SyncUP FLEET Product Guide

Introduction
The SyncUP FLEET application offers a robust suite of tools for managing and understanding the data sent by the Telematics Device.

Supported Software

Browsers
As we continue to innovate, many modern features of the web are integrated into our products. In order use all the advanced functionality of the application, a modern browser like the following is required:

- Modern version of Google Android™
- Modern version of Apple iOS
- Microsoft Internet Explorer® 10+
- The latest versions of Google Chrome™
- The latest versions of Mozilla® Firefox®
- Apple Safari® 6.0+

Frameworks
- Microsoft .NET Framework 4.6

Getting Started

Hardware Installation
To prepare for, perform and verify your hardware installation, please read and follow the Quality Service Guide carefully.

Software Setup
Once you have signed up for SyncUP FLEET, you will receive an email confirmation with a link to your database. Follow the link to log in.

Once logged in, follow the steps below to configure your vehicle:

<table>
<thead>
<tr>
<th>Go for a drive</th>
<th>The best way to see all the great features available to you is by taking your Telematics Device out on its first trip.</th>
</tr>
</thead>
<tbody>
<tr>
<td>View your trip</td>
<td>Log back into your database and select Map from the main menu. Select your vehicle from the dropdown list to see its current location on the map. Select Trips history to see where the vehicle has been.</td>
</tr>
</tbody>
</table>

Vehicle Configuration

The Vehicles view (Menu > Vehicles) displays the vehicles in your database and allows you to add new vehicles or to modify the settings of existing ones.

Adding a Vehicle
Select Add and then Add vehicle. The Add Device page will allow you to pair your...
Telematics Device serial number with your vehicle description. Select **OK** at the top of the page to complete your addition.

**Importing Multiple Vehicles**

Multiple vehicles can be imported at the same time using the Quick Import tool. Select **Add** and then **Quick import** to open a new dialog. Within the text field, enter one device serial number — along with a brief description of the device — per line.

Click the **Import** button to begin importing your devices.

**Editing a Vehicle**

Select a vehicle from the list to access the **Vehicle Edit** page. Here you can edit the device information, the driver feedback options, or the groups to which the vehicle belongs.

**Note:** In most cases, the pre-configured settings for new vehicle installations are suitable.

**Driver Feedback**

Audible in-vehicle alerts can improve the on-road driving behavior of your drivers by notifying them of unsafe or potentially risky driving events. You can configure alerts to sound on a number of events including idling or speeding. If an event is triggered, the driver will need to correct their on-road behavior for the alert to cease.

Driver feedback helps your organization develop a fleet-wide safety program that works without direct intervention. Your fleet managers can review this information with real-time reporting (see **Reports**). Additionally, the system can be configured to send out email or text message notifications to fleet managers when drivers trigger events (see **Exceptions**).

**Groups**

Groups are used to organize your vehicles, users, and zones.

To help organize your fleet, you can create groups to separate vehicles into different areas. If multiple user accounts use the application, users can be given access to all groups or only selected groups. Grouping can be used for vehicle types, regions, managers, or exceptions — the configuration is open to your organization.

For more information on creating new groups and managing existing groups, refer to the chapter titled **Groups**.

**Maps**

To view the current location of your vehicles on a map, select **Map** from the main menu. Select your vehicles using the search bar. The current position of your vehicle(s) will be displayed on the map.

**Filter**

When viewing the map or other components of your fleet, you can choose to view only certain groups of vehicles at a time. Use the filter box located in the top-left corner of the screen to select which vehicles are shown.

**Note:** The filter is only visible after vehicles have been added to one or more groups. Additionally, ensure that your user account has the proper permissions to view the selected group using the filter.
Map Options

Searching the Map

The search box on the Map page simultaneously searches:

- Device name
- Drivers
- Addresses
- Zones/Customer
- VINs (Vehicle identification numbers)

The dropdown arrow to the right of the search box is used to browse vehicles and groups. Selecting the vehicle will show its current position on the map. You can search for and select more than one vehicle at a time.

Map Dropdown

Views

Select Map > Views > Save this view to save specific map views for returning to areas of interest quickly.

Map Type

The application supports a variety of maps which allows you to select the most useful map for your area of interest. You can change the map you use at any time by selecting Map > Map Type, then selecting one from the list of available providers.

Refer below for a feature comparison between our map providers. For a more detailed list, visit here.

- Road and satellite maps
- Street View maps
- Supports touch

- Updated daily
- Open source
- Supports touch

Using Custom Maps

The application supports custom maps. This powerful feature allows your organization to design business-specific maps that combine with the application's vehicle information. Some possible usages include maps that show customer-centric information, underground water flow, municipal boundaries, or city infrastructure (power, roads, sewage, etc).

The application supports custom map implementations based on OpenLayers, such as:

- ArcGIS 9.3 REST servers
- MapQuest
- CloudMade
- Tilemill

Get started with custom maps by setting up your own tile or ArcGIS server.

When using the application, all trips, exceptions and zones will appear on your custom maps. After the custom map has been configured, it can be selected for use from
Administration > System... > System Settings under the Maps tab.

Show Legend — Displaying Exceptions

With the map displayed, there is a smart legend at the bottom of the screen that shows color-coded exceptions to assist with identifying problems. The legend itself can be hidden via the map option.

From the legend, individual exceptions can be toggled on and off on the map by selecting the exception name from the legend. (Only exceptions in the view will appear.) Non-exception states such as Stopped, Stopped inside zone, and Driving are always on.

Zone Visibility

You can choose if zones are shown on the map. With the map open, select the Map button then click Show zones to toggle the visibility of zones. For additional visibility options, click on the arrow beside the Show zones button. The visibility options are:

- Default: Displays only the zones that have the Visible on map setting set to Yes.
- All: Display all zones on the map, regardless of the Visible on map setting.

Note: Zones are used to denote areas of interest such as customer areas, workplaces or people's homes and can be used in exception reporting. Refer to the chapter titled Zones.

Dynamic Map Elements

The colors for vehicle icons are assigned automatically from a predefined palette.

The first vehicle takes on the left-most color, the second vehicle takes on the next color in the order, and so on. If there are more vehicles than colors in the palette, the vehicles will take on lighter or darker variants of the colors in the palette. No two vehicle icons on the map will have the exact same color.

