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Introduction

Welcome to the Contigo Mobile Monitoring system. This guide is intended to lead a new dealer through first exposure to both the dealer portal and an end-user commercial portal. The goal of this guide is to provide dealers with hands-on experience in creating new subscribers, registering beacons to the new subscribers, logging the subscribers into the portal, and performing the initial configuration of the beacons. This is not a comprehensive guide to understanding the Contigo system; online help systems are available from within each portal. This guide provides a walk-through of the system with enough detail to get the dealer up and running.

It is not an absolute requirement that the beacon be physically installed in the vehicle before proceeding with this guide, but having a properly installed beacon in place is helpful in that it will allow you to see immediate results from this tutorial. The steps in this guide will also be critical in testing to see that your beacon is installed properly.

Understanding Portals and Logging In

You should have already been provided with three pieces of information, either directly by Contigo or by your monitoring station. These three pieces of information are:

Username
Password
Portal URL (of the format http://dealername.dp.contigo.com)

This will enable you to log into your dealer portal. In your web browser, access your dealer portal URL. The initial screen will ask you for your username and password. Enter the username and password provided to you and you will be logged into your dealer portal. The dealer portal is your interface for all administrative tasks that are involved in managing your Mobile Monitoring subscriber base. This primarily includes creating new subscriber accounts, managing existing accounts, and registering beacons to accounts.

You only access the dealer portal as a dealer. Subscribers, commercial or residential, would never log into a dealer portal. Subscribers have their own portals, which have slightly different URLs from the dealer portal URL listed above.
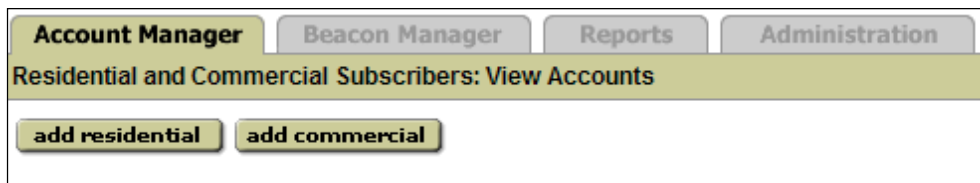
Commercial Subscribers: http://dealername.cp.contigo.com
Residential Subscribers: http://dealername.rp.contigo.com

You will see in later sections that when you create a new subscriber, you simultaneously create a username and password for the subscriber. That username and password combined with the appropriate subscriber portal URL above constitute the three pieces of information that a subscriber will require to log in.

Creating a Subscriber

After logging into your dealer portal, you will see a series of tabs across the top of the screen. Click on the "Account Manager" tab. This screen will provide you with a list of all of your existing accounts as well as providing links to create new accounts.

Account Manager	Beacon Manager	Reports	Administration
Residential and Commercial Subscribers: View Accounts			
add residential	add commercial		

Before creating a new account, you should be certain of whether you want to create a residential account or a commercial account. This choice cannot be reversed later. All beacon models are supported in the commercial accounts, and as for the residential accounts only 7600's are supported.

Using a commercial account as an example, you would click on the "Add Commercial" button to create a new commercial subscriber. To create a new account, fill in all of the required fields (required fields are those marked with a red "*"). Most of the fields are self-explanatory, however several fields require explanation:

CS# – This is an abbreviation for "Central Station Number" which is a free-form field that you can (optionally) use to correlate accounts within the Contigo system to some account number that you may already use in your accounting or CRM system. This is a free-form field – you may use it to create any identifier you see fit.

Account Name – This is the display name that will identify the account in the Account Manager.

Solution Settings – This is the area to setup optional modules, enable DEX and enable Mobile Location Sharing for the Mobile Tracker app.

Primary Admin Login Name / Password – This is the initial login account information that you are creating for the subscriber. This login name and password along with the subscriber portal URL described earlier are the three pieces of information that the subscriber requires to log in.

Passcode – This is the same thing as an alarm passcode or code word. It is used by the subscriber to identify him or herself to a monitoring station operator over the phone.

Once you have all the required information filled in, click the "save" button to create the account. This will return you to the account list screen where you will see your newly created account listed.

Important Note: Creating a subscriber account is only done once per subscriber irrespective of how many beacons the subscriber purchases. For example, if you sell 10 beacons to a subscriber, you still only create the account once.

Registering a Beacon to a Subscriber

Before the subscriber will be able to make use of their new beacon, our system needs to know which beacon you have installed in the subscriber's vehicle. In the Contigo system, the process of defining which subscribers have which beacons is known as "registering" a beacon to a subscriber.

