

SmartView2 | Admin Guide

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1. Introduction

Telematics software solution is a GPS tracking mechanism that will allow telematics providers to monitor and manage their vehicles remotely. The main approach is to connect a 3rd party system that involves data translation among different formats, and often aggregating separate sets of data together to satisfy the data exchange. The platform will securely enable the assigned vehicles to exchange data and live streaming with remote servers via a cellular bearer.

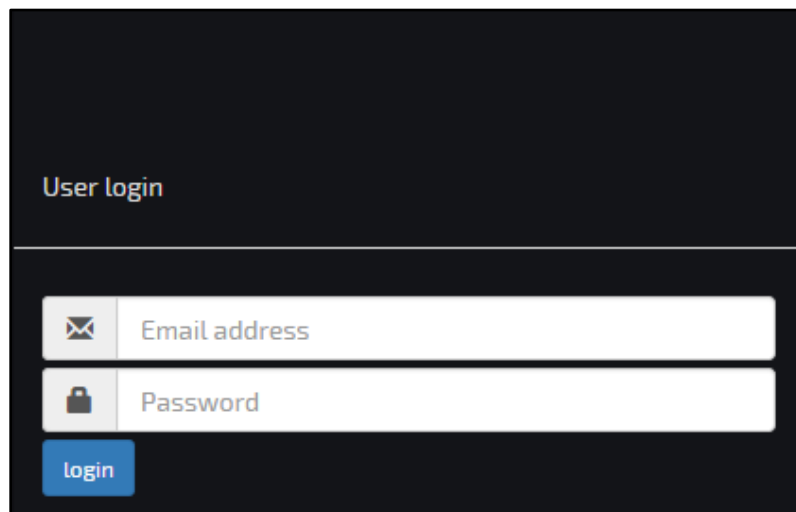
These remote servers will store all the data that's accumulated from the active devices and process remote service requests, which provide the users with summary about their vehicle's status and all the driving data.

The Platform delivers this expanding web of connectivity by creating Middleware which connects proprietary, and open interfaces together.

a. Portal Login

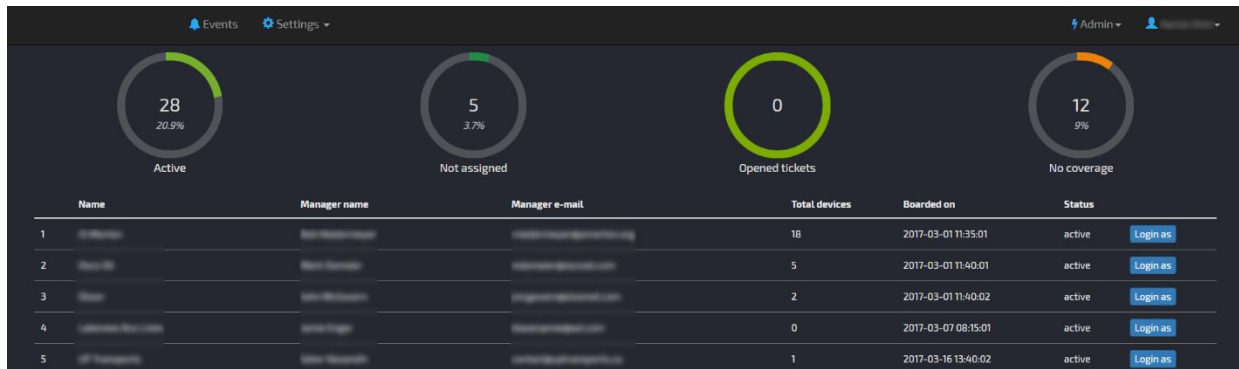
To launch the TSP portal:

- Use the provided credintails to access the portal.

A screenshot of a user login interface. It features a dark background with a light-colored header area containing the text "User login". Below the header, there are two input fields: the first is labeled "Email address" and has an envelope icon to its left; the second is labeled "Password" and has a padlock icon to its left. At the bottom of the form is a blue button with the text "login" in white.

2. Portal Gateway

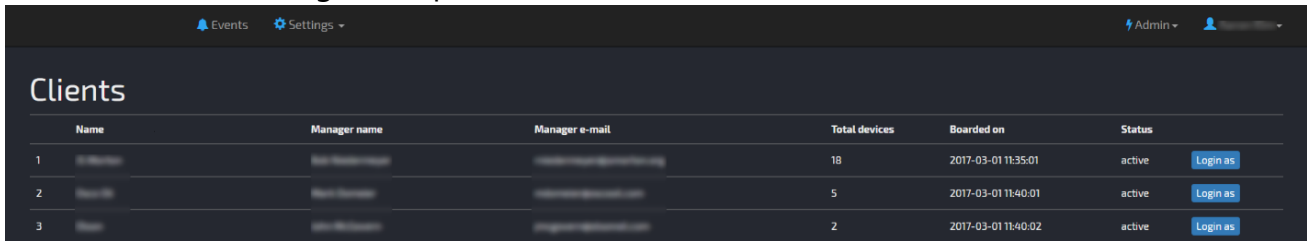
Upon launching the TSP portal, a summary of all existing clients and their current status will be provided that includes all the assigned clients under the TSP tenant, the related manager's names and their associated accounts. A list of total number of devices associated with each client, date of boarding, and the current status.



The portal allows TSP Administrator to navigate and generate detailed reports for all the existed clients.

