GARMIN.

ONDECK™

Owner's Manual

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Getting Started

⚠ WARNING

See the *Important Safety and Product Information* guide in the product box for product warnings and other important information.

NOTICE

Use of OnDeck services is subject to the Service Terms for Garmin® OnDeck Service Plans (subscriptions.garmin.com/legal/TC_GARMIN_SUBSCRIPTION_SERVICES_ONDECK).

You must subscribe to a service plan from Garmin to use OnDeck services with Garmin OnDeck products. Each OnDeck product requires its own service plan.

NOTE: Before proceeding, the GTB 10 hub must be wired according to the *Installation Instructions* and connected to an external power source.

1 Turn on the Boat-in-Use input or Shore Power sensor.

   NOTE: If you do not turn on the Boat-in-Use input or Shore Power sensor, after you activate the subscription, the OnDeck system enters standby mode and prevents configuration.

   For information on connecting the Boat-in-Use input or Shore Power sensor, see the *Installation Instructions* at garmin.com/manuals/OnDeck.

2 Connect to the OnDeck system Wi-Fi® network (*Connecting to the OnDeck Wi-Fi Network*, page 1).

3 Download and install the ActiveCaptain® app, and follow the on-screen instructions to set up the system (*Setting Up the OnDeck System in the ActiveCaptain App*, page 2).

4 Activate the subscription to cellular service (*Activating the Cellular Subscription*, page 2).

5 Configure the switches (*Switch Configuration*, page 8).

6 Enter your owner contact information (*Adding Your Contact Information*, page 5).

7 Add contacts (*Adding Contacts*, page 5).

8 Set up alarms (*Setting up Alarms for Sensors*, page 5).

Connecting to the OnDeck Wi-Fi Network

NOTE: If the GTB 10 hub is not connected to a compatible chartplotter through the Garmin Marine Network, you must complete these steps within 30 minutes of turning on the device. The device automatically turns off after 30 minutes of inactivity.

You must connect the mobile device running ActiveCaptain to the OnDeck Wi-Fi network.

1 If the STATUS LED is off, press the ⏻ button to turn on the GTB 10 hub.

2 If the GTB 10 hub is connected to a compatible Garmin chartplotter through the Garmin Marine Network, set up the OnDeck Wi-Fi network using the chartplotter.

   See the chartplotter manual for more information.

3 On the mobile device, select **Settings** > **Wi-Fi**.

4 Bring the mobile device within 32 m (105 ft.) of the GTB 10 hub.

5 Select the Garmin network, and enter the password.

   TIP: If the GTB 10 hub is not connected to a chartplotter, the default network name is **Garmin** and the default password is **garminmarine**.

   If the GTB 10 hub is connected to a chartplotter, use the network and password you set up in step 2.

After connecting to the Garmin Wi-Fi network, you must open the ActiveCaptain app.

Setting Up the OnDeck System in the ActiveCaptain App

After you connect the mobile device to the OnDeck Wi-Fi network, you must use the ActiveCaptain app to set up the OnDeck system.

1 From the application store on your mobile device, install and open the ActiveCaptain app.
2 Sign in to your Garmin account.

   TIP: If you do not have an account, select Create One.

   When you connect the ActiveCaptain app to an unconfigured OnDeck system, you will be guided through the steps to set up the OnDeck system features.
3 Select **Continue** and follow on-screen instructions to set up the system.
4 If the OnDeck system is not connected to a chartplotter, when prompted, enter a new network name and password for the OnDeck Wi-Fi network, and connect to the re-configured network in the Wi-Fi settings for the mobile device.
5 Return to the ActiveCaptain app.
6 Follow on-screen instructions to set up the system.

After setting up the system, activate the subscription to cellular service (*Activating the Cellular Subscription*, page 2), and complete the rest of the setup steps.

Activating the Cellular Subscription

Before using the OnDeck system, you must activate the subscription for cellular service.

1 Go to activecaptain.garmin.com/ondeckactivation.
2 Sign in to your Garmin account.

   This is the same account information you use to sign in to the ActiveCaptain app.
3 Select the device.
4 Read and accept the terms and conditions.
5 Enter your billing information, and select **Save**.
6 Select the package, and **Select** > **Save**.
7 Enter your payment information, and select **Save**.

   Your credit card will be billed monthly as long as your cellular subscription is active.
8 Select **Activate Subscription**.

Sensors

You can view information from the sensors connected to the OnDeck system.

Sensors and Groups

In the ActiveCaptain app, there are two tabs on the Sensors app screen. The Sensors tab contains all of the sensors connected to the system. The Groups tab contains groups of sensors you can create for organization and convenience.

Creating a Group

The Groups tab contains only groups of sensors you create. Until you create your first group, there will be no items in the Groups tab.