If you click on the "Beacon Manager" tab in your dealer portal, you will see a list of all of the beacons that Contigo has provisioned to you as a dealer. The last column on the right indicates the state of the beacon, such as: whether the beacon has been registered to a subscriber; or if it is unregistered (meaning it's likely either in your inventory or being shipped to you). The beacon may appear in one of the following states:

"Unregistered (Not Activated)"

Beacon is not registered to either a Commercial or Residential Portal. No active wireless plan is assigned to the device.
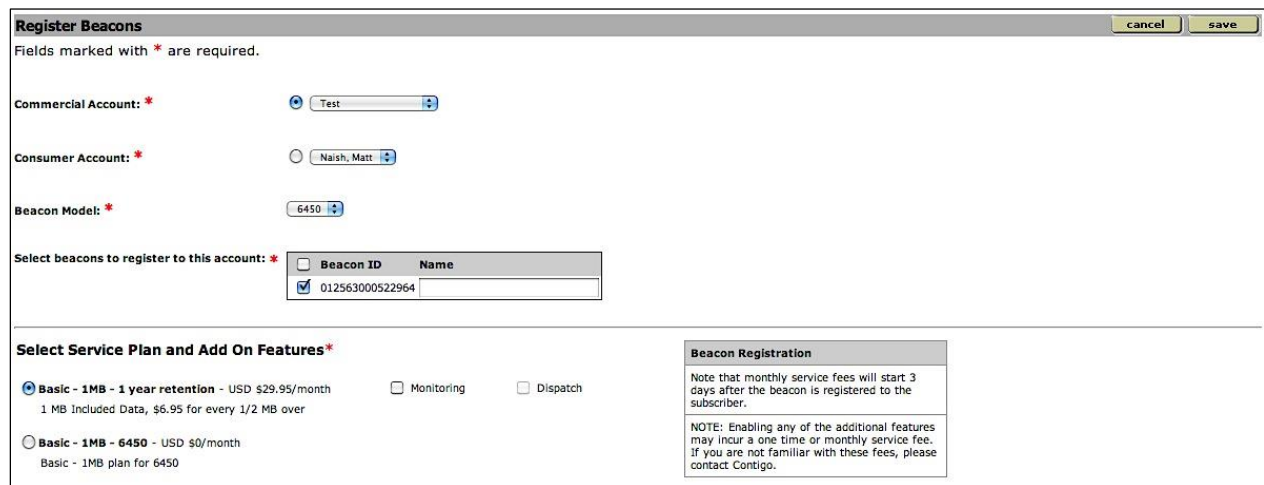
"Unregistered (Activated)"

Beacon is not registered to either a Commercial or Residential Portal, however an active wireless plan has been assigned to the device. The device will need to be in this state before it can be registered.

"Registered (Activated)"

Beacon has been registered to a Commercial or Residential Portal and an active wireless plan is assigned to the device.

For "Unregistered (Not Activated)" beacons, click on the beacon ID to view the beacon details. In the "Status:" row, you may click on "Request System Activation". Contigo will process the request in 1 business day and if the device was previously registered there will be a $65 reactivation fee. Once Contigo has processed the request on your behalf, the state will change to "Unregistered (Activated)".

To register a beacon to a subscriber, click on the "Beacon Manager" tab in the dealer portal. Click on the "register beacons" button. Select the Commercial or Residential (consumer) portal to which you wish to register the beacon(s). Select the beacon model from the drop down list box provided. This will display a list of all the unregistered beacons IDs of the selected type that are currently provisioned to your dealer portal. Choose the beacon(s) you wish to register to the subscriber account from the list.

You also need to assign a service plan to the beacon. The service plan is based on how much data is going to be communicated between the beacon and the Contigo servers. The type of scenario that they pick most significantly impacts this and how frequent they report. If the subscriber desires a 15-minute tracking interval combined with other typical beacon usage, you can select the lowest volume plan. If your subscriber is going to require frequent scheduled tracking (every five minutes or less), a higher volume or unlimited usage plan may be most appropriate.

You will need to select whether or not the beacon will be allowed to notify the monitoring station of events. For any individual beacon you can select whether the beacon will be permitted to send incidents to a monitoring station (for a monitored solution) or not (for an unmonitored or self-monitored solution).