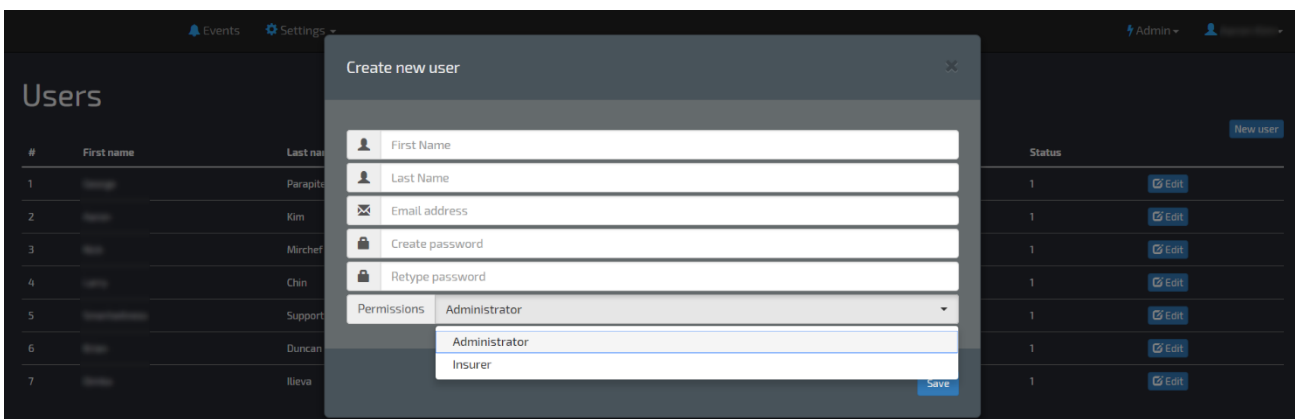
- The following gateways provide at the glance statics of the device's current status. TSP Administrator can access the following executable gateways:
 - Active Device Gateway: provides a list of all the existed devices that have been activated under the TSP tenant, and their current status.
 - Not Assigned Devices Gateway: provides the TSP Administrator with a list of all of the existed devices on the platform that are not being assigned to a specific client.
 - Open Tickets Gateway: provides the TSP Administrator a facility to manage technical issues that the clients might face with their devices.
 - No Coverage Gateway: generates a report for all the devices that have been assigned to clients and being connected to the platform but their current status is Offline.
- Administrator can view the triggered events for all the registered clients by clicking on *Events* tab or adjust and manage devices via *Settings* tab, which will be discussed in the following sections.
- TSP Administrator can view all the assigned clients under his tenant as follows:
 - Click on *Admin* tab.
 - Select *Clients*, a summary of all the clients will be listed.

- The Administrator can *login as* one of the listed clients to view and manage their portal.



	Name	Manager name	Manager e-mail	Total devices	Boarded on	Status	
1	Client 1	John Doe	john.doe@company.com	18	2017-03-01 11:35:01	active	Login as
2	Client 2	John Doe	john.doe@company.com	5	2017-03-01 11:40:01	active	Login as
3	Client 3	John Doe	john.doe@company.com	2	2017-03-01 11:40:02	active	Login as

- The Administrator can view and add the account users as follows:
 - Click on *Admin* tab.
 - Select *Users* features. To add a new user, click on *New User* tab, the following window will pop out.



Users

#	First name	Last name	Status
1	John	Parapite	Edit
2	John	Kim	Edit
3	John	Mirchef	Edit
4	John	Chin	Edit
5	John	Support	Edit
6	John	Duncan	Edit
7	John	Ilieva	Edit

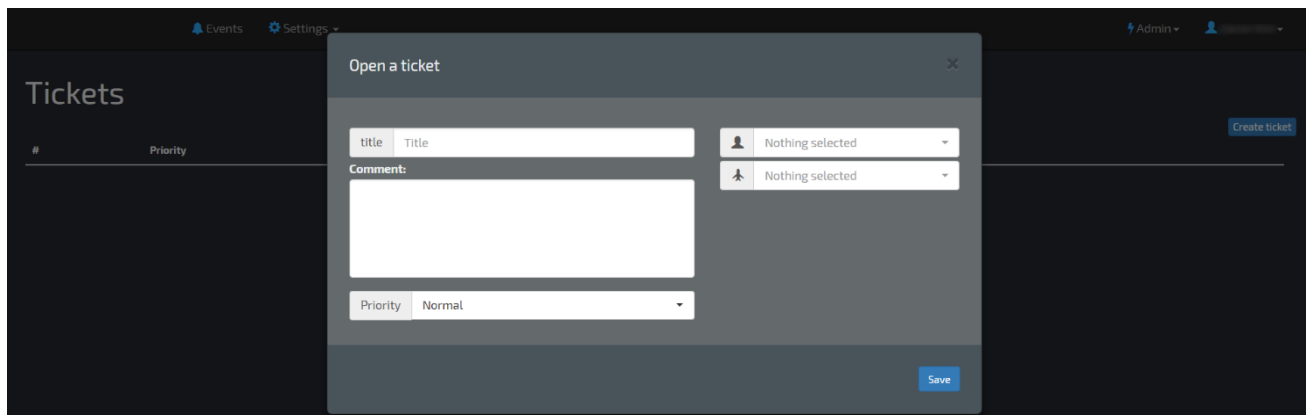
Create new user

First Name
 Last Name
 Email address
 Create password
 Retype password
 Permissions: Administrator

- Administrator
- Insurer

[Save](#)

- The user's permissions can be set either to an Administrator, or an Insurer.
- Administrator can initiate and view tickets as follows:
 - Click on *Admin* tab.
 - Select *Tickets* feature. To create a new ticket, click on *Create Ticket* tab.



Tickets

#	Priority
---	----------

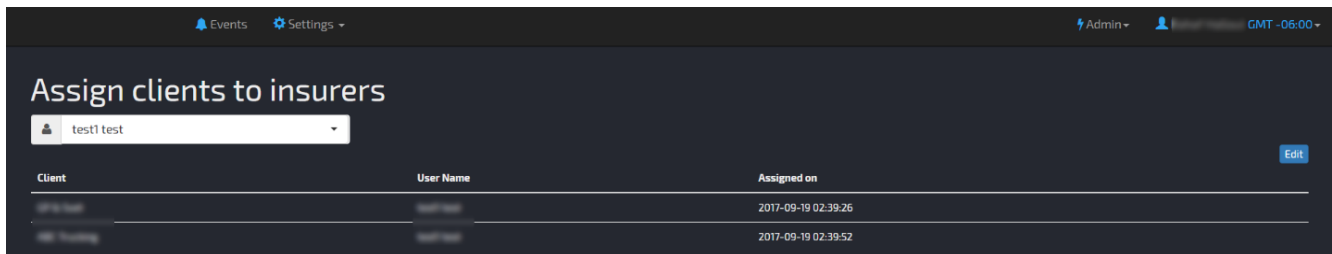
Open a ticket

title Title
 Comment:
 Priority Normal

Nothing selected
 Nothing selected

[Save](#)

- Administrator can view and edit the insurer's clients as follows:
 - Click on *Admin* tab.
 - Select *Insurer Clients* feature.
 - The Administrator can select the insurer name, then assign clients accordingly by clicking on *Edit* tab.

