toll contexts

To check in which countries your OBU can be used and is activated for, go to the “networks” tab in the menu.
Press **X** to exit the menu.

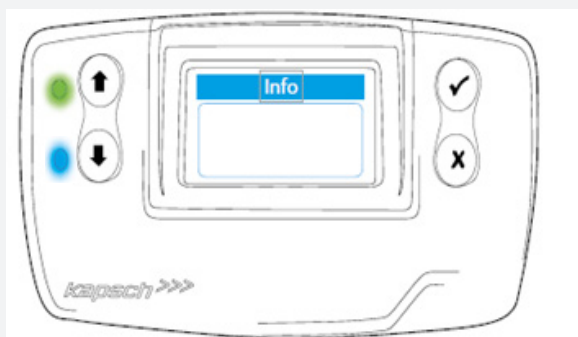


VIA-T	(ES) = Spain
VIA VERDE	(PT) = Portugal
TIS-PL	(FR) = France
HERRENTUN.	(DE) = Germany
VIAPASS	(BE) = Belgium
LIEFKENSH.	(BE) = Belgium

6.2 Messages

If, in addition to the blue LED, a green LED also lights up, you have a message.






To read the message, you must stop the vehicle!






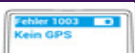

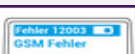







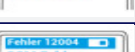








The blue LED turns off as soon as you have clicked on the tick after reading the message. The last message will always be saved and you can retrieve it at any time via "last message".

7. Paying at the Toll Station

Use the following lanes depending on the network travelled on:

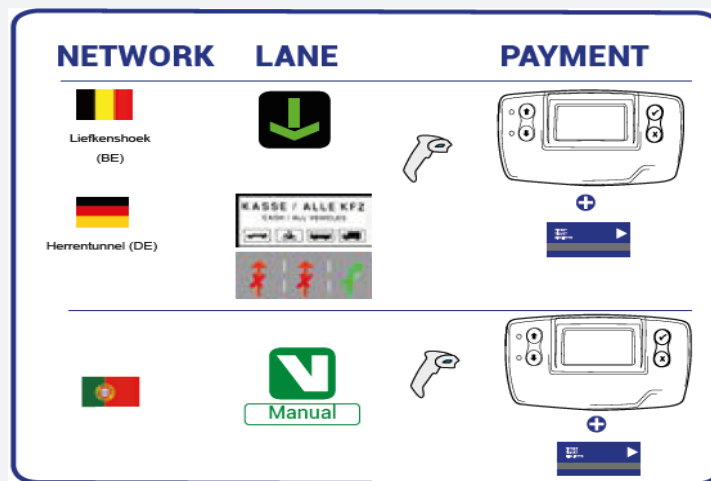
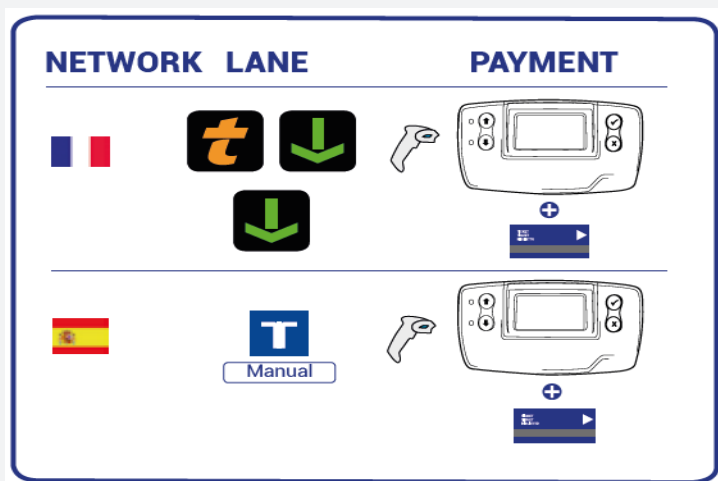
Network	Toll lane signs	
TIS PL France	The lanes are fitted with a vehicle device detection system in both directions. For a better service, use the reserved tracks marked with „t“.	
Via-t Spain	You can use the reserved lanes or the mixed lanes both when you enter and when you leave.	
Via Verde Portugal	You can use the reserved lanes or the mixed lanes both when you enter and when you leave.	
Liefkenshoektunnel Belgium	The lanes are fitted with a vehicle device detection system in both directions. Lanes are reserved for electronic toll collection and marked by this sign.	
Herrentunnel Germany	It is advisable to use the right-hand lane.	
Viapass Belgium	Lanes without toll station	