Moving vehicles have an additional glow effect to differentiate them from stopped vehicles.

When a vehicle is classified as not communicating, its color is set to black. A vehicle is considered to be not communicating if one of the following conditions is true:

1. The installed telematics device is a legacy device and has not been in communication for a minimum of 72 hours.
2. The installed telematics device is not a legacy device and:
   a. The most recent communication indicates that the vehicle is moving and the last contact was more than 10 minutes ago.
   b. The most recent communication indicates that the vehicle has stopped and the last contact was more than 24 hours ago.

Group Highlighting
The **Highlight groups** setting will set all vehicle icons belonging to a specified group to the group's pre-defined color and all excluded vehicles to gray. Both the descriptor text and the relevant side-menu entries will be set to match the group's color to indicate the group's participants.

To highlight groups:

1. Select the **Map** drop down menu
2. Select **Highlight groups**
3. Choose the group you wish to highlight

---

**Tracking**

**Real-Time Tracking**

You can select multiple vehicles for display on the map. The map will automatically adjust the zoom level to include all vehicles from your selection on the screen. More information can be obtained by hovering your cursor over the vehicle to display the status, name, and address of the device.

**Interacting with the Map**

The map view provides two objects of interaction:

<table>
<thead>
<tr>
<th>Vehicles</th>
<th>Left-clicking on a vehicle will open a menu with several options pertaining to editing the device, assigning a driver, and finding the address at the current position.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roads</td>
<td>Left-clicking on a road will open a menu with these additional options:</td>
</tr>
<tr>
<td></td>
<td>● <strong>Add square zone here</strong>: Create a zone at this location. The zone will be an editable square centered on your selection. You can then name the zone and change its size and shape.</td>
</tr>
<tr>
<td></td>
<td>● <strong>Nearest</strong>: Find the nearest vehicles to your selection.</td>
</tr>
<tr>
<td></td>
<td>● <strong>Find address</strong>: Displays the street address of your selection. The latitude and longitude will be used if no street address is available.</td>
</tr>
<tr>
<td></td>
<td>● <strong>Show street view</strong>: Displays Google StreetView imagery for your selection.</td>
</tr>
</tbody>
</table>

---

**Trips**

When vehicles are driven from place to place, the application will automatically save records of each trip made. Depending on the vehicle in which your Telematics Device is
installed, it will use many different factors to determine when a trip starts and ends.

It is important to understand how a trip is defined. A trip begins when the vehicle starts moving and ends when the vehicle starts moving again after a stop. A stop is recorded when the vehicle ignition is turned off, or when the vehicle has a speed of less than 1 km/h for more than 200 seconds.

Idling occurs when the engine is running, but the vehicle is not changing position. Idling that occurs before a trip starts is included as part of the idling for the previous trip.

Implications

- Short stops lasting less than 200 seconds are not counted as stops if the ignition is not turned off (such as stopping for red lights).
- A trip starts the first time a vehicle moves because vehicles may, at any time, be started and remain stationary for a period of time.
- Due to differences in vehicle manufacturers, it may not be possible to determine if the vehicle ignition is turned on or off. If this is the case, your Telematics Device will attempt to detect the engine running based on changes to its current location.

Examples

Example — Time Spent Idling Before and After Driving

![Diagram of trip with idling segments](image)

In this example, let's assume time A and D are times spent idling. Therefore:
- Previous trip idle time = A
- Current trip = B + C + D
- Current trip idle time = D

Example — Time Spent Idling in One Trip

![Diagram of trip with idling segments](image)

In this example, let's assume time B and D are times spent idling. Therefore:
- Current trip = A + B + C + D
- Current trip idle time = B + D

Example — Time Spent Idling During Two Trips
In this example, A+B is the first trip, and C+D is the second trip. The idle times are B and D where B is attributed to the first trip, and D is attributed to the second trip.

**Historical Tracking**

With the application, you have access to the real-time locations of your fleet and the entire history of where vehicles have been. You can use this feature to go back in time to examine what happened on a previous date. Select the **Trips History** button to work with historical tracking.

When using Trips History, your selected vehicles will have their trips displayed automatically. The table will show each individual trip as a single row. The first item in the row is the address or zone name at which the vehicle was stopped.

**Note**: Zone names will be used in place of addresses after you have created zones for customers’ locations, workplaces or other places of interest.

If the location is a zone then it will be underlined in a color which corresponds to the type of the zone. The example above shows purple, orange, and yellow lines for specified zones.

**Mapping Historical Trips**

The list of trips also shows when the vehicle arrived, how long it was stopped for, how long the trip lasted, and the distance that was driven over the course of the trip.

Selecting an individual trip will add the trip to the map. Selecting additional trips will show all of the selections simultaneously. The selected trips need not be consecutive. The selected trips will have a black number to the left of their address or zone name indicating the trip’s order in the sequence. The number corresponds to the number on the map. In the example below, 3 trips are selected.
**Tip:** A shortcut for adding all of the trips for the day is to select the date button.

To the right of the trip is an arrow. Click on this to see options to edit the device, assign the driver, show the speed profile for that trip, or show the accident and log data. These options are discussed in more detail in other sections.

An automatic legend is shown at the bottom of the map which denotes important events along the trips.

The stops and the exceptions that occurred during the trip are shown on the map. You can filter the exceptions on the map by selecting or deselecting one of the areas from the smart legend.

The trail line of the vehicle is color-coded with the exception type which occurred. When multiple exceptions occur, the color will alternate in a banding pattern. In the case when the exception line is too short to be visible, a warning triangle is used in its place.

The direction of travel along the trip is denoted with arrows. A star with a number indicates a customer stop (if a zone was created at that location) and a square with a number indicates a stop that occurred outside of a known zone.
By moving your mouse along the trip, additional information about your selection is displayed including:

- Vehicle name
- Time, date, and address
- Movement status
- Exceptions
- Road speed

When viewing trips on a map, the main menu will automatically collapse to allow for more room to view the map. To re-open the main menu, select the arrow located on the far-left edge of the view.

Trip Summary

From within the **Trips History** view, selecting the **Summary** button will show you summarized trip information throughout your fleet.

The trip summary view allows you to compare essential driving data for your entire fleet. By
default, the vehicle list is sorted based on the distance driven for the specified time period. The pie chart on the right side shows the durations of the stops inside customer, office, home and non-customer zones.