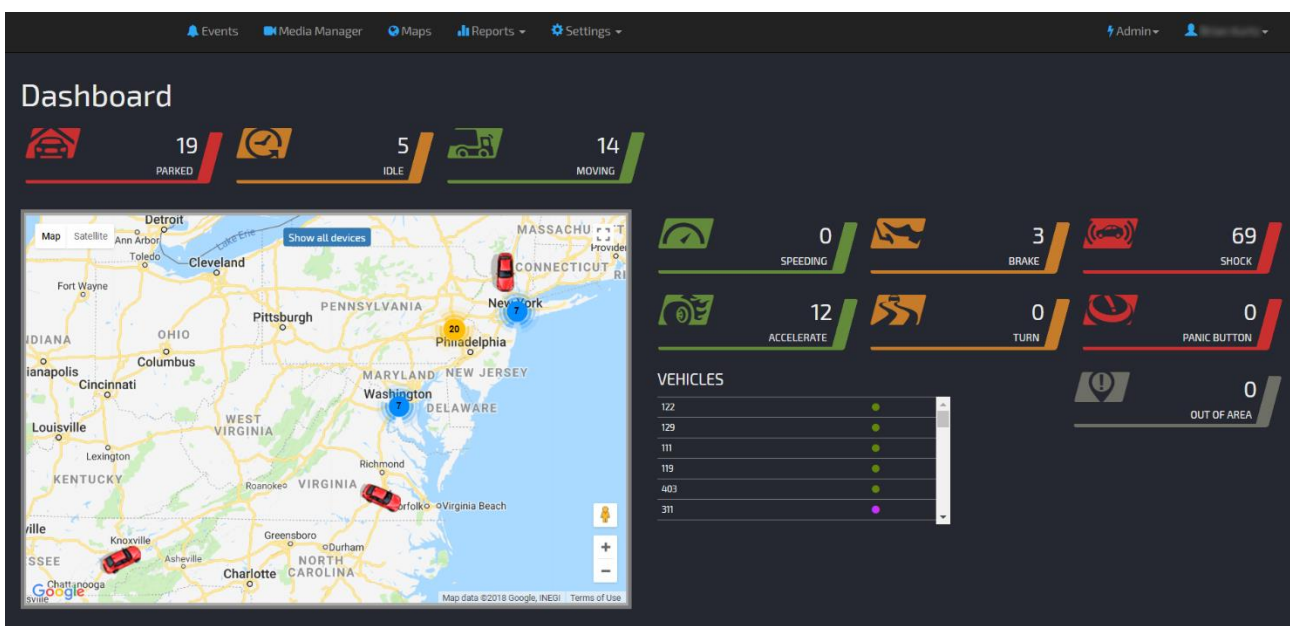


3. Accessible Features

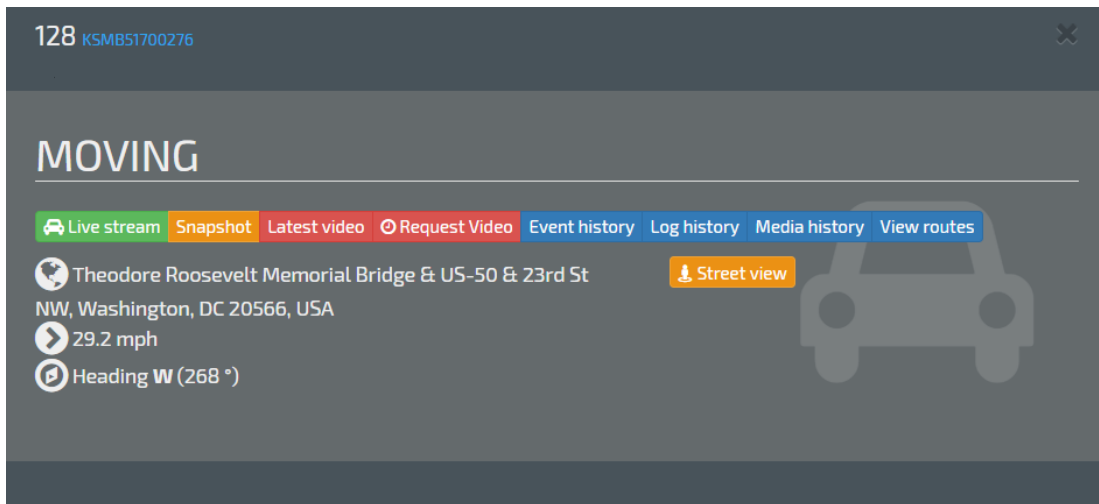
a. Dashboard

Dashboard gateway will list at the glance statistical graphics that will help in identifying the occurred events up to the current date. The user can navigate through the dashboard as follows:

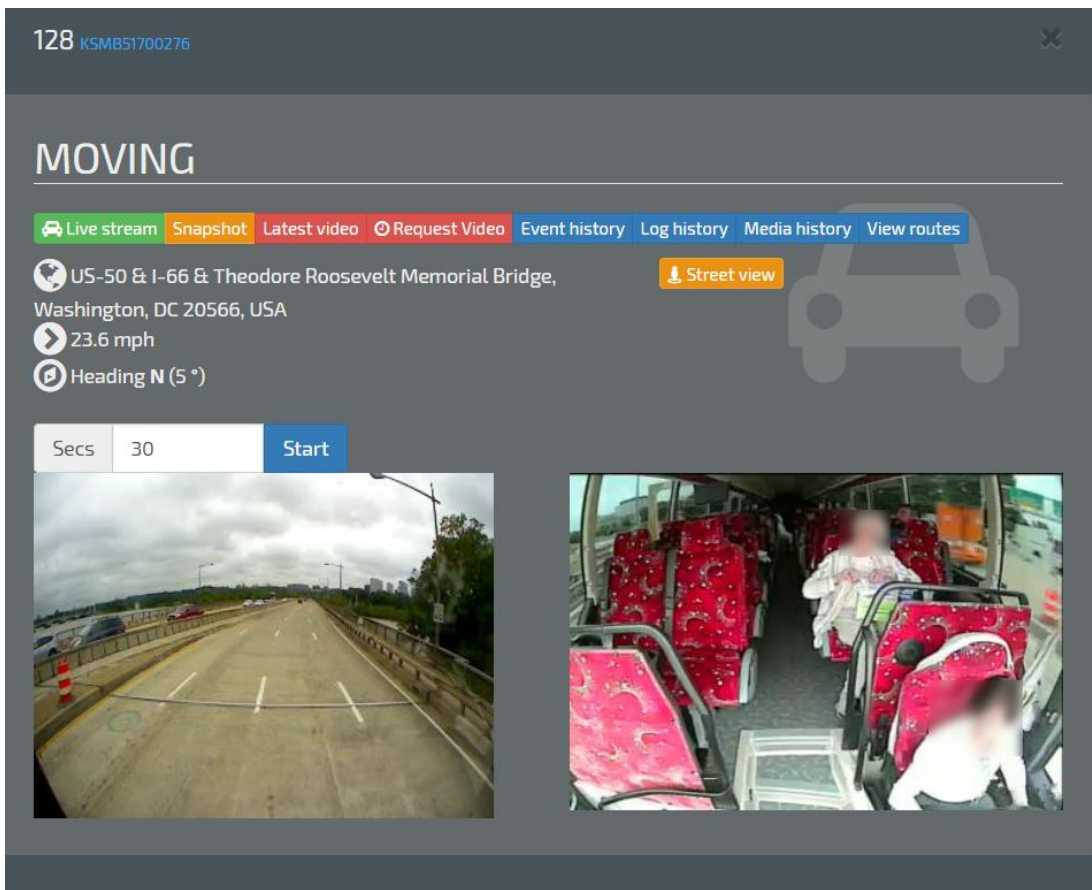
- *Vehicles* table will list all the registered vehicles identifying their current status as follows:
 - Red: vehicle is currently parked.
 - Yellow: vehicle is currently idle.
 - Green: vehicle is currently moving.
 - Purple: vehicle has lost connection.



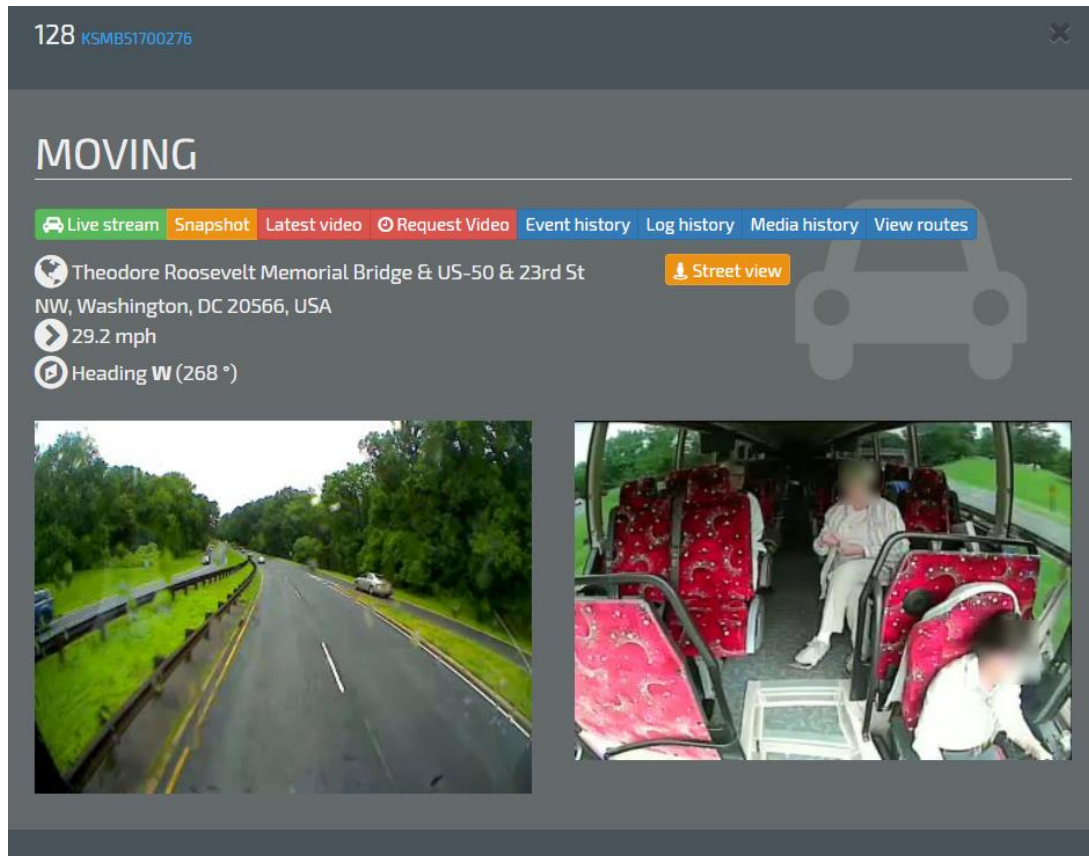
- Click on the desired vehicle to allocate it on the map.
 - A summary tab will open up which includes vehicle name, device DRID, current status, location and multiple executable tabs.



