

# Mobileye 8 Connect

Basic Error List v0.3






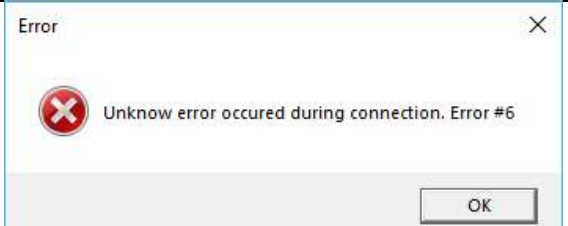
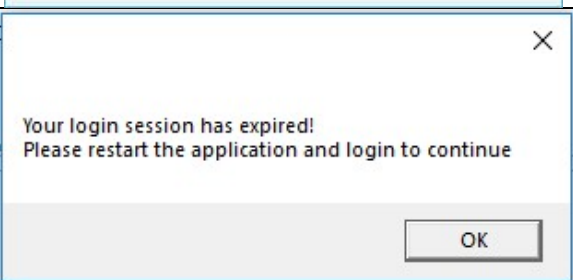
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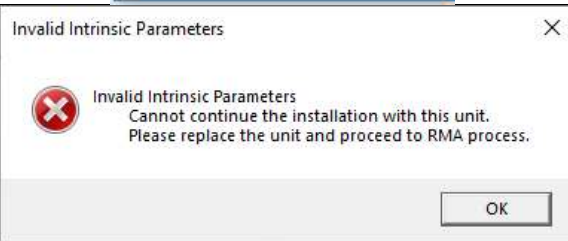

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## EyeWatch related errors

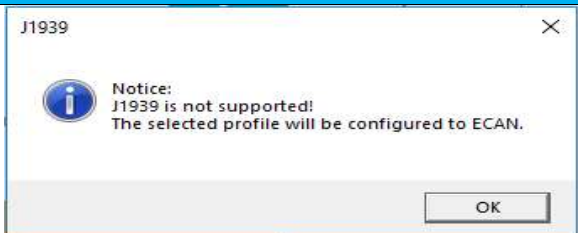
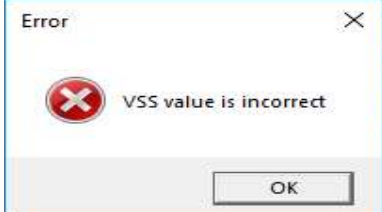
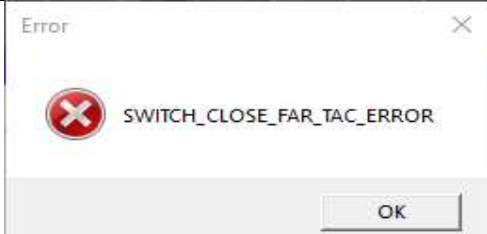
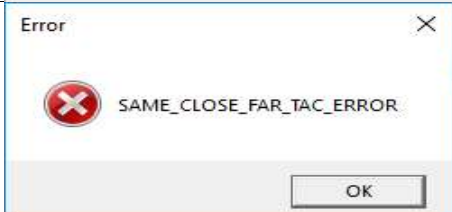
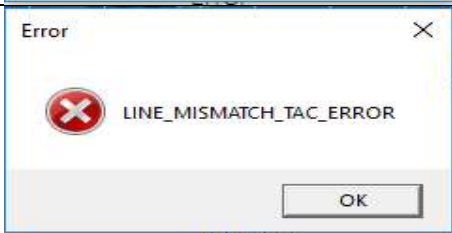
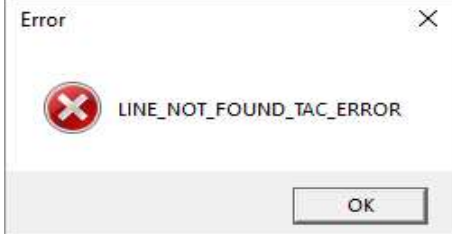
Error code	Error details	Resolution
ER-16	Communication error with image sensor	Replace camera unit
ER-20	Speed signal is configured by CAN-bus, but the system is not detecting the vehicle CAN- bus	Installation issue - Verify CAN-Reader / CAN-bus connection, or check vehicle profile selection is correct
ER-DA	Tamper alert	Check that the camera has a clear view
ER-77	Failure with G sensor	Replace camera unit
ER-78	Failure with Gyro sensor	Replace camera unit
LED flashes Red	Camera boot failure	Replace camera unit
No communication icon	No communication error	Replace camera unit

## Mobileye Installation Center errors

Error code	Error details	Resolution
	Cannot login to the IC due to a wrong input of either the username or password	Check your login credentials and try again. if
	login failed	Contact Mobileye support team
	Cannot login to Mobileye Installation Center	Check internet access Or Check antivirus / firewall
	Cannot login to Mobileye Installation Center	Check internet access Or Check antivirus / firewall
	Login Expired - IC wizard was open and online for 2 hours	Close the IC application, re-open and login again

	<p>Fail to reconnect when using the "Reconnect" from the status bar</p>	<p>Check system status (on/off) Or Check physical connection of the EyeNET with the system</p>
	<p>Missing parameters of the camera module</p>	<p>Contact Mobileye support team to proceed with RMA</p>
	<p>Missing TLS</p>	<p>Contact Mobileye support team to proceed with RMA</p>

## Mobileye Installation Center calibration errors

Error code	Error details	Resolution
 <p>J1939</p> <p>Notice: J1939 is not supported! The selected profile will be configured to ECAN.</p> <p>OK</p>	Mobileye 8 system does not support J1939 protocol.	Click "OK" to continue with burning and configure the profile with ECAN
 <p>Error</p> <p>VSS value is incorrect</p> <p>OK</p>	while installing Mobileye 8 with analog speed signal, the entered VSS value is outside the allowed range.	VSS allowed value is between 500-50,000. please adjust and enter the correct value
 <p>Error</p> <p>SWITCH_CLOSE_FAR_TAC_ERROR</p> <p>OK</p>	TAC is in the wrong position	Change TAC location between far and close TAC and re-calibrate
 <p>Error</p> <p>SAME_CLOSE_FAR_TAC_ERROR</p> <p>OK</p>	TAC board in the same location for both close & far TAC calibration	Check TAC location and re-calibrate
 <p>Error</p> <p>LINE_MISMATCH_TAC_ERROR</p> <p>OK</p>		Check TAC location and re-calibrate
 <p>Error</p> <p>LINE_NOT_FOUND_TAC_ERROR</p> <p>OK</p>		Check TAC location and re-calibrate