1 From the ActiveCaptain app, select **Boat Apps** > **Sensors**.

2 Select the **Groups** tab.

3 Select ⊕.

The New Group window opens.

4 In the **New Group** window, perform the following optional actions as they pertain to your new group:

- Enter a name for the group.
- Select a symbol to represent the group.

5 Select **Add / Remove Sensors** and select all of the sensors you want to add to the group.

TIP: If you have many connected sensors, you can filter the sensors by system type or category using the drop-down menus to at the top of the sensors list.

6 Select **Done** to finish adding sensors, and select **Done** again to add the new group.

Rearranging and Deleting Sensor Groups

You can change the position of sensor groups on the Groups tab, or delete groups you no longer want.

1 From the ActiveCaptain app, select **Boat Apps** > **Sensors**, and select the **Groups** tab.

2 Select **Edit**.

TIP: You can press and hold a sensor group to start editing the Groups tab.

Icons appear on each of the sensor groups indicating that you can move or delete them.

3 Perform an action as needed to edit the **Groups** tab:

- To change the position of a sensor group, drag it to a new location.
- To delete a sensor, select ⊖ on the left corner of the sensor.

4 Select **Done** to finish editing the group.

Editing a Sensor Group

You can add, remove, and adjust the position of sensors in a group, and you can edit the name and symbol that represents the group.

1 From the ActiveCaptain app, select **Boat Apps** > **Sensors**.

2 Select the **Groups** tab, and select the group you want to edit.

3 Select **Edit**.

TIP: You can press and hold a sensor in the group to start editing the group.

Icons appear on each of the sensors indicating that you can move or delete them.

4 Perform an action to edit the group:

- To change the position of a sensor in the group, drag it to a new location.
- To remove a sensor from the group, select ⊖ on the left corner of the sensor.
- To change the name or symbol of the group, or to add additional sensors, select **Edit Group**.

5 Select **Done** to finish editing the group.

Monitoring Sensors

1 From the ActiveCaptain app, select **Boat Apps** > **Sensors**, and select the **Sensors** tab.

2 Select a sensor to view more information

TIP: Pull the screen down to refresh the data.

Viewing the Sensor History

You can view historical data for certain sensors, such as the temperature sensor.

1 From the ActiveCaptain app, select **Boat Apps** > **Sensors**, and select the **Sensors** tab.
2 Select an item with a ⎍⎍⎍ or ☰ icon in the corner.
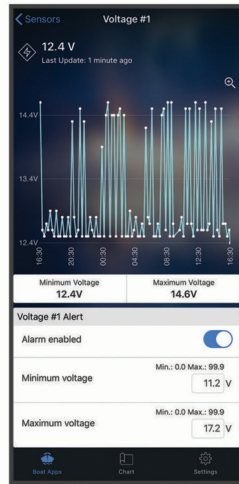
3 Select ⊕ or **More**.
4 If necessary, select a duration.
5 If necessary, select ❮ or ❯ to change the date range.

Rearranging and Hiding Sensors

You can change the order of sensors on the Sensors tab. Also, you can hide these sensors that are connected but you do not want the GTB 10 hub to monitor.

1 From the ActiveCaptain app, select **Boat Apps** > **Sensors**, and select the **Sensors** tab.
2 Select **Edit**.

   TIP: You can press and hold a sensor start editing the Sensors tab.

   Icons appear on each of the sensors indicating that you can hide them.
3 Perform an action to edit the **Sensors** tab:
   • To change the position of a sensor, drag it to a new location.
   • To hide a sensor, select ⊖ on the left corner of the sensor.
4 Select **Done** to finish editing the **Sensors** tab.

All hidden sensors are moved the bottom of the list and appear faded to indicate they are hidden from the system. You can tap a hidden sensor to return it to the sensor list and make it available to the system.

Configuring the Temperature Sensor

Before you configure the temperature sensor, you must connect the mobile device with the ActiveCaptain app to the OnDeck Wi-Fi network.

You should have configured the sensor when you set up the system. You can change the connection status or location, if needed.

1 From the ActiveCaptain app, select **Settings** > **OnDeck Settings**.
2 Select **Sensor Location**.
3 Select the location of the sensor.

Configuring the Security Sensor

Before you configure the security sensor, you must connect the mobile device with the ActiveCaptain app to the OnDeck Wi-Fi network.

You should have configured the sensor when you set up the system. You can change the connection status, if needed.

1   From the ActiveCaptain app, select **Settings** > **OnDeck Settings**.
2   Select **Connection State** > **Connected**.

Alarm Notifications

<table>
<tr><td>⚠ CAUTION</td></tr>
</table>

The OnDeck alarm notifications feature is supplemental and should not be relied upon as a primary method to monitor your vessel. The functionality, reliability, and timeliness of the alarm notifications depend on a number of factors that are beyond Garmin's control, including but not limited to cellular connectivity/reception and device power.