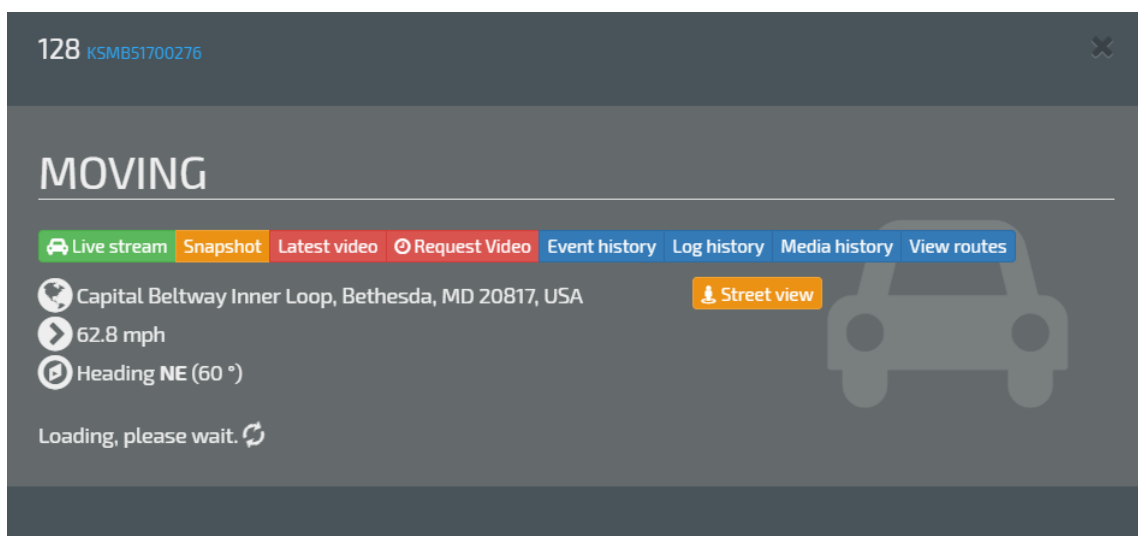
- Executable functional tabs:
 - Live Streaming: a live video streaming will be based upon a certain period of time dedicated in seconds.



- Get Snapshot: uploads live images from the vehicle's current location.

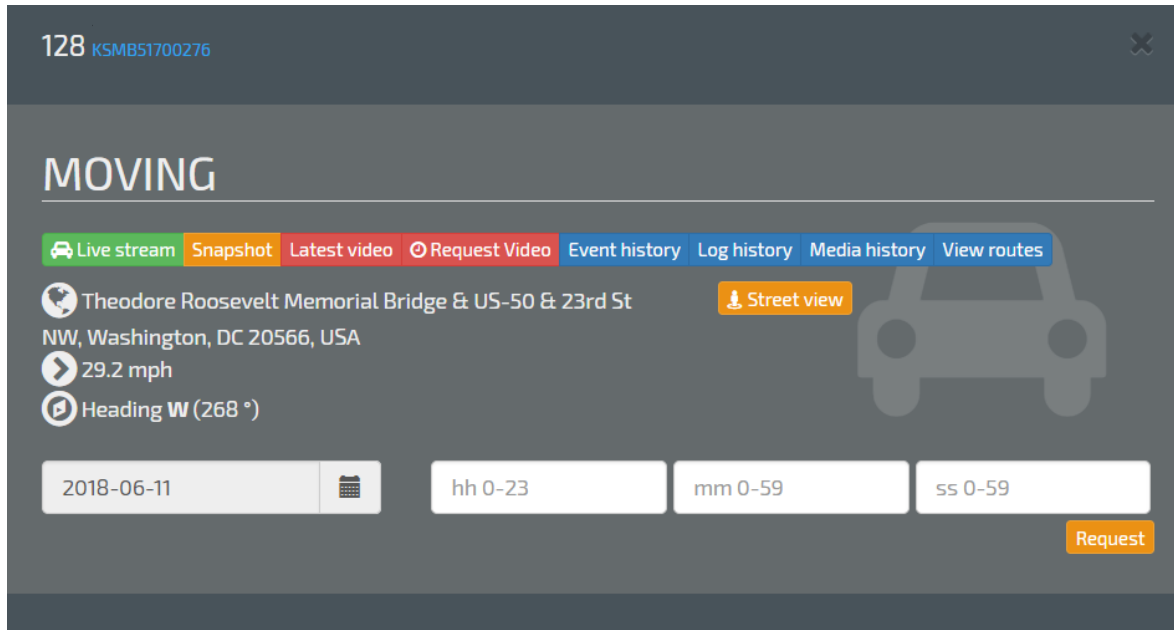


- Latest Video: an auto-upload of 20 seconds video of the vehicle's current location that can be found under *Media History* tab.



- Request Video: will retrieve a 20 seconds video upon the specified date and time.

- All the requested videos will be listed under *Media Manage* tab, labeled as *Requester Name*.
- If the device is offline, all the user requests will be queued and processed once the device is online.



- Event History: a list of all the triggered events upon the current date that can be exported in Excel or PDF.

128 KSMB51700276

MOVING

[Live stream](#)
[Snapshot](#)
[Latest video](#)
[Request Video](#)
[Event history](#)
[Log history](#)
[Media history](#)
[View routes](#)

U.S. Hwy 15/501, Thurmont, MD 21788, USA

64.0 mph

Heading NE (39 °)

[Street view](#)

[Export](#)
[PDF](#)

Event	Position	Heading	Speed (mi)	Time
SevereShock	Washington National Pike Maryland 20871	NW (318 °)	41.0	2018-06-11 10:57:33
IgnitionOn	West Basin Drive Southwest District of Columbia 20006	N (21 °)	0.0	2018-06-11 10:09:42
IgnitionOff	West Basin Drive Southwest District of Columbia 20006	NE (30 °)	0.0	2018-06-11 09:52:14
IgnitionOn	Ohio Drive Southwest District of Columbia 20006	NW (320 °)	0.0	2018-06-11 09:42:59
IgnitionOff	Ohio Drive Southwest District of Columbia 20006	SE (133 °)	0.6	2018-06-11 09:15:22
IgnitionOn	Atlantic Boulevard Virginia 20166	SE (158 °)	0.0	2018-06-11 08:08:38
IgnitionOff	Atlantic Boulevard Virginia 20166	SE (146 °)	0.6	2018-06-11 07:34:04
IgnitionOn	Rudder Road Virginia 20166	W (272 °)	0.6	2018-06-11 06:52:33

- Log History: a list of all the camera events upon the current date that can be exported in Excel or PDF format.