**Activity and Trips Summary Report**

<table>
<thead>
<tr>
<th>Vehicle 1</th>
<th>118 mi</th>
<th>118 mi</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2h 1m 17s Driving</td>
<td>46s Idling</td>
</tr>
<tr>
<td>Vehicle 2</td>
<td>54 mi</td>
<td>118 mi</td>
</tr>
<tr>
<td></td>
<td>2h 3m 25s Driving</td>
<td>13s Idling</td>
</tr>
<tr>
<td>Vehicle 3</td>
<td>46 mi</td>
<td>118 mi</td>
</tr>
<tr>
<td></td>
<td>1h 33m 26s Driving</td>
<td>0s Idling</td>
</tr>
</tbody>
</table>

**Note:** Hover your mouse over the pie chart to examine where the driver is spending their time.

Hover your mouse over the green distance line of each driver to see the percentage of distance compared to the longest distance traveled.

You can examine the idle time compared to the overall drive time by hovering over the clock icon.

**Speed Profile**

Navigate to the real-time speed graph by selecting **Activity > Speed Profile** from the main menu. The Speed Profile page can also be accessed through the dropdown on the Trips History page.
Reading the graph: The blue line shows the speed of the vehicle; the red line shows the known speed limit for the area; and the yellow line shows an estimated speed limit in the absence of a known speed limit.

**Speed Limit Data Providers**

This allows street level accurate notifications to be sent when a driver exceeds local speed limits. Posted speed limit data comes from two sources:

- HERE Maps
- Open Street Maps (OSM)

**Road Speed Data Availability**

Countries in which we support posted road speed data:

- North America: USA, Canada
- Oceania: Australia
- Asia: Japan
- Europe: England, Isle of Man, Ireland and Northern Ireland, Scotland, Wales, Germany, Switzerland, Austria, Belgium, Denmark, Finland, France, Greece, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, Slovenia, Norway
- Caribbean: Puerto Rico
- South America: Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, Peru, Uruguay

Posted road speeds can change frequently and may contain inaccuracies. You can update the posted road speed of any road by left-clicking on a road from the live map and selecting **Update posted road speed** from the menu that opens.

We share the changes you make to posted road speeds with all customers. That way,
everyone benefits from each other's changes. On a monthly basis, we will send the latest posted road speeds to OpenStreetMaps, where they will make them available to everyone else on the Internet.

**Note**: Due to the possible inaccuracies caused by road construction or other hazards, we recommend that posted speed limits be used as part of a larger safety strategy.

**Zones**

A zone is a virtual perimeter around a real-world area of interest. You can use zones to denote locations such as offices, customers, workplaces, airports, gas stations, entire states and provinces, or people's homes. When combined with exception reporting, zones become a critical component for analyzing the behavior of your fleet.

In the picture below, a vehicle trip is shown where the driver stopped inside a zone. When you hover your mouse over the stop, the name of the zone is displayed.

Creating a New Zone

To create a zone, select the **Add Zone** button from the **Map** page or the **Add** button from the **Zones** page. You can create an unlimited number of zones and they can be created individually or in bulk by importing a list prepared in a spreadsheet application. You can also quickly create a default zone by left-clicking on the map and selecting the option **Add**.
square zone here. You can later customize your newly created zone.

To define the boundary of your new zone, first select a starting point on the map. Continue creating the boundary by selecting points along its perimeter. A line will connect the points, showing the perimeter in the order you add them. To finish, close the zone by re-selecting the starting point once again, then select the Save button.

Tip: While the zone is being created, the round markers on the corners of the perimeter lines can be moved. To remove a point, drag the point off the map.

Customizing a Zone

After creating a zone, you will be taken to the Zone Edit page. From here you can give the new zone a name. This name will be used in reports and on the map.

Many of the fields for the new zone will be automatically set to an initial value. However, you may want to specify your own customizations such as which group the zone should belong to. Additionally, you can provide any other details about the zone in the comments field, disable the zone from being displayed on the map, and change the color used to display the zone.

Another important aspect of zones is their type. The zones that you create can belong to
different classes such as Customers, Offices or Homes. By using zone types, you can create very specific reports. For example, if you create zones at customers, you can report and filter by the customers' zone type. This allows you to easily see when drivers arrived and departed from your customers' location.

**Note:** You can manage your zone types by selecting *Types* from the top menu.

By using zones in combination with real-time location tracking, reporting becomes a powerful tool for productivity. Exceptions generated by drivers will include information about which zones they were inside (or outside), or even near. This enables a number of possible scenarios such as:

- Have an email sent out when drivers arrive at customer location
- Sound an in-vehicle alert to a driver who has left work early
- Notify your shipping and receiving department that a truck is about to arrive

The application recognizes stops made within zones, such as customer areas, and can also indicate the amount of time spent at these locations.

**Modifying an Existing Zone**

To change the shape of a zone, find the zone on the map or search for it in the zones list. Clicking on a zone from the map will open a menu, as in the image below.

Select **Change zone shape** to modify the boundary of the zone. To add a new point to the boundary, click anywhere along the zone boundary. Remove an existing point by dragging it off the map. When finished, select **Save** to go to the zone edit screen. Click the **Save** button again to finalize your changes.
Note: Changing zone properties will affect future data. You can reprocess data to affect data from the past.

Removing Zones

Zones can be removed from the database by selecting a zone and then selecting **Remove**. Once the zone is removed, it will no longer appear on the map. Any reports that previously displayed the zone name will instead show the zone address, if available.

Making changes to or removing multiple zones at a time is made easy by using the checkbox in the top-right corner to select multiple zones.

Once your zones are selected, select **Remove selected zones** or **Edit selected zones** from the top menu to affect all the selected zones.

Note: The zone list displays 500 zones at a time; use **Select Visible** to select the entire page at once.

Importing Zones

You can use a spreadsheet application to prepare a list of zones to be imported to your account. This saves time when you want to create a large number of zones.