Finally, if you want to add on dispatch you will have to select it at this point. This is a 3-step process. To start you will want to search for the Beacon ID. Once it is found, click on it and it will open to a screen that looks like the below screen shot. Click on Request Activation Code, where it says Dispatch and Polygon Zones. If the device is a 615X it costs $15 to activate and turn-around time is 3 business days.

```
< return to list

 test beacon    start incident    test state    replace beacon

Beacon ID:                              011892000185402
Registered To:                          A And B Tool Rental
Beacon Nickname:                        AB Tool 5402  [Change Name]
Serial Number:                          NSA12080C2737
IMEI:                                   89302720403013774921
MIN:                                    1 (778) 920-4997
Firmware:                               53-D6
Dealer:                                 Nero CA
Assigned To:                            Truck 4 Hino
Service Plan:                           Nero GPRS Plan  [Change Plan]
Registration Date:                      06/19/2013
Installation Date:                      -  [Change]
Status:                                 Registered [Activated]  [Unregister]
Beacon can notify Monitoring Station:   No [Change]
Dispatch and Polygon Zones:             [Request Activation Code]

Model Name:                             6151
Model#:                                 6151
Type:                                   Vehicle
Color:                                  Black
Description:                            Enfora's Model MTGU v2358 with new GPS chip, FOTA
```

After that is completed find the beacon and tick the box to "enable navigation" and you will need to select dispatch by either Contigo Dispatch Interface or DEX API with Dispatch (which is the customer's own application for dispatch) and click save. Dispatch enables the dispatchers to send jobs and messages to vehicles, and monitor the status of jobs as drivers accepts their jobs on the PND (personal navigation device) navigate to the destination and complete these jobs.

Only data that is transferred between the beacon and the Contigo system is counted towards your service plan allotment. Logging into the system with your web browser and viewing reports does not count towards your data allotment. Data transferred between the Contigo system and the web browser is unlimited.

Completing the Subscriber Setup

Creating the subscriber account and registering a beacon are the two main functions of the dealer portal and are all that is required to get the new subscriber up and running. All beacon usage – tracking, reports, etc – is performed from within the subscriber portals.

Accessing Subscriber Portals

There are three ways to access the subscriber portals.

1. You can access the portal by browsing to the subscriber portal URL (http://dealername.cp.contigo.com) and entering a valid subscriber username and password. This is the same way an end user would access the system.

2. You can access the subscriber portal from the dealer portal. (http://dealername.dp.contigo.com) Under the "Account Manager" tab, all subscriber accounts are listed. To the right of each account name is a "Manage" link. Clicking on this link will give you the choice to either enter the subscriber's passcode, or to enter an override justification. Note that in order for the Manage feature to work, pop-up blockers must be disabled in your browser. An "override" justification should consist of some descriptive text to justify accessing the subscriber's portal. The override method allows you to circumvent the need for a username and password. This is a freeform field – the system does not validate your justification.

3. You can access the subscriber portal from the dealer portal in a similar way as above. Under the "Account Manager" tab, all subscriber accounts are listed, click on the subscriber portal you wish you enter. On the next screen in the top left hand side of the page is a "Manage" button that will allow you to enter in the same way as stated above.

Using this override feature will launch you into the subscriber portal and will also log the override justification in the user's "login summary" report. This login feature provides an audit trail that allows the subscriber to see who has been accessing their portal and why.

Subscriber Portal Configuration

The first step in performing subscriber portal configuration is to assign the subscriber's beacon to a mobile item (vehicle, asset, personnel) within their portal. All configuration, tracking, and reporting within the subscriber portal references mobile item names, not beacon names. On the Commercial Portal Home Page, in the System Notices section, a heading will appear titled "New Beacons" any time you register a new beacon to the subscriber portal. Click on the link within the "System Notices" box.

The beacon setup screen will list all beacons that are currently not assigned to a mobile item. For each beacon, you can choose to perform a quick setup or complete setup. Complete setup will ask you for detailed mobile item information, but for the purpose of this guide just choose quick setup. The quick setup will ask you to define what

type of mobile item you're creating and to give it a name. Once you define this information and click "Save", the system will create the appropriate mobile item with the name you defined and assign the beacon to that mobile item. This is the minimum configuration necessary to begin using the beacon.

There is a second way to configuring beacons. Click on either Vehicle/Asset or Personnel in the primary navigation bar. Next click "add" and fill in the required details describing the vehicle/asset or person. Once all the details have been entered, click the save button. You will now see your saved display name as in the list below.

☐	▲ Name	Pictures	Contacts		Department
☐	25 - E250 Van	[Manage/ View[1]]	[Manage]	[Locate/Track] (25 - E250 Van)	All Vehicles And Personnel
☐	Desmond - F550 Flatbed	[Manage/ View[1]]	[Manage]	[Locate/Track] (Neil's Desktop 6151)	All Vehicles And Personnel
☐	Kenworth	[Manage/ View[1]]	[Manage]	[Locate/Track] (011892000349255)	All Vehicles And Personnel
☐	Matt - Van	[Manage/ View[1]]	[Manage]	[Locate/Track] (347952)	All Vehicles And Personnel
☐	Matt - Van 2	[Manage]	[Manage]	[Locate/Track] (MN - 6501)	All Vehicles And Personnel

If pictures are available in electronic format they can be added to the application, and can be useful in identifying and recovering a vehicle/asset or person in the case of an emergency. To upload a picture select the manage link under the pictures column, then select the add picture button. Fill in the required descriptions of the picture, and the path to where the picture file is located (this can be accomplished by browsing your computer's files).