You will be notified of alarms using the email and text numbers entered (*Adding Contacts*, page 5).

By default, you receive notifications when alarm states are triggered and cleared, and those values can be configured for each sensor (*Alarm Notifications*, page 5).

You can snooze or silence alarms for the entire system or you can snooze alarms for individual sensors (*Snoozing and Silencing All Alarms*, page 6).

Setting up Alarms for Sensors

<table>
<tr><td>⚠ CAUTION</td></tr>
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1   From the ActiveCaptain app, select **Boat Apps** > **Sensors**.
2   Select the sensor for which you want to add an alarm.
3   Enable the alarm for the sensor.
4   For a range-based alarm, enter the values.
5   Repeat this process for more alarms and sensors as needed.

Adding Your Contact Information

As the owner of the vessel, you must enter your contact information and enable text or email alarm notifications to receive notifications from the OnDeck system.

1   From the ActiveCaptain app, select **Settings** > **Alarm Notification Settings**.
2   Select ❯ at the top of the screen.
3   Follow the on-screen instructions to add your phone number and email address.
4   Enable the toggle switch next to your name to receive text and email messages as needed.

Adding Contacts

You can add contacts to receive notifications from your OnDeck system.

1   From the ActiveCaptain app, select **Settings** > **Alarm Notification Settings**.
2   Under the text message or email heading, select **Add Additional Recipients**.
3   Follow the on-screen instructions to add the contact.
4   If necessary, add additional contacts.

Snoozing and Silencing All Alarms

You might want to snooze or silence all alarm notifications when you are using the boat. Silencing alarms prevents alarm notifications from being sent to your email or text until you disable the silence. Snoozing alarms prevents the alarm notifications from being sent until the specified time.

1 From the ActiveCaptain app, select **Settings** > **Alarm Notification Settings**.
2 Select an option:
   • To silence the notifications, select **Silence Notifications**.
   • To snooze the notifications, select **Snooze Notifications**, and select a date and time.

Data collected during the snooze or silence period prevents most alarms. The shore power and bilge pump alarms will not send an alarm notification when the alarm is snoozed or silenced but do record the data collected during the snooze and silence period.

Snoozing an Alarm for an Individual Sensor

You may want to snooze alarms for a specific sensor while continuing to receive alarms for other sensors. You can snooze alarms for a specific sensor, but you cannot silence them. You can silence alarms only for the entire system.

1 From the ActiveCaptain app, select the sensor for which you want to snooze alarms.
2 Select **Snooze Alarm**, and select a date and time.

Data collected during the snooze period prevents most alarms. The shore power and bilge pump alarms will not send an alarm notification when the alarm is snoozed but do record the data collected during the snooze period.

Alarm Notification Details

⚠ **CAUTION**

The OnDeck alarm notifications feature is supplemental and should not be relied upon as a primary method to monitor your vessel. The functionality, reliability, and timeliness of the alarm notifications depend on a number of factors that are beyond Garmin's control, including but not limited to cellular connectivity/reception and device power.

There are two types of alarms that determine the notification parameters and settings:

Binary state: The sensor has a single trigger for the alarm, for example online or offline.

Range-based: The sensor has a range of values that are used to trigger the alarm, for example, the battery voltage is below 8 Vdc or above 13 Vdc. You must configure these range values for each sensor if you want to receive alerts.

Alarm	Type	Trigger	Clear
Battery Voltage Alarm	Range-based	The vessel battery voltage falls below or rises above the set range.	The vessel battery voltage returns to the set range.
Bilge Pump Alarm	Binary state	The bilge pump is running	The bilge pump is no longer running
Water Depth Alarm	Range-based	The detected depth is below or above the set range.	The depth is within the set range.
Geofence Alarm (location)	Range-based	The vessel has traveled outside of the set area.	The vessel has returned to the set area.
Internal Battery	Binary state	The GTB 10 device is running on internal battery.	The GTB 10 device has recon-nected to external power.
Offline Alarm	Binary state	The GTB 10 device has not reported data for over 70 minutes.	The GTB 10 device has started reporting data again.
Security and Location Alarm	Binary state	The security sensor is triggered.	The security sensor returns to the armed state.
Shore Power Alarm	Binary state	Shore power is disconnected	Shore power is reconnected
Temperature Alarm	Range-based	The temperature falls below or rises above the set range.	The temperature returns to the set range.

Alarm Advanced Settings

To access advanced alarm settings for a sensor, from the ActiveCaptain app, select the sensor you want to configure, and select Advanced Settings.

Occurrences: Enable this setting, and specify the values for both the number of detected triggers and the window of time. You will receive alerts only when the alarm is triggered the set number of times within the defined window.