When addresses for your zones are available, use the following format to create a spreadsheet in Excel:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>1*</td>
<td>Name</td>
<td>Address</td>
<td>Reference</td>
<td>Comments</td>
<td>Is zone circular?</td>
</tr>
<tr>
<td>----</td>
<td>-----------------------------</td>
<td>---------------------</td>
<td>----------------------------------</td>
<td>------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>2</td>
<td>New Zone Without Coordinates</td>
<td>Canada, Oakville</td>
<td>This is a reference for this zone</td>
<td>Comments</td>
<td>No</td>
</tr>
</tbody>
</table>

If you are creating zones in a remote area where street addresses are unavailable, you can use the following format which utilizes geographical coordinates instead:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>1*</td>
<td>Name</td>
<td>Latitude</td>
<td>Longitude</td>
<td>Reference</td>
<td>Comments</td>
<td>Is the zone circular?</td>
</tr>
<tr>
<td>2</td>
<td>New Zone Without Coordinates</td>
<td>43.434438</td>
<td>-79.709544</td>
<td>This is a reference for this zone</td>
<td>Comments</td>
<td>Yes</td>
</tr>
</tbody>
</table>

You will notice that:

1. In both examples, the reference column is an incremental number starting from 1 and is used to verify that all zones have been successfully created.
2. The diameter is based on the user’s measurement system, i.e.: 250 metres for metric or 250 yards for US.

**People**

**Users**

The application is used by people all around the world. You can customize your account to specify your local date and time format, measurement units, local time zone and language. To change your personal preferences, click on your account name in the top-right corner of the screen and select **Options** from the dropdown menu.

**Regional Settings**

The most common preferences are located at the top of the Options page. You can change the unit of measurement used for speed and distance (kilometers or miles), the date format, the time zone and the language.

The currently supported languages are English, French, German, Japanese, Polish, and Spanish.

**Note:** We are always in the process of adding new languages to our product and we welcome your suggestion as to which language to add next.

**Map Settings**

The application gives you the ability to choose which map provider to use. We offer OpenStreetmaps by default, as well as Google Maps. In some areas one map provider’s imagery may be more recent than another. For that reason, you can change your default
view using the options below.

Tip: You can drag and drop the views (blue) to order them as you want. The view at the top will be used as the initial view.

UI Settings
You can change which page is initially shown when you log in to the application by selecting from the Default page at start-up list. Newly created users will be shown the Live Map page, and after becoming accustomed to using the application, selecting a different page may be more beneficial to more advanced users.

Managing Users
So far, all the options explained have been applied to the currently signed-in user profile. If you have an administrator account, you have the ability to manage other user profiles by making changes on their behalf. Navigate to Administration from the main menu then select Users from the sub-menu.

Select a user to manage from the list. The user's preferences will be shown, allowing you to make changes.
This screen has three tabs:

- User (User/Employee settings and assigned groups)
- Driver (Driver ID settings)
- Options (User preferences)

When removing a user, you can choose to make the user historical instead. This will retain the user's data in the system, but will remove them from lists of users and reports. Some reports give you the option of including historic users in their datasets.

Preventing User Access to Shared Data

User accounts can be prevented from viewing data (trips, GPS locations, exception events) that they themselves did not generate. This is useful in scenarios where drivers share a vehicle. The administrator can enable this setting to prevent each driver from seeing the logs and exceptions created by the other drivers.

Note: This feature currently only prevents a driver’s access to the following shared data: trips, exceptions, and position and speed logs. Data from other types of reports will remain...
visible to the driver if they belong to the appropriate group.

This feature can be enabled in the following way:

1. On the User Edit page under the Driver tab, toggle the Prevent driver access to shared data setting to Yes and click Save.

Modifying Multiple Users

If you want to make the same changes to a number of user accounts, you can use the dropdown list in the top right corner to select multiple users.

Security Clearances

Security clearances control a user’s access to specific features of the application. The application defines the following security clearances by default:

<table>
<thead>
<tr>
<th>Role</th>
<th>Access Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator</td>
<td>Full access to the application.</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Administrator access minus the ability to edit users, devices, groups and global system options.</td>
</tr>
<tr>
<td>Driver</td>
<td>Access to view trips, dashboards, time cards and customer visits for drivers and vehicles within their data access scope.</td>
</tr>
</tbody>
</table>

Drivers

The Telematics Device and application are designed with next-generation safety technology allowing you to gain incredible insight into your driver’s on-road behavior using informative management reports. Risk and safety scores are assigned to individual drivers and are based on various key indicators such as speeding and after-hours vehicle use. You will
easily enhance your fleet's safety with real-time risk and safety reporting.

Groups

You can organize your vehicles, exceptions, zones and users into groups to match the layout of your own organization. For instance, if your organization has East and West divisions, then you can easily separate your account in this way. This allows important information for each division to be presented only to those responsible for managing them.

Managing Groups

Navigate to Rules & Groups from the main menu then select Groups from the sub-menu. Groups are managed using a graphical interface that shows the hierarchical organization of your organization including the base set of groups provided by the application.

● Locations (Used to separate assets into the areas they service. For example, East and West)
● Reports (Used to denote which users receive the available emailed reports)
● Vocation (Used to organize assets for reporting sales, service, delivery, etc)

Groups can be placed inside other groups. This allows your account to be set up to match your organization's hierarchy.

Configuring Drivers

To create a new driver navigate to Administration from the main menu, then select Users from the sub-menu. Select a user from the list which you would like to denote as a driver, then select the Driver tab.

Use the Yes/No toggle to make this user a driver.

Manually Assigning Drivers to Vehicles

Performing the assignment of drivers to vehicles yourself is useful when you are not using...
vehicles equipped with driver identification systems. Additionally, if there is a conflict between driver keys and vehicles, you can easily make the manual correction. Follow these steps to assign your drivers to vehicles:

1. Navigate to the Map from the main menu.
2. Left-click to select a vehicle.
3. Select Assign driver from the dropdown list.

4. A small window is displayed, in it select the driver by name from the dropdown list.

5. If this driver will be the default driver, use the Yes/No switch to automatically associate them with this vehicle in the future. When finished, select Apply changes.

**Communication**

**Messaging (HOS ONLY)**

The Telematics Device works with Android and iOS tablets using the SyncUP FLEET HOS app to allow seamless two-way text message communication from the web with the driver. Messages sent to drivers appear as alerts and can be answered using unobtrusive, single tap responses for acceptance and acknowledgement of new jobs and tasks.

**Messaging Hub**

You can access messaging by selecting Zones & Messages from the main menu. From there, select Messages. This screen allows you to review and report on historical messages sent and received through the application.
Sending a text message

From the messaging hub, select **New message** from the top menu. A message can be sent to a single driver or a group.