Once that is done you will need to assign your vehicle to a beacon by clicking on the Administration tab from the navigation bar, then select beacons. A list will appear containing all the beacons registered to you.

Under the first column, labeled Beacon ID, check the box to the left of the number that corresponds to the vehicle/asset or person and click the assign button.

home	vehicles	assets	personnel	maintenance	reports	dispatch	**administration**		support	help	logout

Beacons   View demo? ▶

- Scenarios
  - Schedules
- Landmarks
  - Categories
- Reports
  - Time Slots
- Dispatch
  - Driver Status
  - PND Reset
  - Users
  - User Groups
  - Notification Groups
  - Item Groups
  - **Beacons**
  - Mobile Tracker Licenses
- Departments
  - Manage
  - Profile

[assign] [rename] [setup] [change department]   Filter By: [-- All Departments -- ▾]

Showing 1 - 10 of 10 Beacons   Page: 1 of 1   Listings per page: 5 | 10 | 25 | 50 | 100

☐	▲ Beacon ID	Name	Model	Plan	Assigned To	Department
☑	010657003700437	Matt - E250	6100	1 Minute Plan With Input- Demo	-	All Vehicles And Personnel
☐	011557000300182	Shelley's 6150 In-car	6150	Basic - 1MB - 1 Year Retention	-	All Vehicles And Personnel
☐	011557000954509	25 - E250 Van	6151	Basic - 1MB - 1 Year Retention	25 - E250 Van	All Vehicles And Personnel
☐	011557000955464	Shelley's 6150 - 8MB	6150	Basic - 1MB - 1 Year Retention	-	All Vehicles And Personnel
☐	011892000347739	Neil's Desktop 6151	6151	1 Minute Plan With Inputs - Demo	Desmond - F550 Flatbed	All Vehicles And Personnel
☐	011892000347952	347952	6151	1 Minute Plan With Inputs - Demo	Matt - Van	All Vehicles And Personnel
☐	011892000348927	Shelleys 6151	6151	1 Minute Plan With Inputs - Demo	Shelley Ford Escape 6151	All Vehicles And Personnel
☐	011892000349131	Neils 6151	6151	1 Minute Plan With Inputs - Demo	Neil - F651 Crew	All Vehicles And Personnel
☐	011892000349255	011892000349255	6151	1 Minute Plan With Inputs - Demo	Kenworth	All Vehicles And Personnel
☐	358696044192733	MN - 6501	6501	1 Minute Plan With Input- CA	Matt - Van 2	All Vehicles And Personnel

Scenarios

The GPS beacon device does not report back any information on its own. It will respond to live tracking requests made through the appropriate mobile items section of the website (vehicles, assets, or personnel) but it will not proactively report any data. To configure the beacon to report data back to our server on a scheduled basis, you must configure scenarios. To define a scenario, choose the "Administration" tab from the top of the screen, then choose the "Scenarios" option from the options in the left pane. To add a scenario, click the "add scenario" button.

Scenario Name - A free-form text field you may use to identify each scenario you create.

Events - occurrences that trigger the beacon to report. Examples of events are:

- Ignition on / off
- Armed where parked
- Power cut
- Idle alert
- Vehicle start / stop
- Interval tracking
- Speed violations
- Zone (geofence) violations
- Panic button
- Auxiliary input/output
- Driver Behavior

Add Scenario

Fields marked with * are required.

Scenario Information [hide]

Scenario Name:	Speeding during work hours *
Department:	Default *
Event Type:	Speed Monitoring (6100,6150) *

Whenever the speed is greater than 100 kph

Notes:
This event can be used with the following beacons: 6100,6150

Speed Monitoring provides you with the ability to set a speed notification trigger according to the rules below. If the vehicle or asset associated with this beacon goes above the selected speed limit, the system will notify you according to your selections below.