> **NOTE:** All triggers are tracked, even if an alert is not sent based on this setting.

Duration: Enable this setting, and specify the values for both the duration of detected triggers and the window of time. You will receive alerts only when the sensor has been in the triggered state for the specified duration within the set window.

> For example, if you use this setting to notify you when your bilge pump runs for 45 minutes within 24 hours, you receive the alert after it has run for a cumulative total of 45 minutes within 24 hours, not just when it runs one time for 45 minutes. It may run once for 30 minutes and a few hours later for 15 minutes. At that point, it reaches the cumulative total of 45 minutes and sends the alarm.

Remind Me: Enable this setting, and specify a length of time. You will receive a reminder alert if the alarm has not reached a cleared state during the specified length of time.

Offline Alarm: Enable this setting, and specify a length of time. You will receive an alert if the sensor has not reported data for the specified length of time.

Switches

You can configure and control the switches that are connected to the OnDeck system with the ActiveCaptain app on your mobile device or with your chartplotter.
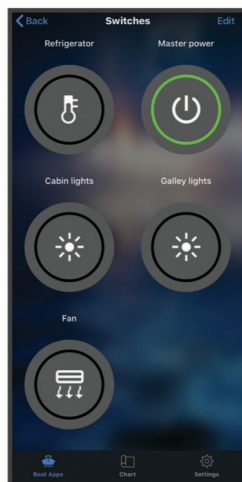
Switch Configuration

Adding NMEA 2000° Digital Switches

You can connect an optional NMEA 2000 digital switching device to your vessel's NMEA 2000 network to access additional digital switches. The digital switching device must be configured for this type of switching before you can configure the digital switches.

NOTE: The digital switching device must be of a type that uses the NMEA 2000 PGNs for Momentary and Latching switch control (PGN 127501 and PGN 127502).

1. If the digital switching device is not already configured for this type of switching, configure it according to the instructions included with the device.
2. Connect the digital switching device to the NMEA 2000 network connected to the GTB 10 hub and the chartplotter.
3. Configure the digital switches (*Configuring the Switches with a Mobile Device*, page 8).

Configuring the Switches with a Mobile Device

Before you configure the switches, you must connect the mobile device with the ActiveCaptain app to the internet.

You can also configure the switches with a compatible chartplotter (*Configuring OnDeck Switches with a Chartplotter*, page 9).

1. From the ActiveCaptain app, select **Boat Apps** > **Switches** > **Edit**.
2. If you are configuring switches from a new NMEA 2000 digital switching device, select the blue banner to read and accept the user agreement.
3. Select a switch.
4. Select **Switch Connected**.
5. Select an icon for the switch, if necessary.
6. Enter a name for an OnDeck switch, if necessary.

   You can name a NMEA 2000 digital switch using the chartplotter (*Configuring NMEA 2000 Digital Switches with a Chartplotter*, page 9).
7. If necessary, select a duration for a **Momentary** switch.
8. Select **Show in Switches List**.

Configuring OnDeck Switches with a Chartplotter

You can configure the OnDeck switches using a compatible chartplotter or using the ActiveCaptain app (*Configuring the Switches with a Mobile Device*, page 8).

These steps apply only to switches connected to the OnDeck hub. To use a chartplotter to configure switches on a NMEA 2000 digital switching device, see *Configuring NMEA 2000 Digital Switches with a Chartplotter*, page 9.

1   From the chartplotter, select **Options** > **Settings** > **My Vessel** > **Switching** > **OnDeck™ Hub**.

2   Select a switch.

3   Select **Switch Connected**.

4   If necessary, select **Edit Name**, and enter a name.

Configuring NMEA 2000 Digital Switches with a Chartplotter

After connecting a NMEA 2000 digital switching device (*Adding NMEA 2000® Digital Switches*, page 8), you can use a compatible chartplotter to configure the NMEA 2000 digital switches. You can also configure them with the ActiveCaptain app (*Configuring the Switches with a Mobile Device*, page 8).

These steps apply only to switches connected to a NMEA 2000 digital switching device. To configure the switches connected to the OnDeck hub, see *Configuring OnDeck Switches with a Chartplotter*, page 9.

1   From the chartplotter, select **Options** > **Settings** > **My Vessel** > **Switching** > **NMEA Standard**.

2   Select a NMEA 2000 switch.

3   If necessary, for the visibility setting, select **Hidden**.

4   If necessary, for the time setting, select **Momentary** or **Latching**.

A Momentary switch is on only for the duration you select. A Latching switch is on until you turn it off again. You can configure the duration for a Momentary switch with the ActiveCaptain app.

5   If necessary, select **Label**, and enter a label for the switch.

Controlling the Switches with a Mobile Device

Before you can control the switches with a mobile device, you must configure them (*Switch Configuration*, page 8).