1. **Specify recipients:** Select one or multiple recipients by either typing their name in the text box or by navigating your user list after selecting the blue arrow to the right.

2. **Compose message:** Compose the text message to be sent. You can use up to 256 characters.

3. **Reply options:** Select a canned response or input a custom response by separating each possible response by a comma. For example: Accept, Decline, Later.

**Reviewing Sent Messages**

After a text message has been sent, a record displaying the user that sent the message and the date and time at which the message was sent can be viewed on the page.
Administration > System... > Audit Log with the label Send message.

Detailed information about sent messages including the date and time of delivery and the driver's response if one has been received is available from the messaging hub.

**Dispatch (HOS ONLY)**

The application offers an intuitive way to dispatch members of your mobile team to and from job sites in real-time. You can easily dispatch new jobs, pickup and drop off locations, zones or entire routes to your Android or iOS tablet equipped vehicles running the SyncUP FLEET HOS app.

Dispatching Vehicles to Zones

To send a zone you've created to a vehicle, find that zone either by using the map or by searching for it. Once the zone is displayed, simply select it. With the zone options menu now displayed, select Dispatch vehicle here.

When creating a dispatch request, you can select one or more vehicles to receive the request. Those drivers can optionally receive text messages you specify which include additional instructions about the job.
Understanding when and where issues arise within the fleet is made simple with the use of exception rules. Exception rules are conditions that outline the ideal behavior of a fleet. When a vehicle event breaks a rule, an exception is recorded within the system. Exceptions can be used to trigger notifications to be sent out to specified users.

In this way, an exception notification can be sent out to the rule-breaker, their manager, and other relevant parties. Fleet managers can then review their exceptions history through reports to understand the trending behaviors of their fleet. The application offers a robust suite of built-in exceptions separated into the categories of fleet, safety, and productivity. In addition to these, you can create custom rules that combine various different conditions to suit your needs.

Managing Exceptions

Exception rules are managed by selecting Rules & Groups > Rules from the main menu. You can make direct changes to built-in rules through the interface — adjusting values like speed and idle times where applicable. The question mark button opens a detailed explanation of each rule. The envelope button opens a list of notification recipients for the rule, allowing you to manage who is notified when an exception rule is broken.

If a built-in rule doesn't fit your requirements, use the pen button to begin creating a customized copy of the selected rule. Once a custom rule is saved, it can be found in the custom rules list below the built-in rules.

**Note:** Custom rules cannot be edited directly through the Rules page. Click on a custom rule to go to the Exception Rule Edit page to make your changes.

Built-In Exception Rule Types

**Safety Exceptions**

The application enables fleet-wide safety and driver improvement through live notifications of in-vehicle behaviors.

**Productivity Exceptions**
We are consistently raising the bar when it comes to driver productivity tracking. You can be notified of exceptions such as late arrivals, early departures, idling, unauthorized home or customer stops, excessive office time, long lunches, and even long stops during work hours.

**Fleet Exceptions**

Thousands of vehicles equipped with our technology have realized significant cost-saving benefits. We offer the most extensive metrics available to help you reduce fuel consumption. We help you stay proactive in keeping your fuel costs down by managing driver behaviors, such as speeding and idling, and detecting engine issues before they become costly problems.

**System Exceptions**

A system notice rule tracks critical errors, originating either in the application software, or from each individual Telematics Device. While the system notice rule is always active, only those administrators who opt in to this rule's notifications are alerted when exceptions occur. As with any rule, you may select the type of notification you desire.

## Adding Exception Rules

Click **Add** at the top of the **Rules** page. Under the **Name** tab, fill in the rule name and any additional customizations you require — including selecting the groups to which the exception rule applies to with the **Publish to groups** dropdown.

Under the **Conditions** tab, use the conditions editor to set the conditions that will trigger the exception rule. Exception rule notifications can be added under the **Notifications** tab. Click **Save** to add your exception rule.

### Publishing Exception Rules

Publishing a rule to the Company group will make it visible to all users. When using the **Publish to groups** menu, the user can select a group other than the Company group. In this case, the rule will be available to view and edit for all users of the selected group and the parent groups, but will only be viewable to users belonging to the sub-groups. In either case, the user will need sufficient security clearances to be able to edit or view the rule.

Additionally, the groups selected with the **Publish to groups** menu determine the vehicles and drivers to which the rule is applied. If set for Company group, the rule will apply to all vehicles and drivers, whereas selecting a specific group will apply the rule to only the vehicles and drivers in that group and its sub-groups.

**Note**: Making a user the driver of a vehicle to which a rule applies does not grant the user any additional editing or viewing permissions to that rule.

### Removing Exception Rules

Select the rule you wish to remove from the exception rules list. Click the **Remove** button at the top of the **Exception Rule Edit** page. A dialog will prompt you to verify your decision. If you are certain you wish to remove the exception rule, click **Delete**.

**Note**: Built-in exception rules cannot be removed.

### Exception Rule Notifications

When exception rules are broken, you have the choice to send out automatic notifications to the relevant parties. A notification can be sent out in the following ways:

- An email to one or more recipients:
An alert that is displayed inside the application to a specified user:

- An audible in-vehicle alert from the Telematics Device
- Additional alerts — such as SMS — as made possible by third-party systems

**Note:** There may be a minor delay between when data is sent from the vehicle to when the server sends a notification depending on the type of notification and exception being handled.

### Notification Templates

Notification templates define the information contained within notifications. Notification templates use variable tokens and static text to allow the delivery of customized notifications to recipients. There are three types of notification templates: email templates, web templates, and text templates.

Some use cases of customized notifications are:

- Sending compact notifications to mobile devices to conserve data usage
- Including a contact phone number in emergency situations
- Offering a web link to a map containing directions to a service station when an engine failure is detected

The **Notification Templates** page can be reached by navigating to **Rules & Groups > Rules** and then clicking the **Notification templates** button.

You can access existing templates from the list or you can create new notification templates by using the three buttons at the top of the page.

### Email Templates

Email templates are used to customize the emails sent when an exception rule is broken. An exception report can also be attached to the template to provide an in-depth look at the rule infraction. The application provides a generic email template by default.
Exception rule infraction information can be configured to be sent out as a GET or POST request to a web server.