Schedules – time periods and frequencies that determine when a scenario is active

You may define schedules in one of three ways:

1. Create a custom schedule within your event (which you may save to use later with other scenarios)
2. Use a schedule created and saved previously (see Schedules below)

3. Use a default schedule in the system (24/7, work hours, after hours). * as seen in the image below

Schedule [hide]

⦿   **Select existing schedule:**   [24 x 7 ⇕]

◯   **Define custom schedule**

Notifications – lists of contacts who will be notified when an event occurs, and how

Notification [hide]

Show: All | Contacts | Notification Groups

Available for notification:

Name	Details
✉ Alice AY	aauyeung@contigo.com
✉ Barb Tan	btan@contigo.com
✉ Brian Buchan	brian@controlgrips.com
✉ Developer Contigo	hoto-p@telus.net
✉ Henry Chan	hchan@contigo.com
✉ Jenson Chang	jchang@contigo.com
✉ Matt Naish	mnaish@contigo.com
✉ Neil Parker	nparker@contigo.com
✉ Sam Grant	sam@summitdetailing.c
✉ shafiq shafiq	sahmad@contigo.com
✉ Shelley Parker	shelley-p@telus.net

[add >]
[< remove]

Selected for notification:

Name	Details

Items and Groups - lists of individual beacons, or groups of beacons, to which the scenario should apply

Items and Item Groups [hide]

Show: All | Items | Item Groups

Available items and item groups:

```
    Chuck - Cube Van
    Henry - F550 MTGI
    MTGU-30099
    MTGU-45058-34699
    MTGU-45066-34698
    Robert - F450 MTGI
    Z6151 0231
    Z6151 0256
◆  Desk 31138
◆  Downtown Delivery
◆  MTGU
```

[add >]
[< remove]

Assigned items and item groups:

[cancel] [next >]

Important Note: Tracking with Interval scenarios are suspended when the vehicle's ignition is turned off. This is to avoid wasted data usage by repeatedly reporting the same point. However, devices will still be locatable.

Schedules

Schedules define when the scenario is going to be active. In addition to creating schedules within individual scenarios, you may create and save schedules for later use.

To create a schedule that you may use for multiple scenarios, choose the "Administration" tab from the top of the screen and then choose the "Schedules" option in the left pane. Click the "add schedule button" to create a new schedule. There are three fields required:

1. Schedule name – a free text field you may use to identify each schedule you create
2. Select days – specify which days of the week on which the schedule should be active
3. Select time – specify the time of day during which the schedule should be active

Add Custom Schedule

Fields marked with * are required

Schedule name:		*
Select days:	Everyday ▾	
Select time:	24 hrs a day ▾	

Notes:
If the scheduled end time is before the schedule start time, the schedule will run until the following day at the end time.

cancel add

Driver Behavior

Recently added feature is the driver behavior feature. This is the gathering and reporting of accelerometer-based driver behavior data has been included in the Contigo system. The following new events are now reported from Contigo beacons that support them:

- Harsh Acceleration
- Harsh Braking
- Harsh Cornering
- Potential Accident

Please note, driver behavior is only supported on the Contigo 65xx beacon series, specifically the Contigo 6500, 6501, 6550 and 6551. For more information, please refer to the *Contigo Driver Behavior User Guide*.

Landmarks

Landmarks are special locations that can be stored in the system and displayed on the maps or used for certain reports. You can create as many landmarks as you wish, and each landmark can be categorized as either: general, company, customer, supplier, partner or prohibited.

There are two ways to add a new landmark to the system. The first way is to click on the administration tab and then the landmarks sub tab and then on the add button. You will need to choose the landmark category and enter a name for a landmark. Next choose how you would like to define the landmark, either as an address or as a latitude/longitude coordinate.
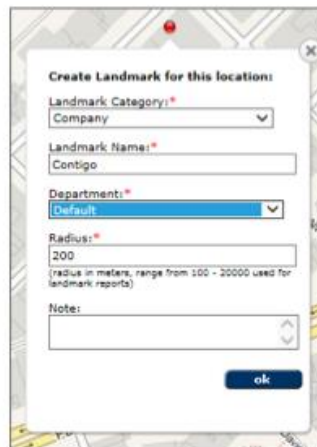
Important Note: If you are using departments you may need to specify in which department to create the landmark. Multiple landmarks may also be imported from text files in .CSV format, which may be created using Excel. A detailed example import file is provided in the portal on the Landmark Import page. Click on the [?] icon to view the help page.

The second way to add in a landmark is in the Map View, as well as on maps contained within various reports; users with JavaScript option selected for maps can now right click on any map location and create a landmark at that spot.

Departments

Departments enable you to split your organization into different and distinct sections to help allocate resources (items, beacons, etc.) to each department and decide what users will be able to see and use. You may choose to use departments if, for example, you would like to divide your organization into geographical or functional section. Alternatively, you may want to use departments if you would like to limit the vehicles that certain users can see and use.

To enable departments, select the administration tab and the profile sub-tab. At the bottom of the page, click the enable department's button. Click save to create the first department and enable the departments feature.