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MOVING

[Live stream](#)
[Snapshot](#)
[Latest video](#)
[Request Video](#)
[Event history](#)
[Log history](#)
[Media history](#)
[View routes](#)

U.S. Hwy 15/501, Thurmont, MD 21788, USA

64.0 mph

Heading NE (39 °)

[Street view](#)

[Export](#)
[PDF](#)

Event	Position	Heading	Speed (mi)	Time
LiveTrack	Gettysburg Village Drive Pennsylvania 17325-8988	NW (301 °)	0.0	2018-06-11 11:47:55
LiveTrack	Gettysburg Village Drive Pennsylvania 17325-8988	NW (301 °)	0.6	2018-06-11 11:47:40
LiveTrack	Gettysburg Village Drive Pennsylvania 17325-8988	NW (301 °)	5.0	2018-06-11 11:47:25
LiveTrack	Gettysburg Village Drive Pennsylvania 17325-8988	W (283 °)	9.9	2018-06-11 11:47:10
LiveTrack	Gettysburg Village Drive Pennsylvania 17325-8988	NW (335 °)	0.6	2018-06-11 11:46:54
LiveTrack	Gettysburg Village Drive Pennsylvania 17325-8988	NW (335 °)	0.6	2018-06-11 11:46:39

- Media History: a list of all the manual requested & auto-uploaded media for the past 7 days.

128 KSMB51700276

MOVING

Live stream

Snapshot

Latest video

Request Video

Event history

Log history

Media history

View routes

U.S. Hwy 15/501, Thurmont, MD 21788, USA

Street view

64.0 mph

Heading NE (39 °)

Media history for the past 7 days

128

2018-06-11 10:57:23

AUTOUPLOAD 20 SECS

1 2

128

2018-06-11 10:35:25

AUTOUPLOAD 20 SECS

1 2

128

2018-06-11 10:33:45

AUTOUPLOAD 20 SECS

1 2

128

128 KSMB51700276

1


2018-06-11 10:57:23

00:00:20

Download MDT

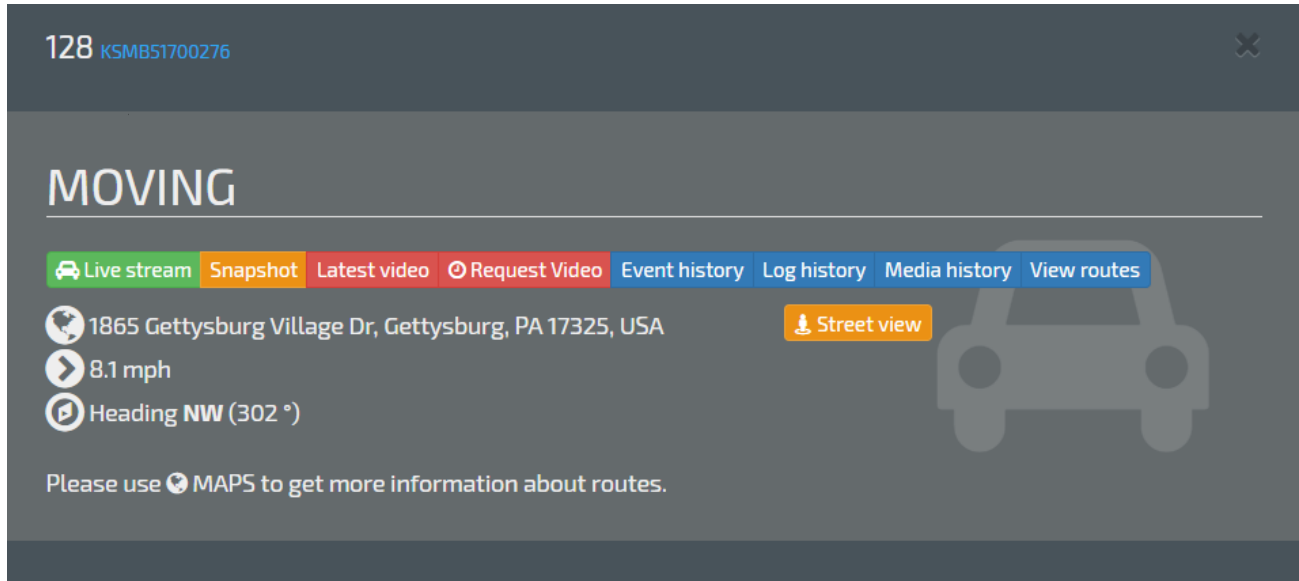
0:00 / 0:20

Note:

- The device should be online in order to respond to *Get Snapshot & Get Video* request.
- The user can download MP4 file footage by clicking on *Download* tab. 
- For data analysis, and drive behavior report, click on *MDT File* tab. This file extension will require the Software Analysis tool provided from SmartWitness (<http://support.smartwitness.com>).

pg. 12

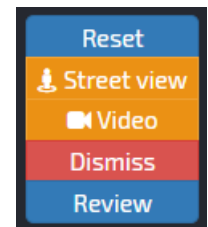
- View Routes: provides a detailed geographical summary of vehicle's trip (can be accessible via *Maps* tab).



- The dashboard will present all the triggered events using graphical statistics, where the only executable tabs will be (Speeding, Brake, Shock, Acceleration, Turn, Panic and Out of area).
 - Upon clicking on any of those tabs, a summary list will pop out including the device name, position, speed and date-time stamp.
 - The summary can be exported in Excel or PDF format.
 - Out of area icon will list all the vehicles that were triggered out the predefined GEO fence.
- b. Events

Events tab will generate a summary list of all the triggered events. The listed events can be filtered as of the current date, 7-days & 30 days.