You can also control the switches with a chartplotter (*Controlling the Switches with a Chartplotter*, page 9).

1   From the ActiveCaptain app, select **Boat Apps** > **Switches**.

2   Select a switch to turn it on or off.

TIP: Pull the screen down to refresh the data.

Controlling the Switches with a Chartplotter

Before you can control the switches, you must configure them (*Switch Configuration*, page 8).

You can also control the switches with a mobile device (*Controlling the Switches with a Mobile Device*, page 9).

1   From the chartplotter, select **Vessel** > **Switching**.

2   Select a switch to turn it on or off.

Customizing the Switches Screen

1   From the ActiveCaptain app, select **Boat Apps** > **Switches** > **Edit**.

2   Drag the switch to a new location.

3   Tap a switch to edit the name or icon.

4   Select **Done**.

Creating Switch Groups

With the ActiveCaptain app on your mobile device, you can create switch groups for easy access.

1 From the ActiveCaptain app, select **Boat Apps** > **Switches** > **Edit** > **New Group**.
2 Enter the group name.
3 Select the switches to add to the group.
4 Select **Save**.

Switch Details

There might be occasions when you cannot control the switches. Switches turn off temporarily during a system reset and software update. Switches also turn off while the OnDeck system is turned off, either because of a user action or a low internal battery.

Switches that were turned on before the system reset, software update, or when the system was turned off, turn on automatically when the OnDeck system turns on. Switches do not turn on automatically after a factory reset.

If your vessel's NMEA 2000 system includes a digital switching device, you may see offline or error state messages if the digital switching device fails or is not powered or connected (*Digital switches are offline or in error state*, page 14).

Tracking and Security

You can view the location of the vessel and enable the security features.

Tracking Your Vessel

From the ActiveCaptain app, select **Chart**.

Turning on the Security and Location Alarm

⚠ CAUTION
The OnDeck alarm notifications feature is supplemental and should not be relied upon as a primary method to monitor your vessel. The functionality, reliability, and timeliness of the alarm notifications depend on a number of factors that are beyond Garmin's control, including but not limited to cellular connectivity/reception and device power.

You should arm the Security and Location Alarm when you leave your vessel.

1 From the ActiveCaptain app, select **Boat Apps** and select the **Sensors** tab.
2 Select **Security Sensor**.
3 Under **Alarms**, select **Security Sensor**.

When the security features are armed, you will receive a notification if the security sensor is triggered.

When you return to your vessel, you should disarm the security features by selecting Security Sensor again to turn it off.

Setting a Geofence

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You can enable the system to send you an alarm notification when the vessel enters or exits a specific area.

1 From the ActiveCaptain app, select **Chart**.
2 Select ⬡.
   A window appears at the bottom of the screen.
3 In the window at the bottom of the screen, select **Geofence Alarm**.
4 Select an option:
   • To receive a notification when the vessel enters the area, select **When Entering**.
   • To receive a notification when the vessel leaves the area, select **When Leaving**.
5 Select **Radius**, and drag the circle to adjust the size of the area.
6 Select ⊘ to save the geofence.

When the vessel's position, as reported to the server, enters or exits the geofence, you will receive an alarm notification.

Setting the Offline Alarm

⚠ **CAUTION**

The OnDeck alarm notifications feature is supplemental and should not be relied upon as a primary method to monitor your vessel. The functionality, reliability, and timeliness of the alarm notifications depend on a number of factors that are beyond Garmin's control, including but not limited to cellular connectivity/reception and device power.

The Offline Alarm enables the system to send you a notification when the OnDeck system has not contacted the server for more than 70 minutes.

1 From the ActiveCaptain app, select **Settings** > **Alarm Notification Settings**.
2 Under **Offline Alarm**, select **Alarm Enabled**.

When the OnDeck system is offline, you will receive one alarm notification each day that the system is offline. For information on troubleshooting the alarm, see *Troubleshooting the Offline Alarm*, page 13.

Security Sensor Details

By default the security sensor is configured as Not Connected. After installing the sensor, you must configure the sensor as Connected to view the sensor activity in the Sensors list and receive alarm notifications (*Configuring the Security Sensor*, page 5) .

If you have not installed and configured the security sensor, you can still enable the Security and Location Alarm to detect vessel movement (*Turning on the Security and Location Alarm*, page 10).

Sensor configuration	Sensor state	Sensor label in the Sensors list
Connected	Door or window is closed. Sensor contacts are close together.	Deactivated
Connected	Door or window is open. Sensor contacts are not close together.	Activated
Not Connected	Not applicable	Deactivated

Troubleshooting

STATUS LED

LED Activity	Status
Solid red	The device is turning on.
Flashing green	The device is on and operating normally.
Flashing orange	The device software is being updated.
Flashing red	The device has encountered an error and must be reset by holding the ⏻ button (*Restarting the OnDeck System*, page 12).
Off	The device is off or in standby mode.