You can now create additional departments, assign user groups to departments and move resources between departments. The administration tab will now have an additional departments sub-tab and a departments section will appear when adding or editing user groups.

Important Note: Only members of the Administrators user group can enable and manage departments. Please refer to the *Contigo Departments Guide* for additional guidelines for managing your departments.

Tracking Your Vehicles, Assets or Personnel

There are two ways you can track the beacons assigned to vehicles, assets or personnel. One is by configuring the beacon to report its location periodically (using the scenarios described earlier). The other is by using the subscriber portal to request a current location of the beacon.

Here, we'll use the example of a fleet vehicle scenario:

To request a current location of your vehicle, click the "Vehicles" tab at the top of the screen. This gives you a list of all the vehicles you have configured in your portal. To the right of each vehicle in the list is a "Locate / Track" link. These are actually two separate links, one for "Locate" and one for "Track". Locate will request a single current location of the vehicle and plot the current location on a map. Track will put the vehicle into a continuous tracking mode and will update the map with a new location every 15-120 seconds (depending on the beacon model), plotting the breadcrumb trail of the vehicle on the map. The tracking session will run for 5 minutes, then prompt you to cancel or continue.

The Locate / Track features make use of pop-up windows to plot the new points on a map. If your system has pop-up blocker software installed, you'll have to configure the software to allow pop-ups from your portal URL

Reporting

The system provides a number of reports that enable you to view the activities of your vehicles through historical reporting. All data points that are communicated to our server (from a scenario or from live locates / tracking) are stored in the database and can be reported on. To view reports, click on the "Reports" tab at the top of the screen.

There are four categories of reports that may appear. The appearance of these reports depends on the modules purchased and activated within your system.

Location Reports
Item Status
Landmark Summary
Route Log
State by State Mileage
Stop Report
Stop Report - *with Map*
Stop Report - *with Map*
   - *Multi Driver*
Trip Report

Event Reports
Auxiliary Input Duration
Event Details
Idle Time
Idle Time - *with Map*
Speed Violation

Maintenance Reports
Engine Hours
Mileage Summary
Pending Maintenance
Service Log

Administration Reports
Inactivity
Incident
Login Summary
Message Usage Summary

Note that some reports require the existence of certain scenarios in order to work. For example:

Report	Requires Scenario(s)
Idle Time (with or without Map)	Ignition On-Off, Start & Stop
Landmark Summary	Start & Stop
Engine Hours Report	Ignition On-Off
Speed Violation	Speed Monitoring
State-by-State Mileage Summary	Interval tracking (more frequent intervals improve the accuracy of this report)
Stop Report (with or without Map)	Start & Stop
Mileage Summary	Interval tracking (more frequent intervals improve the accuracy of this report)
Trip Report	Start & Stop

All reports have configurable date and time ranges. To view a report, select the report you want to see then select the vehicle(s) you're interested in, the timeframe and any other parameters applicable to the report then choose "create report". The report will appear on screen. You also have the option to export the report by choosing the "Export" option in the upper right of the results screen.

Addresses in various reports in the portal will now appear as web links. For quick reference, clicking on the link will open a small map with a pin indicating the location of that address.

Important Note: In order to get an accurate report for all the reports above (except for Mileage Summary and Speed Monitoring), the 24/7 schedule will need to be enabled.

Location Reports

➢ Item Status: Provides a quick snapshot of the last known location for one or more selected items.

➢ Landmark Summary: Shows when and for how long item(s) have stopped at a selected Landmark.

➢ Route Log: Shows an item's route for a selected time period with address data, and a map view.

➢ State-by-State Mileage: Provides an itemized summary of the distance traveled for each item by state.

➢ Stop Report: Shows where, when and for how long an item has stopped for.

➢ Stop Report – with Map: Shows where, when and for how long an item has stopped for with a map view.

➢ Stop Report – with Map – Multi Driver: Shows where, when and for how long an item has stopped for with a map view.

➢ Trip Report: Provides summary trip and stop data for one or more items, plus a detail view by item.

Event Reports

➢ Auxiliary Input Duration: Provides a summary of when, where, for how long and by which items auxiliary inputs were used.

➢ Event Details: Provides a detailed view for one or more events for selected items, for a selected time period.

➢ Idle Time: Calculates the total engine idle time for one or more items for a selected time range.

➢ Idle Time – with Map: Calculates the total engine idle time for one or more items for a selected time range. Plot a driver's idle stops on a map.

➢ Speed Violation: Provides a summary of speed violations for selected items for the selected time period.

Maintenance Reports

➢ Engine Hours: Calculates the engine running time for selected items for the selected time period. This report is affected by out-of-coverage conditions.