Text Templates
Text templates are used to customize the information included in a pop-up alert within the application.

Distribution List
A distribution list is a reusable collection of multiple recipients and their corresponding notification types. A distribution list is useful when configuring the same group of users to receive notifications of different exceptions.

Removing Notification Templates
Because notifications encapsulate notification templates, make sure to delete notification templates with care. Deleting a notification template will delete all notifications using that template — potentially leaving users without notifications.

Adding Notifications
Notification can be added to an exception rule when creating a new rule or when editing an existing rule. Go to the Notifications tab of your selected rule to make notification changes.

Before most notifications can be added, you will need to configure a set of corresponding notification templates.

- To add an email notification, select the Add email button. In the dialog that follows, choose an email template and a recipient for the notification. Click Add to prepare your notification.
- To add a pop-up notification, click the Add alert button and select your preferred option from the dropdown. In the dialog that follows, choose a text template and a recipient for the notification. Click Add to prepare your notification.
- The More... button reveals three additional options: Web request, Assign to group, and Distribution list.
  - A web request notification sends a GET or POST request to a server as defined in a web template. An assign to group notification will set all infracting vehicles as part of a specified group. The distribution list notification will notify all members of a distribution list about the rule infraction.

Click Save to add your notifications to the exception rule.

Removing Notifications
Notification can be removed from an exception rule by clicking the small × beside the notification under the Notifications tab on the Rule Edit page.

Click Save to finalize your changes.

Exceptions Report
The Exceptions page provides a summary of all exception rules that have been broken within a selected time period. It can be found under the Rules & Groups option in the main menu.
The **Options** button opens up a set of parameters used to refine the search criteria for exceptions. The Exceptions report can be run broadly across all vehicles and dates — or on a driver or vehicle basis, including only specific vehicles and exception rules, as well as custom time periods.

**Sort Order**

By default, the list is sorted in descending order based on the duration of the exception. Alternative sorting options include the distance for which the exception occurred, the amount of times the exception occurred, or the amount of drivers/vehicles that violated the exception rule.

**Reporting and Visualization**

The **View** button opens up a selection of reporting options available for the exceptions data set. A three-page preview of the selected report is shown within the application. The report can be downloaded in PDF and Excel formats.

Additionally, the following buttons help deliver insight into the time and location of each exception:

- The graph icon links to a polar area chart for the exceptions of a given week.
- The marker icon links to the Trip History page for the trip that generated the exception

**Interactive List View**

The interactive list view allows you to open up additional information about an exception rule by clicking on its row. If the exception rule for the selected date range has relatively few infractions, the row will open up additional information, as pictured below.

If the exception rule has a significant number of infractions, clicking on the row will take you to a secondary page that sub-divides the infractions by vehicles — or drivers, if selected in the options. Similarly, if the number of infractions per vehicle is high, clicking on a vehicle row will take you to a tertiary page that sub-divides the infractions by date as related to that...
specific vehicle.

In this manner, you can drill-down your reporting to view specifics as related to particular drivers or vehicles for relevant time periods.

### Exceptions

<table>
<thead>
<tr>
<th>Vehicle 3829: Speeding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, 07/20/17</td>
</tr>
<tr>
<td>Sunday, 07/16/17</td>
</tr>
<tr>
<td>Wednesday, 07/19/17</td>
</tr>
<tr>
<td>Saturday, 07/22/17</td>
</tr>
<tr>
<td>Monday, 07/17/17</td>
</tr>
<tr>
<td>Tuesday, 07/18/17</td>
</tr>
<tr>
<td>Friday, 07/21/17</td>
</tr>
<tr>
<td>08:02:40</td>
</tr>
<tr>
<td>08:07:26</td>
</tr>
<tr>
<td>08:22:45</td>
</tr>
<tr>
<td>08:29:56</td>
</tr>
<tr>
<td>08:36:14</td>
</tr>
</tbody>
</table>

**Tip:** Clicking on the icon will display the trips history associated with the exception event shown on that row.

### Vehicle Maintenance

You can easily prioritize the repairs for your vehicles based on active diagnostic faults using in-depth engine health information. By focusing on proactive vehicle maintenance, your fleet will begin saving on costly vehicle repairs by detecting issues early and preventing them from developing into larger problems.

Even the simplest vehicle repairs can become a drain on your bottom line. Prevent vehicle misuse with our industry leading Telematics Device.

### Maintenance Reminders

Remembering when to perform oil changes, tire rotations, and other minor automotive services can be completely automated using accurate GPS fleet tracking to monitor the usage of your fleet. You can create recurring reminders that will let you know when a vehicle is due for service.

Navigate to **Engine & Maintenance** from the main menu. Select **Reminders... > Reminder rules** from the sub-menu. Your maintenance reminders will be listed.
To create a new rule, click the **Add** button at the top.

**Reminder Rules**

No reminder rules have been set up yet. Click Add to get started.

When creating your new rule, choose from the following criteria to notify yourself or others:

- A reminder rule type, such as oil change
- When you should be reminded. This can be based on:
  - time
    - recurring every X months
    - once on a specific date
  - vehicle use
    - mileage
    - hours of engine use

### Reminder Rule

<table>
<thead>
<tr>
<th>Conditions</th>
<th>Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description:</td>
<td></td>
</tr>
<tr>
<td>Reminder rule type:</td>
<td>Oil change</td>
</tr>
<tr>
<td>Create reminder based on time:</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Create reminder based on usage:</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Recording Completed Maintenance**

Recording that you have completed the maintenance service is optional. The reminders you have set will still continue even if you do not record the outcome. The reminder schedule is not linked to your actual completed dates. If you wish to change your next reminder, you
must change the reminder rule.

To record a completed maintenance, navigate to Engine & Maintenance from the main menu. Select Reminders... > Reminders Due from the sub-menu, select your vehicle, and click Apply changes. A list of your maintenance reminders will be displayed.

Select the vehicle/rule combination for which you want to record completed maintenance from the list. Click on the desired vehicle's reminder (there may be several reminders). The Maintenance History screen will now be displayed.

Click on the maintenance event that was completed. You will now see the edit screen for that event. Update the page with your known information. For example, the exact date and odometer reading when an oil change was performed.