- A color code adjustment can be used to trigger certain events as follows:
 - Red: lists Shock, Severe Shock and Panic events.
 - Amber: lists Brake, Acceleration and Turn events.
 - Gray: list Speed events.
- The user can review any of the listed events by selecting one. A 10 seconds low resolution footage will be presented, that includes the device name and DRID, vehicle's information, registered speed, time stamp and event's location.
- In case of an accident occurrence the user can have a street view of the event by clicking on *Street View* tab.
- The user can retrieve MP4 footage of the event by clicking on *Video* tab. This tab will be colored green to indicate that the video was requested previously, and will playback within the same window. Otherwise, a message stating *Request has been submitted* will show up.
- The user can dismiss the unnecessary events by clicking on *Dismiss* tab. However, the events will be listed in a separate tab called *Dismissed*.
- The user can review and arrange the triggered events by clicking on *Review* tab. This tab will provide the user with the ability to write comments on each event in order to manage them.



SHOCK / KSMA41600390

2018-05-21 07:54:27 - 2440 S 59th Ct, Cicero, IL 60804, USA - 0.6 mph

Submit
Deal with
Dismiss

- Event route will be listed under *View Route* tab for the selected vehicle.

- Click on *View Route* tab.
 - A new window will pop out listing all the routes corresponding to the triggered event.

SEVERESHOCK / 401 / KSMB41701019

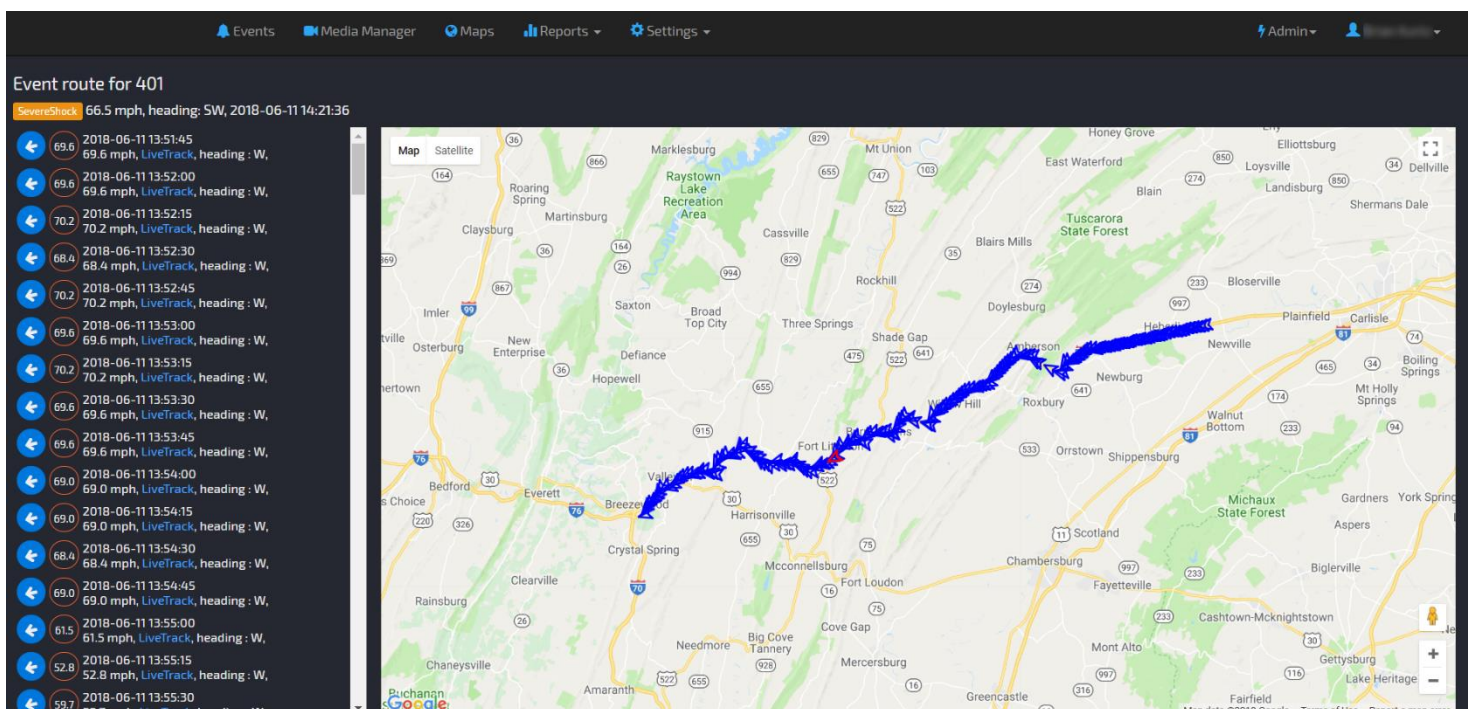
2018-06-11 14:21:36

Pennsylvania Turnpike, Fort Littleton, PA 17223, USA

View route

66.5 mph

Heading SW (240 °)



- These routes are being registered as a live track every 15 seconds increments, which includes the actual event that is being colored differently in order to allocate the exact event's location.
- The user can click on any of the routes to request a snapshot/video as follows.