Restarting the OnDeck System

Before you can restart the system, you need access to the GTB 10 hub.

You can restart your OnDeck system if it stops working.

Hold the ⏻ button for 8 to 10 seconds.

The STATUS LED turns red and the device restarts.

The STATUS LED is off

* Press the power button to verify the device is not in standby mode.

  If the STATUS LED turns red, the device was off. If the STATUS LED flashes green, the device was in standby mode.
* Verify the GTB 10 hub has a valid external power source that has not been detected as a drained battery (*I'm worried my OnDeck system might discharge my battery*, page 14).
* To keep the device in a full-power state and prevent it from entering standby mode, verify the installation of the Boat-in-Use input and Shore Power sensor.

  See the *Installation Instructions* at garmin.com/manuals/OnDeck.

Viewing Diagnostic Information

You can view diagnostic information for troubleshooting.

1 Connect the mobile device to the OnDeck Wi-Fi network (*Connecting to the OnDeck Wi-Fi Network*, page 1).
2 From the ActiveCaptain app, select **Settings** > **OnDeck Diagnostics**.

Resetting the Data and Settings

Before you can reset the data and settings, you need access to the GTB 10 hub.

You can delete your user data and reset all settings to the factory default values.

NOTE: The settings synchronized with other devices on the Garmin Marine Network will not be cleared.

1 Verify the GTB 10 hub is on and is held in a full-power state.
2 Using a slim object, such as an unbent paperclip, press and hold the recessed FACTORY RESET button.

   The STATUS LED flashes green and then turns red after approximately 20 seconds.
3 After the STATUS LED turns red, release the FACTORY RESET button.

Troubleshooting the Offline Alarm

The OnDeck system can be offline due to a variety of reasons. You can perform these actions to help determine why the system is offline.

- To manually refresh the data, pull the screen down from the **Sensors**, **Switches**, or **Tracking & Security** screen.
- Press the power button to verify the device is turned on.

  If the status LED turns red, the device was off. If the status LED flashes green, the device was in standby mode.
- Verify the GTB 10 hub has a valid external power source that has not been detected as a drained battery (*I'm worried my OnDeck system might discharge my battery*, page 14).
- Verify the cellular signal is adequate (*Viewing Diagnostic Information*, page 12).
- Verify the subscription status at activecaptain.garmin.com.
- Connect the mobile device to the OnDeck Wi‑Fi network, check the signal strength (**Settings** > **OnDeck Diagnostics**), and verify that internet is available.
- Check that the vessel is in a location with cellular coverage. Adjust the antenna orientation and device placement according to the *Installation Instructions*.

My OnDeck data seems out of date or is not available

The OnDeck hub reports data every 15 minutes while operating in full-power state and every 30 minutes while in standby state.

- To manually refresh the data, pull the screen down from the **Sensors**, **Switches**, or **Tracking & Security** screen.

  The server limits how often a user can manually refresh the data. This limit does not prevent the OnDeck hub from reporting data more frequently.
- Verify the troubleshooting items in *Troubleshooting the Offline Alarm*, page 13.
- Verify that you are set as the owner.
- If you are connected to a chartplotter, verify that the owner name is the same in the mobile device app and the chartplotter.
  - From the ActiveCaptain app, select **Settings** > **About**, and verify the name under **Logged in as:**.
  - From the chartplotter, select **Vessel** > **ActiveCaptain**, and verify the name next to **Owner:**.

  If names do not match, restore the chartplotter to the default settings (**Options** > **Settings** > **System** > **System Information** > **Reset** > **Reset Default Settings**) or reset the app (**Settings** > **Reset App**), and log in again using the correct account.
- Connect the mobile device to the OnDeck Wi‑Fi network, and agree to the prompts to transfer your login information.

My NMEA 2000 data is not being updated

NMEA 2000 setup most likely requires a relay to turn on the NMEA 2000 network for monitoring, unless it is always on. See the *Installation Instructions* at garmin.com/manuals/OnDeck.

I am not receiving alarm notifications

There are several factors that might be contributing to alarm notifications. If you are not receiving notifications, perform these actions to determine why.

NOTE: Not all alarm notifications are sent immediately. Some alarm notifications are sent after the device has connected to the server.