**Engine Data**

Your Telematics Device is designed to collect and respond to status information in your vehicle. The port it is installed in is traditionally used for on-board diagnostics from the vehicle’s manufacturer.

Your Telematics Device responds to changes in your vehicle in the following areas:

- Engine warning light on (MIL)
- Emission faults
- Vehicle identification number (VIN)

Please be aware that due to differences in vehicle manufacturers, the actual engine information available in your vehicles may vary. We are constantly expanding the number of supported vehicles and features, and regularly distribute firmware updates as necessary.

**Note:** If when installing your Telematics Device you experience issues such as power loss, vehicle stalls, or engine lights turning on, you may have an incompatible vehicle. Please remove the Telematics Device and contact T-Mobile.

**Engine Measurements**

View engine measurements by selecting Engine & Maintenance > Engine and Device... > Measurements.

Use the Options dialog to set diagnostic, vehicle, and date filters for the data. The filtered measurements will be displayed as a list.

### Engine Measurements

<table>
<thead>
<tr>
<th>Vehicle 3738 Test Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cranking voltage</td>
</tr>
<tr>
<td>Ignition</td>
</tr>
<tr>
<td>Telematics device voltage</td>
</tr>
<tr>
<td>07/19/17 19:52:34</td>
</tr>
<tr>
<td>07/19/17 19:52:44</td>
</tr>
<tr>
<td>07/19/17 19:53:24</td>
</tr>
<tr>
<td>Vehicle active (idle or driving)</td>
</tr>
</tbody>
</table>

Selecting a row from the list will display specific measurements and the date and time of
when they were recorded. Clicking on the red sparkline graphic will take you to the engine data profile graph for the selected measurement.

**Tip:** Selecting multiple diagnostic types from the **Options** dialog on the graph page will overlay all selected measurements on the graph.

---

### Vehicle Odometer

The SyncUP FLEET software will automatically calculate your odometer based on GPS mileage. You can update the odometer in your account by manually entering your vehicle's current odometer reading.

The application retroactively corrects historical odometer readings based on the most recently entered value. This most recent value is always assumed to be correct and overrides all previous entries or corrections.

Incorrectly entered information can result in inaccurate reports:

- Incorrectly copying of or entering of an odometer value might produce negative historical trip values.
- If a Telematics Device is moved from one vehicle to another, but the old vehicle was not marked as “historical”, then odometer readings for multiple vehicles are combined. This could result in sudden jumps or past negative trips.

**Recommendations:**

- Double check your manual odometer readings and entries.
- When permanently transferring your Telematics Device to a new vehicle, set the previous vehicle to historical to preserve your location data, and then create a new vehicle.

### Reports

Understanding your fleet's behavior is made simple with the application. Report on activities such as deliveries per driver, drivers who speed and identify those most often late to arrive and early to depart. There are over 30 standard reports to choose from, as well as the ability to create limitless custom reports using Microsoft Excel. Reports can be
downloaded to your computer in Adobe PDF or Microsoft Excel to further examine and work with the data.

Schedule your reports to be emailed to you daily, weekly, monthly, or on demand. With proactive management, you can create custom rules for your drivers and receive instant updates through email and more.

**Configuring Reports**

Navigate to Administration on the main menu. Select Reports... then Report views from the sub-menu. A new screen will display a list of runnable reports. Custom reports appear at the top of the list and built-in reports follow after.

You can assign a report to be part of your dashboard by selecting it from the list and then selecting **Include me as a dashboard viewer**.

To customize a report, select it from the list and then select Edit in Excel to make changes.

**Customizing Reports**

Using Excel to create custom reports allows for limitless options for analyzing your fleet and driver behavior. Using Microsoft Excel, you can include fleet metrics, charts, formulas, and even match your organization’s color scheme for customer facing reports. The following options are available for customizing reports:

- Make changes to templates using Microsoft Excel
- Configure user-level access to individual reports
- Set custom reports as a dashboard
- Control how often a dashboard is automatically refreshed
- Schedule reports to be emailed to users
Adding Multi-language Support to Reports

Report headings for default reports will be translated into the language currently set by the user. Custom reports can make use of this functionality for any supported language. To add multi-language support for a new report template:

- Create your template, as before.
- Create a new tab with the exact title "Languages". You can hide it later if you choose.
  - The Languages tab has as its first column "English", and subsequent columns are a supported language, such as French, Spanish, German, Japanese, Polish, Portuguese-Brazil or Dutch. These column titles must be in English.
  - "English" must be the first column
  - The other languages can be in any order.
  - Custom reports do not need to support all languages, a subset is acceptable.
- For each other tab (whether a sheet or a pivot table), prefix each English heading you wish to translate with two asterisks. For example, change "Date" to "**Date".
- Add each of these translated headings to the Languages tab, one per line.

Dashboard

The application has many different options for what you will initially see when signing in. One of those options is the dashboard: a graphical view of all your reports on one page.
The dashboard is meant to highlight critical events and behaviors throughout your entire fleet at a single glance. The reports displayed are up to you and can be customized using Microsoft Excel.

Listed below are the built-in graphics displayed on the dashboard which help establish insights to your fleet.

Email Report

There are several options which interact to affect where reports are sent.

**SendReport** is a flag which can be found on the Excel report itself. It can be calculated based on the values in that day's report or set to be always true. The other flags to control the sending of email are found in the application, on a per report basis.

(Main menu > Administration > Reports... > Emailed reports > Select your report > Select the Email report tab)

Email options controls whether the report can be emailed. Selecting this will display other options.

Email the report to me will send the report to you, as well as the group selected in Email receivers. If you redirect a report, it must go to an individual (not a group like email receivers).

Redirection is intended as an aid when creating a report. You can redirect a trial run of the report to yourself, or any other individual, in order to verify the contents. Once you are satisfied with your report, you can turn the redirection off, and schedule it for your target audience.

