

Instructions



welcome

Thank you for
obtaining your e-tag.

The information in this manual
will help you get started with
e-tag fitment and registration.

Package Contents

1 x e-tag

1 x Bracket

1 x e-toll Customer Account ID Card

1 x Windscreen Surface Cleaner

1 x Instruction Leaflet



getting started

Please register your e-tag and your e-toll account by simply:

- visiting your nearest e-toll **Customer Service Outlet**,*
or
- logging on to the e-toll Customer Service website at **www.sanral.co.za**,
or
- contacting the e-toll Call Centre at **0800 726 725**

**Contact the e-toll Call Centre or visit www.sanral.co.za to obtain the list of locations.*

what you need to register

When registering your e-toll account, please provide the following:

- Proof of *identification* (ID, passport or driver's licence).
- Physical and postal *addresses*.
- *Contact details*, including cell phone, landline, fax number and/or e-mail address.
- *Account payment details*: either cash, bank account or credit card details.
- *Vehicle licence plate number*.
- The *make and model* of your *vehicle*.
- *Customer Account ID Card number*, or *e-tag barcode number* located on the side of the e-tag.

types of e-tags

Your package contains one of two types of e-tags, each with its own type of bracket.

e-tag type 1



Should your package contain this type of e-tag, the bracket included in this package can only be used for angled windscreens.

You may swap your bracket for a vertical windscreen or motorcycle bracket at the nearest e-toll Customer Service Outlet.

e-tag type 2



Should your package contain this type of e-tag, the bracket included in this package may be used for both angled and vertical windscreens.

You may swap your bracket for a motorcycle bracket at any e-toll Customer Service Outlet.



The Electronic Toll Equipment and e-tags have been approved by the Independent Communications Authority of South Africa (ICASA) under Type Approval numbers TA-2008/27 and TA-2011/571. e-tags are available at SANRAL appointed outlets / stockists only.

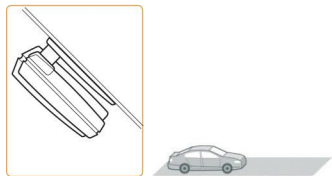
types of windscreens

To ensure your e-tag works correctly, please read the following instructions carefully before installing your e-tag.

Vehicles are fitted with either angled or vertical windscreens. To ensure that your e-tag works correctly, the appropriate e-tag bracket needs to be used for your specific windscreen type.

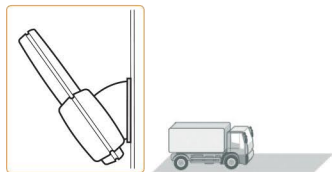
Some vehicles have metallised windscreens for the reduction of sun rays, which requires the e-tag to be mounted in a specific area on the windscreen.

Angled windscreens



If your vehicle has such a metallised windscreen, an area of the windscreen will be covered with dots or there may be an area which is lighter than the rest of the windscreen. If so, the e-tag mounting position must be within the dotted or lighter area.

Vertical windscreens



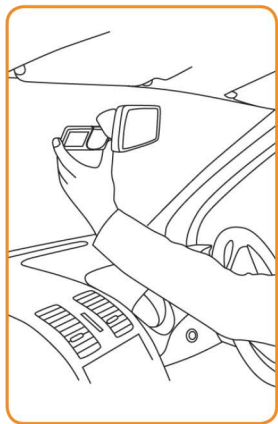
Please refer to your vehicle's handbook for more information, or contact an e-toll Customer Service Outlet or Call Centre for assistance.

fitting your e-tag unit

Step 1

Identify the position for the e-tag unit.

Angled windscreens



- Identify an appropriate position on the front windscreen, behind the rearview mirror, to fit your e-tag unit.
- Your e-tag unit needs to be fitted horizontally onto the vehicle's front windscreen.
- Ensure that your e-tag unit does not obstruct the driver's visibility. Also, try and leave enough room for the e-tag to slide from its bracket once it's mounted.
- There should be at least seven centimetres of distance between the e-tag unit and any other objects, such as a sun visor.
- Once you've chosen a suitable spot on the top end of the windscreen, use the surface cleaner provided to clean the windscreen thoroughly where your e-tag unit will be mounted.
- Ensure the surface is dry before attaching the bracket to the windscreen.