- Verify that the system is uploading data. See *Troubleshooting the Offline Alarm*, page 13 and *My OnDeck data seems out of date or is not available*, page 13.
- Verify that your phone number and email address were entered correctly (*Adding Contacts*, page 5).
- Verify that the alarms are configured and enabled (*Setting up Alarms for Sensors*, page 5).
- Verify that the alarms are not silenced or snoozed (*Snoozing and Silencing All Alarms*, page 6).
- Verify that you are expecting the right type of alarm for your sensor (*Alarm Notifications*, page 5).
- Verify that the advanced alarm settings are not preventing alarms you want to receive (*Alarm Advanced Settings*, page 7).

Digital switches are offline or in error state

There are several factors that can contribute to digital switches showing as offline or in error state.

NOTE: If you use a digital switching device, it must be of a type that uses the NMEA 2000 PGNs for Momentary and Latching switch control (PGN 127501 and PGN 127502) and configured for this type of switching.

- Verify the digital switching device has not failed.
- Verify the digital switching device is securely connected and powered.
- Verify there is no overcurrent to the digital switching device.
- Check the instructions for the digital switching device for troubleshooting information.

I'm worried my OnDeck system might discharge my battery

The OnDeck GTB 10 hub switches to running on the internal battery when it is not in a full-power state and the voltage of the external power input drops below 11.9 Vdc for a 12 Vdc system or below 23.8 Vdc for a 24 Vdc system. The system type is determined by the voltage of the external power input. Less than 15 V indicates a 12 Vdc system and greater than 18 Vdc indicates a 24 Vdc system.

The OnDeck GTB 10 hub switches back to running from the external power input when the power input rises to 12.4 Vdc or higher for a 12 Vdc system or to 23.8 Vdc or higher for a 24 Vdc system.

The internal battery lasts about 48 hours under typical use.

The GTB 10 hub does not stay in a full-power state, the OnDeck Wi-Fi access point goes away, and my chartplotter does not automatically re-enable it

- Verify the installation of the Boat-in-Use input.

  The Boat-in-Use input should be on when the chartplotter is on.

  See the *Installation Instructions* at garmin.com/manuals/OnDeck.

I have a security sensor, but I am not receiving alarm notifications

- Connect the mobile device to the OnDeck Wi-Fi network, and verify that the security sensor **Connection State** is set to **Connected**.
- Verify that the security sensor is installed and connected according to the *Installation Instructions* at garmin.com/manuals/OnDeck
- Verify that you are using a Garmin security sensor, not a third-party sensor.

I do not have a security sensor, but I receive security sensor alarm notifications

1 Connect the mobile device to the OnDeck Wi‑Fi network.
2 Select **Settings** > **OnDeck Settings** > **Connection State**.
3 Ensure **Not Connected** is selected.

I receive unexpected geofence or security location alarm notifications

- From the **Tracking & Security** screen, verify the location of the vessel and the geofence.
- The security location alarm surrounds the vessel's location when the alarm is enabled. To reset the location, disable the security location alarm, and then enable it again.
- Verify the troubleshooting items in *My vessel position is not correct on the chart*, page 15.

A sensor is missing from the Sensors screen

If a sensor or data is missing from the Sensors screen, you might need to add the item to the screen or wait for the sensor to provide data. When a sensor has not provided data for more than 30 days, it is no longer shown on the Sensors screen.

1 To show a sensor, from the **Sensors** screen, select **Edit**.
2 Select the sensor.

The Sensors screen is showing unneeded sensors

From the **Sensors** screen, select **Edit**, and select the sensor to hide it.

TIP: You can drag a sensor to move it.

My bilge pump shows as always running

1 Verify the operation of the bilge pump.
2 Verify the installation of the bilge input.

The bilge input should be connected to the bilge pump so that it is energized to 10 to 32 Vdc when, and only when, the pump is active. This may be the manual input wire to the pump or the output of a float switch, not necessarily the power input to the pump.

See the *Installation Instructions* at garmin.com/manuals/OnDeck.

My bilge pump never shows as running but the history graph shows that it has run

The pump only shows as running if it is on exactly at the time when the OnDeck data is collected.

To verify operation, force the pump to stay running for an extended period of time and perform a data refresh on the mobile app.

My vessel position is not correct on the chart

- Verify the GTB 10 hub placement and orientation according to the *Installation Instructions* at garmin.com /manuals/OnDeck.

Relocate the GTB 10 hub to a more suitable location, if necessary.

- Use an external GPS antenna installed in a location with a clear view of the sky, if necessary.

NOTE: If the boat is stored in a structure or with an obscured view of the sky, the GPS signal could be degraded or lost.

Appendix

Switching Vessels

If you have multiple OnDeck systems on your ActiveCaptain account, you can switch between vessels to view information about each vessel.

1 From the ActiveCaptain app, select **Boat Apps** > ••• > **Switch Boats**.

2 Select a vessel.

Configuring the OnDeck Wi-Fi Network

NOTE: If the GTB 10 hub is not connected to a compatible chartplotter through the Garmin Marine Network, you must complete these steps within 30 minutes of turning on the device. The device automatically turns off after 30 minutes of inactivity.