8. Error Message

Error message	Meaning	Now what?
 	20026	The vehicle device has detected a problem with the power supply. Stop the vehicle. Check the power supply of your vehicle.
 	10003	The vehicle device has detected a temporary problem. Stop the vehicle. If the problem persists for more than 15 min., call the hotline.
 	12003	
 	1031	In Belgium and Germany, the notification is displayed when the toll context is not activated. If a different toll device is used that covers the toll context, the error message can be ignored. Otherwise, please call the hotline.
 	20035	The vehicle device has detected a payment problem on your route. Stop and call the hotline.
 	11004	The vehicle device has detected a critical error. Your vehicle device is not ready for operation. Stop and call the hotline. Read out the error code to the hotline operator.
 	12004	
 	10020	Your vehicle device was exposed to extreme temperatures. Stop and call the hotline.
 	20034	Your vehicle device is not ready for operation. Stop the vehicle. Check the power supply of your vehicle. If the problem persists, call the hotline.
 	10006	
	None of the LEDs are lit up. Your vehicle device is not ready for operation.	Halten Sie an. Überprüfen Sie die Versorgung Ihres Fahrzeuggeräts. Falls das Problem weiterhin ansteht, wenden Sie sich an die Hotline.
	If there is no beep coming from your vehicle device or you hear 4 beeps in succession, the transaction was not confirmed. You are not driving in compliance with the rules.	See Chapter 9 - emergency plan.

9. Emergency Plan in Case of Malfunction

France, Spain, Portugal, Herrentunnel (Germany), Liefkenshoektunnel (Belgium)



Get your UTA MultiBox® ID scanned manually or pay with cash or credit card.

9. Emergency Plan in Case of Malfunction

Belgium Viapass

- You must stop as soon as possible and call the following hotline:
Number for calls from Belgium: **+33 (0) 4 26 29 75 80**
Availability: **24/7**
Give the service staff your vehicle registration number and your OBU ID (19 digits starting with 315649-). You can find this information on the sticker on the left or on the back of the OBU.
- Drive to the nearest Satellic column and obtain a temporary device from the service point the hotline staff referred you to and install it. You can use the following payment options to purchase the OBU: UTA card, cash or credit card.
- Keep your vehicle device in the aluminium-coated bag you were provided with to avoid being charged more than once.
- You can now use this temporary vehicle device on the Belgian toll road network.

10. Useful information

- Do not operate your UTA MultiBox® while driving!
- Don't forget to connect the device to the power supply again later to avoid paying a fine!
- If you require spare parts, please contact UTA.
- For returns, send the OBU to UTA using the enclosed shipping bag.
- Software updates are always uploaded first. Other features are installed afterwards, such as the activation of an additional toll context or a vehicle data change.
- Make sure the device is continuously connected to the power supply to avoid having to pay a fine and to get new updates.

11. Checklist

- ☒ Continuous power supply?
- ☒ LED lights up green?
- ☒ Required toll contexts displayed?
- ☒ Registration number correct?
- ☒ Current number of axles correct?
- ☒ Emission class correct?

12. Contact Details

UTA SUPPORT

Your Toll Service team are happy to help:

Toll Service

+49 6027 509-617

support@uta.com

www.uta.com

In the event of a fault you can call our
technical service on:

In the Belgian “Viapass” network:

+33 (0)4 26 29 75 80

Available around the clock!