You can either redirect reports where SendReport is true or false. A situation where redirecting reports in which SendReport is false would
be to see reports that would otherwise be undelivered (i.e. that failed your logic for setting the SendReport flag in your report)

As a more concrete example, if the report audience is the executive group, Alice is setting up the report options, and it is redirected to Bob for testing:

<table>
<thead>
<tr>
<th>Redirect</th>
<th>When Send Report is</th>
<th>SendReport (in report)</th>
<th>Send to myself</th>
<th>Report Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
<td>True</td>
<td>True</td>
<td>n/a</td>
<td>Bob</td>
</tr>
<tr>
<td>On</td>
<td>True</td>
<td>False</td>
<td>n/a</td>
<td>No one</td>
</tr>
<tr>
<td>On</td>
<td>False</td>
<td>True</td>
<td>n/a</td>
<td>No one</td>
</tr>
<tr>
<td>On</td>
<td>False</td>
<td>False</td>
<td>n/a</td>
<td>Bob</td>
</tr>
<tr>
<td>Off</td>
<td>n/a</td>
<td>True</td>
<td>On</td>
<td>Exec, Alice</td>
</tr>
<tr>
<td>Off</td>
<td>n/a</td>
<td>True</td>
<td>Off</td>
<td>Exec</td>
</tr>
<tr>
<td>Off</td>
<td>n/a</td>
<td>False</td>
<td>On</td>
<td>No one</td>
</tr>
<tr>
<td>Off</td>
<td>n/a</td>
<td>False</td>
<td>Off</td>
<td>No one</td>
</tr>
</tbody>
</table>

**Email Limitations**

In order to preserve the quality of service when using the application there are a number of limitations applied to the number of emails which can be sent at a time, and the size of each individual message.

- Attachments cannot exceed 10 MB
- The total data usage of emails per hour cannot exceed 1000 MB
- The total number of emails sent in an hour per rule cannot exceed 1000
- The total number of emails sent in an hour per report cannot exceed 1000

**Disabled Reports**

A report will be disabled if it violates the email limitations or becomes too slow to open. If this happens, the following notification will be displayed:

This report was automatically disabled due to performance issues. It can be re-enabled, but it will still be subject to the performance monitoring that initially disabled it.

If this happens again, it is likely that there is a problem with your report. Please contact support for help.

**Email options:**  
[Yes] [No]

When this happens, please examine:

**Template Macros**  
Macros can slow down a report. A macro that was working well with a small number of vehicles might not scale if you have increased your fleet.

**Number of vehicles**  
If your fleet has really grown, you might consider splitting your report into multiple reports.

Back to Top
After you have made your changes, go to the report and set Email options to Yes. (Main Menu > Administration > Reports... > Emailed reports > Select your report.)

Running Reports

While the Administration/Reports section allows you to configure a report, you must go to the associated report to actually run the report, as you need to set options to select your vehicles, times, etc.

Vehicle-related reports can be found by selecting Vehicles from the main menu, then clicking the View dropdown menu and selecting a report. This includes the watchdog report.

Activity-related reports can be found by selecting Activity from the main menu. For example, Risk Management, Drivers Congregating, etc. Then, as before, configure the options and click the View dropdown menu to select a report.

Watchdog Report

The watchdog report helps you focus on the vehicles which deserve deeper examination. If a vehicle is not moving, or has not communicated for a period of time, it may be perfectly fine (parked for a battery change), or may indicate another issue.

There are different types of communication messages sent by the vehicle's Telematics Device. When a vehicle is running, it will send trip report messages which include its location. When a vehicle is turned off, heartbeat messages are sent. For the first 48 hours a vehicle is turned off, a heartbeat message is sent approximately every half hour. After that, heartbeat messages are sent every 23 hours. (23 hours instead of 24, so that the time the message is sent will rotate.) All types of messages rely on network communication. A vehicle is considered to be not communicating if no messages of any sort are being sent. Historical vehicles are excluded from the report.

To access the report, select the Vehicles option on the left-navigation menu of the main application page. Click on the View dropdown and select Watchdog Report. You can view the list, download a PDF, or download an Excel spreadsheet with the same information. The latter provides the most flexibility.

The Excel version of the report has 3 visible tabs:

Report Tab

Each row in the Report tab provides the following data:

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Vehicle name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group</td>
<td>Vehicle group(s)</td>
</tr>
<tr>
<td>Last Known Address</td>
<td>Last communicated location. If the vehicle is active, but the Telematics Device is not communicating, then the vehicle's actual physical location will be different. If the location is resolved to a zone, the entire address field will be displayed in a blue font, including the zone name(s) and address. If it does not resolve to a zone, then the address will be listed in black.</td>
</tr>
<tr>
<td>Last Communication Date</td>
<td>The date and time of the last device communication, heartbeat or otherwise, if delayed. To unclutter the report, the date is left blank for</td>
</tr>
</tbody>
</table>
vehicles with an “OK” status.

**Days Since Moved**
Number of days from the date on which the vehicle last communicated location information (trip report) to the time at which the report was produced, if delayed. To unclutter the report, the date is left blank for vehicles with an “OK” status.

**Days Since Communicated**
Number of days from the date on which the vehicle last communicated any type of record to the date at which the report was produced. As long as a vehicle has network coverage, it will continue sending out “heartbeat” message logs, even if the vehicle is turned off. Note, if the vehicle was turned off and not moving while the device kept communicating heartbeat messages, but then a week later the heartbeat messages also stopped, then Days since moved and Days since communicated will be a week apart. If both trip and heartbeat communication failed at the same time, then the dates will match.

**Serial Number**
Serial number of the Telematics Device in the vehicle.

**Status**
Interpretation of the vehicle's status, based on the Last Communication Date and the customizable parameters to set time ranges. Refer to the knowledge base article for more information on customizing this report.

**Map View**
Quick link to display the vehicle on a map. Only clickable in the PDF or Excel reports — not the application interface.

**Chart Tab**
The chart tab shows a graphical view of the status. The numbers are the actual number of vehicles in each category, not the percentage.

- **OK**
- **Offline for 2 - 3 days**
- **Offline for 3 - 21 days**
- **Offline for 21+ days**
- **Not installed**

![Pie chart image]

**Summary Tab**
The summary tab shows a vehicle-by-vehicle list of the vehicle status and the days since last communication.
System Options

We offer an intuitive and flexible interface to manage your fleet. For system administrators, there are a number of preferences available that can be applied to your entire fleet of vehicles and to the users who manage them.

Changing System Options

Navigate to Administration from the main menu. Select System... from the sub-menu to display the following options:

System Settings

Details about your organization and some default settings for all vehicles. Under the Maps tab, you can change your default map provider or create custom maps.

Audit Log

Lists notable events which had occurred. This report is useful for tracking changes to your account when multiple users have administration access.