If the GTB 10 hub is not connected to a chartplotter, you must change the Wi-Fi password for security reasons and to properly register the device to your account.

1 Open the ActiveCaptain app.

2 When prompted, enter a new network name and password.

If you are not prompted, you can select **Settings** > **OnDeck Settings** > **Wi-Fi Name and Password**.

3 Connect to the re-configured network in the Wi-Fi settings for the mobile device.

Updating the OnDeck System Software

NOTICE

The GTB 10 hub must be held in a full-power state while the OnDeck system software update is in process. If the external power, Boat-in-Use input, or Shore Power sensor is removed from the device during the update, the OnDeck hub may become unusable and may need to be replaced. See the *Installation Instructions* at garmin.com/manuals/OnDeck.

The OnDeck system must be connected to a Garmin chartplotter using the Garmin Marine Network to update the OnDeck system software.

You may need to update the OnDeck system software when you install this device or add an accessory to the system. You may use one of two methods to update the software with a connected chartplotter.

• Use the ActiveCaptain app.

• Download the update from garmin.com/support/software/marine.html using a memory card (32 GB max.) and a computer running a Mac® or Windows® operating system.

For more information, see the chartplotter owner's manual at support.garmin.com.

GTB IO Specifications

Weight	0.64 kg (1.4 lb.)
Compass-safe distance	102 mm (4 in.)
Operating temperature range	From -15° to 55°C (from 5° to 131°F)
Internal battery charging temperature range	From 0° to 45°C (from 32° to 113°F)
Material	Polycarbonate plastic
Water rating	IEC 60529 IPX7 [1]
Fuse	7.5 A, 42 V fast-acting
Input voltage	From 10 to 32 Vdc
Max. power usage @ 10 Vdc	20 W
Typical current draw @ 13.2 Vdc	40 mA avg. (cycling standby/full-power state) 210 mA avg. (full-power state)
Typical current draw in off state	Up to 7 mA avg.
Max. current draw @ 13.2 Vdc	1.5 A
NMEA 2000 LEN @ 9 Vdc	2
NMEA 2000 draw	75 mA max.
Backup battery life	48 hours (typical use)

Shore Power Sensor Specifications

Operating temperature range	From -15° to 55°C (from 5° to 131°F)
Storage temperature range	From -20° to 60°C (from -4° to 140°F)
Input voltage	100 to 240 Vac
Output	5 Vdc
Installation location	Max. 85% humidity, non-condensing environments

Temperature Sensor Specifications

Operating temperature range	From -50° to 105°C (from -58° to 221°F)

Security Sensor Specifications

Operating temperature range	From -15° to 80°C (from 5° to 176°F)

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[1] The device withstands incidental exposure to water of up to 1 m for up to 30 min. For more information, go to www.garmin.com/waterrating.

12 V Relay Switch Specifications

Operating temperature range	From -15° to 85°C (from 5° to 185°F)
Storage temperature range	From -40° to 155°C (from -40° to 311°F)
Control voltage (coil)	7.8 to 15.6 Vdc
Load power min. (contacts)	0.1 A
Load power max. (contacts)	Up to 15 A at 10 to 16 Vdc Up to 9 A at 20 to 32 Vdc

Wireless Protocols and Frequencies

Protocol	Frequency range	Typical power
UMTS low	824 to 915 Mhz	-6.4 dBm
UMTS mid	1710 to 1980 Mhz	20.8 dBm
LTE FDD low 1	699 to 787 Mhz	21.8 dBm
LTE FDD low 2	814 to 862 Mhz	24.1 dBm
LTE FDD low 3	880 to 915 Mhz	20.4 dBm
LTE FDD mid 1	1710 to 1785 Mhz	25.1 dBm
LTE FDD mid 2	1850 to 1980 Mhz	22.9 dBm
LTE FDD high	2500 to 2570 Mhz	18.2 dBm
LTE FDD high 1	1880 to 2400 Mhz	20.4 dBm
LTE FDD high 2	2555 to 2655 Mhz	25.5 dBm
ANT®/Wi-Fi	2400 to 2480 Mhz	16.8 dBm

Compatible Sensors

Device Sensors

Bilge pump (two)
Security
Battery voltage (two)
Temperature
Shore power
GPS location
GPS course over ground
GPS speed over ground
Distance log

NMEA 2000 Sensors

Fluid level
DC voltage
Temperature
GPS location
GPS course over ground
GPS speed over ground
Vessel heading
Vessel speed through water
Wind data
Fuel flow rate
Engine hours
Engine warning indicators

NOTE: The data from NMEA 2000 sensors is not uploaded when the GTB 10 hub is running on the internal backup battery.