Step 1

Identify the position for the e-tag unit.

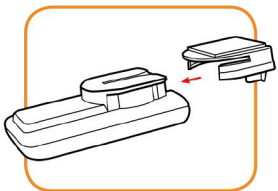
Vertical windscreens



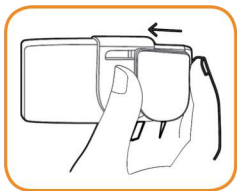
- Find a suitable spot in the centre of the front windscreen to fit your e-tag unit and make sure to fit it vertically.
- The e-tag unit needs to be placed higher than the windscreen wipers on the inside of the windscreen for heavy vehicles and should be placed behind the rear view mirror for light vehicles with vertical windscreens.
- Ensure that the e-tag unit will not obstruct the driver's visibility. Leave enough room for the e-tag to slide from its bracket, once it's mounted.
- Once you've chosen a suitable spot on the windscreen, use the surface cleaner provided to clean the windscreen thoroughly where the e-tag unit will be mounted.
- Ensure the surface is dry before attaching the bracket to the windscreen.

Step 2

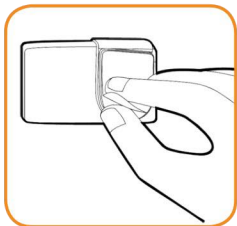
Assembling your e-tag and bracket and preparing for installation.



- Ensure the windscreen is clean and dry.



- Carefully insert the e-tag into the bracket and make sure it clicks.



- Remove the adhesive liner from the back of the bracket.

fitting your e-tag unit

Step 3

Attaching the bracket onto the windscreen.

Angled windscreens



Vertical windscreens



- For angled windscreens, the e-tag unit needs to be fitted horizontally.
- Ensure that when facing the e-tag unit from the inside of the vehicle, the bracket is on the left-hand side of the e-tag. Leave enough room for the e-tag to slide from the bracket once it's mounted.
- For vertical windscreens, the e-tag unit needs to be fitted into a vertical position. Ensure that when facing the e-tag unit from the inside of the vehicle, the bracket is at the bottom of the e-tag unit.
- Carefully position the e-tag unit on the windscreen and press firmly for one minute.
- Do not attempt to remove the e-tag from the bracket for at least 24 hours after initial fitting.

what do the beeps mean?

The e-tag will beep when the vehicle passes under a toll gantry.

The beep(s) communicate the following:

1 beep



The transaction was successful.

2 beeps



Funds on your e-toll account are low and you need to top up.

4 or no beeps



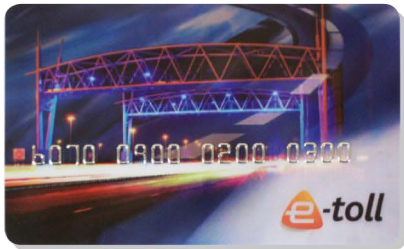
Contact the e-toll Call Centre or go to your nearest Customer Service Outlet.



customer account ID card

Your *Customer Account ID Card* is uniquely linked to the e-tag allocated to your vehicle. For ease of identification, the *vehicle licence plate number* should be recorded in the space provided on the back of your Customer account ID card.

Use your *Customer Account ID Card* to *identify your e-toll account* when visiting an e-toll Customer Service Outlet, contacting the e-toll Call Centre, visiting the website or when topping up your e-toll account.



Lost or damaged e-tag
or Customer ID card

It's important to *report damaged, lost or stolen e-tags and Customer Account ID Cards*. Please go to an e-toll Customer Service Outlet, visit the website, or call our Call Centre when doing so.

A replacement can be collected at your nearest e-toll Customer Service Outlet.

For replacement fees, please visit the e-toll website at *www.sanral.co.za*.



Operated by



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