➢ Mileage Summary: Provides a summary, by item, of the total distance traveled for all items.

➢ Pending Maintenance: Shows maintenance items due in the next mileage and/or time (days) service interval.

➢ Service Log: Provides a detail view for one or more service logs for selected items, for a selected time period.

Important Note about Data Synchronization: To obtain the most accurate results for mileage and other maintenance related reports, the vehicle odometer should be synchronized periodically with the vehicle record in the portal. Since mileage is accumulated daily (and not in real-time) it is a best practice to synchronize at the start of the day (before driving) or at the end of the day (after driving is completed).

Regular synchronization is also important to ensure maintenance service logs are accurate. When creating a new service log, if either of the "odometer" or "engine hours" fields are left blank, the system will update the blank field(s) using the values stored in the "vehicle odometer" and "vehicle engine hours" fields in the vehicle record. If these values have not been synchronized in some time, they may be inaccurate

Administration Reports

➢ Inactivity: Helps determine which beacons have not communicated with the system recently.

➢ Incident: Shows all of the emergency incidents that occurred during a selected time period.

➢ Login Summary: Shows which users have logged into the system.

➢ Message Usage Summary: Provides a summary of message usage for selected items for the selected time period.

Scheduled Reports

➢ Event Detail: Provides a detailed view for one or more events for selected items, for a selected time period.

➢ Inactivity: Inactivity: Helps determine which beacons have not communicated with the system recently.

➢ Speed Violation: Provides a summary of speed violations for selected items for the selected time period.

➢ Stop Report: Shows where, when and for how long an item has stopped for.
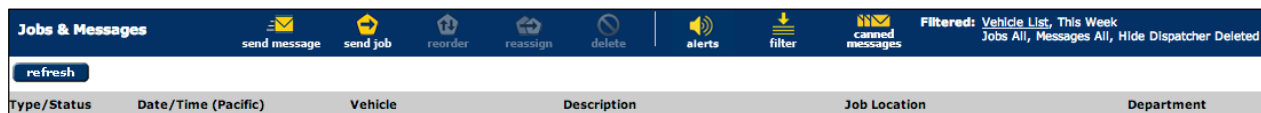

Important Notes about Reports:

1. Not all report types allow for reporting on multiple vehicles within a single report.

2. Data is retained in the Contigo System for a maximum of 120 days.

Dispatch

Dispatch is the ability to send jobs and messages to vehicles and/or drivers and monitor the status of jobs as drivers accept their jobs on the PND and navigate to the destination and compete these jobs.

To setup this feature, the beacon will need to be activated with dispatch (please refer to pages 5 & 6). In the subscriber portal you will also need to add dispatch in the profile settings and user groups sections.

In the subscriber portal, under the dispatch tab is where you can find all the statuses that have been listed, find a driver, get more information and send messages or jobs.

Jobs & Messages	send message	send job	reorder	reassign	delete	alerts	filter	canned messages	Filtered: Vehicle List, This Week Jobs All, Messages All, Hide Dispatcher Deleted
refresh									
Type/Status	Date/Time (Pacific)	Vehicle		Description			Job Location		Department

"Jobs" are short messages up to 50 characters that will be sent with a location. It will appear on the Garmin device and the driver can click and navigate to their next job.

"Messages" are a free form message up to 199 characters.

"Canned messages" provide the ability to program a Garmin device with a set of pre-set replies.

There are two ways to use the system: dispatch to driver and dispatch to vehicle.

1. Dispatch to driver is when you will set your driver ID/status on the Garmin. Regardless of the vehicle, you can

send the jobs and messages to the driver. This is good if the driver is switching vehicles frequently. This is the most used system.

2. Dispatch to vehicle does not use a driver ID/status and the Garmin device is tied to the vehicle. This allows anyone to be driving. This would be setup in the commercial portal since that is where you need to specify if you want dispatch to driver or vehicle.
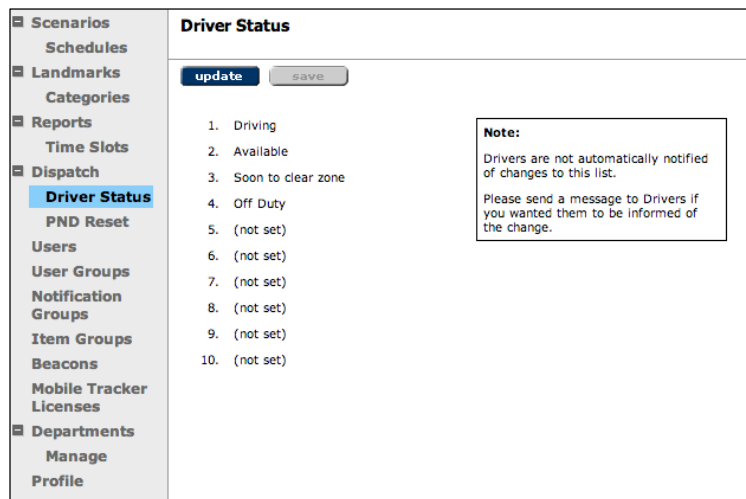
Along the top of the dispatch tab is where you are able to send messages, send jobs, reorder jobs, reassign and delete.

Important Note: If the driver signs into a new Garmin device all of the jobs and messages will follow them to the new device.

There is also the ability to send jobs and messages from the Map View page on the home screen. Map View is also where you can see all the jobs on a map, which could help in potentially reordering the job order, or the driver/vehicle it is assigned to.

Lastly, under the administration tab is where the Drivers Statuses can be updated, and there is the ability to perform a PND reset if the device isn't working correctly.

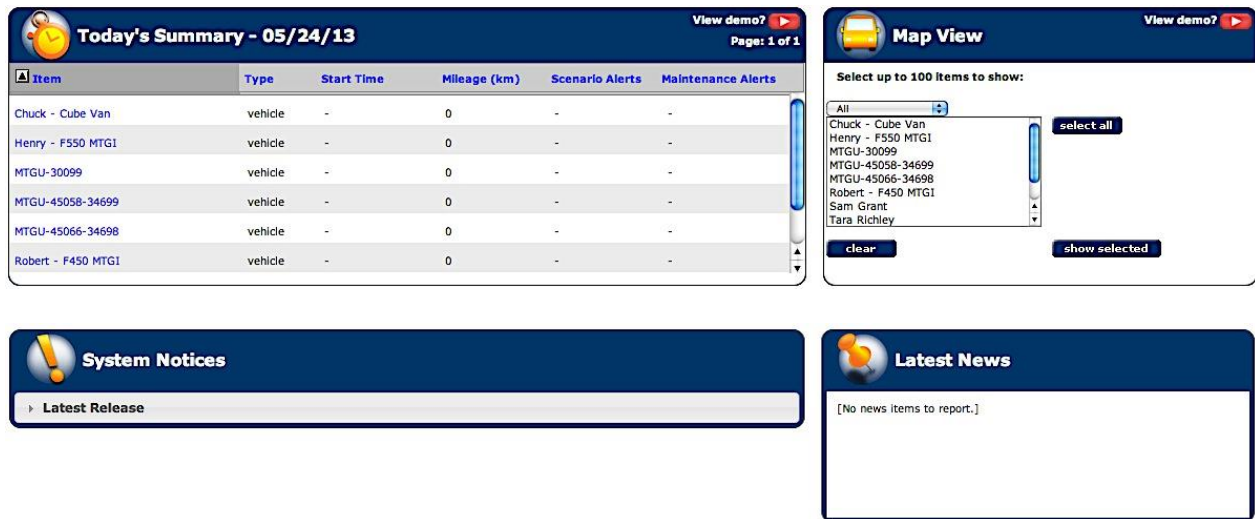For additional details please refer to the *Dispatcher and Driver User Guide*.

Map View

Map View offers the ability to view multiple vehicles on a single map. To access Map View, click the "Home" tab at the top of the screen. This will return you to the portal home page where you will see "Map View" to the right of the screen.

The "Map View" box lists all the vehicles you have configured in your portal. You can select up to 100 vehicles from the list (hold down the CTRL key and click with your mouse to make multiple selections) and click "Show Selected" to bring the selected vehicles up on a map. This will launch a pop-up window that will display the last known locations of your selected vehicles. Launching Map View does not automatically request a new current location from the beacons – it relies on scenario-based points coming into the system automatically. As new points come in from the vehicles, Map View refreshes (every minute) to ensure it is always displaying the most recent possible data.

There are a number of dispatching options down the left side of Map View. You can show vehicles that are closest to a particular address or landmark (if you have defined any landmarks in the "Administration" section), stops for the day, or most recent location. The Map View map is also resizable, so you can resize the window to show a larger area or to accommodate multiple simultaneous Map View windows (to keep track of different fleets within the same organization, for example). You can hover your mouse pointer over any vehicle point on the map to get address, time, and speed information for the specific vehicle.

Moving Forward

At this point you should have enough hands-on expertise with dealer and subscriber portals to begin experimenting with the system and testing out the various reports, scenarios, and other features. Using the system on a daily basis to manage your own fleet of vehicles is the best way to familiarize yourself with the system and to figure out how to best position the product to your customers.

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