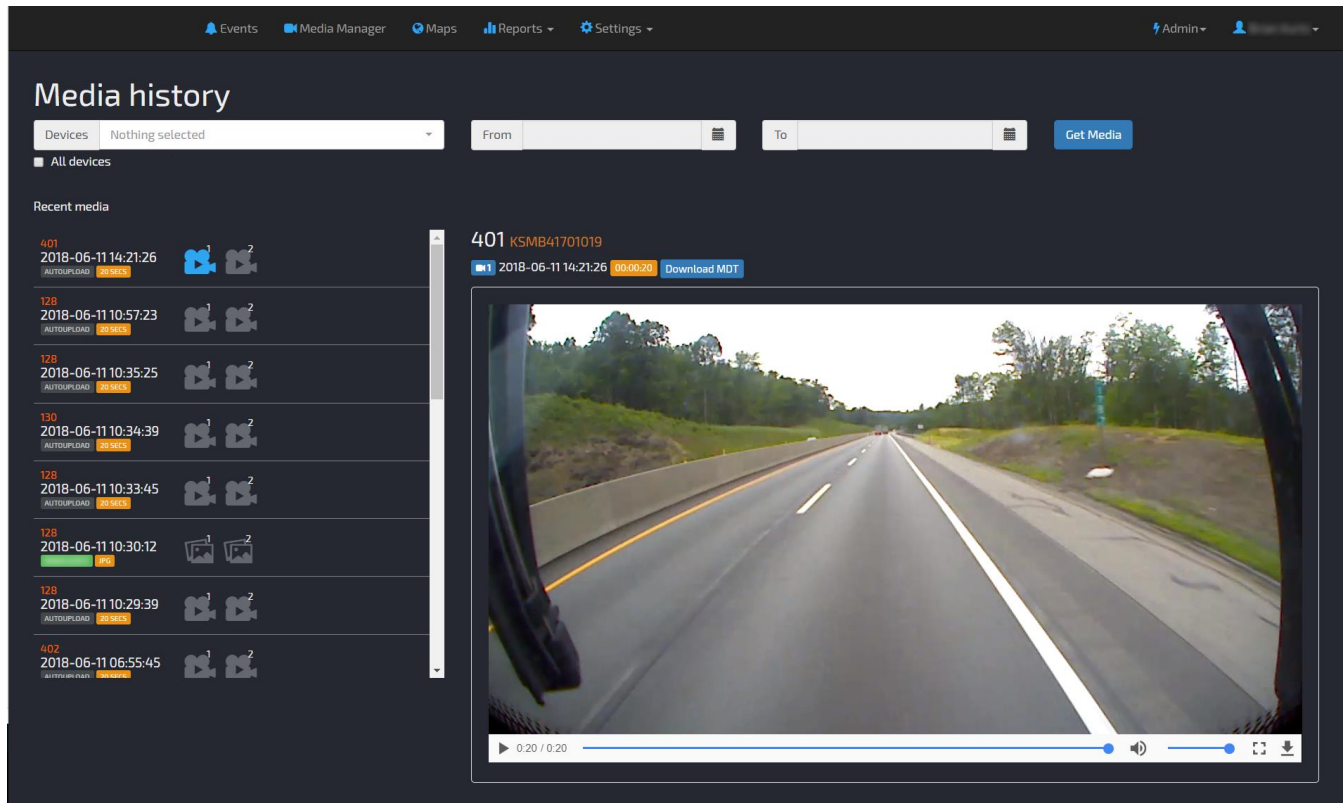
- *Events* gateway will include executable graphical icons that generate summary reports of the following:
 - **Active Today:** lists the devices that are currently active.
 - **Check Connection:** indicates devices that stopped reporting without having a proper "*Ignition Off*" event for more than 1 hour.
 - **Check Settings:** lists the devices that stopped reporting for the past 7 days.
 - **Check Media:** shows devices that reported SD card errors and requires SD card formatting.
 - **Idle:** lists devices that are active but not moving for certain period of time (Usually when vehicle is parked for 30 minutes, without dedicating *Ignition Off* event).
 - **Emergency:** lists devices that triggered Panic &/ Severe Shock events.

c. Media Manager

Media Manager gateway allows users to allocate media by selecting device/(s) upon a certain period of time.

- A 20 seconds footage for each triggered event with date & time stamp including the requester name.
- Videos will be labeled according to the recorded camera.

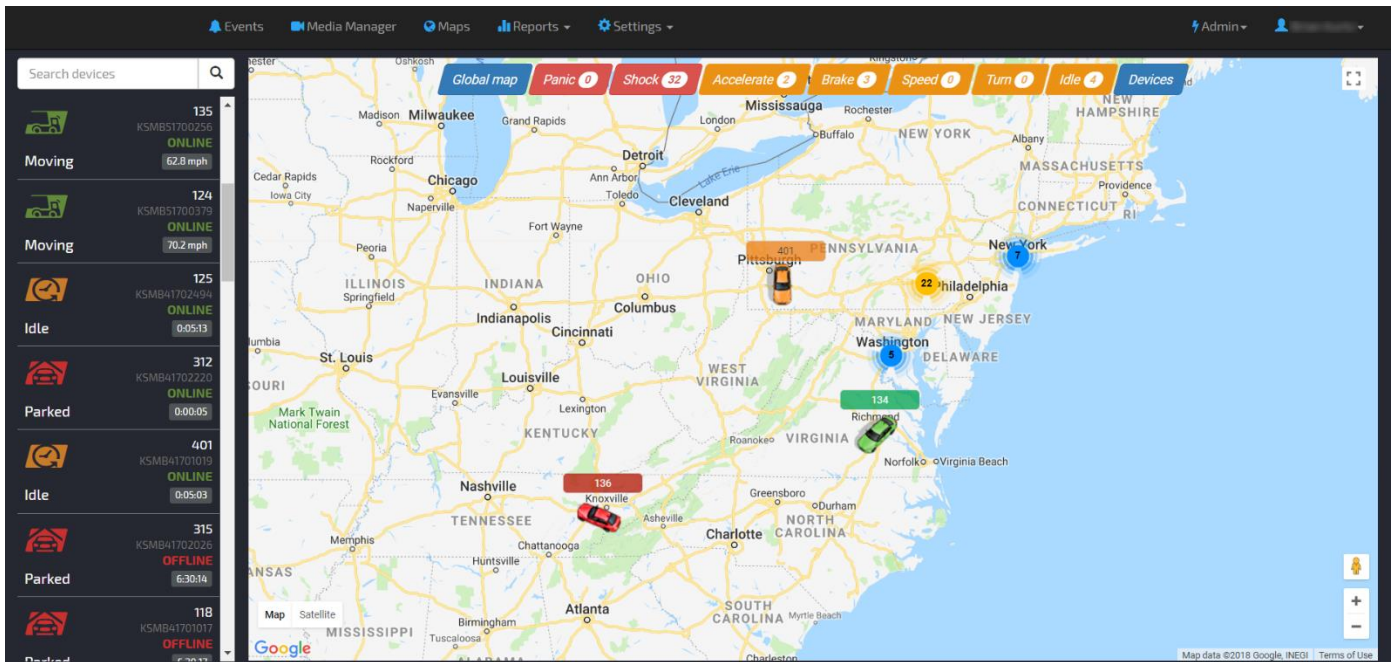
- User can download the footage as of MP4/ MDT version.



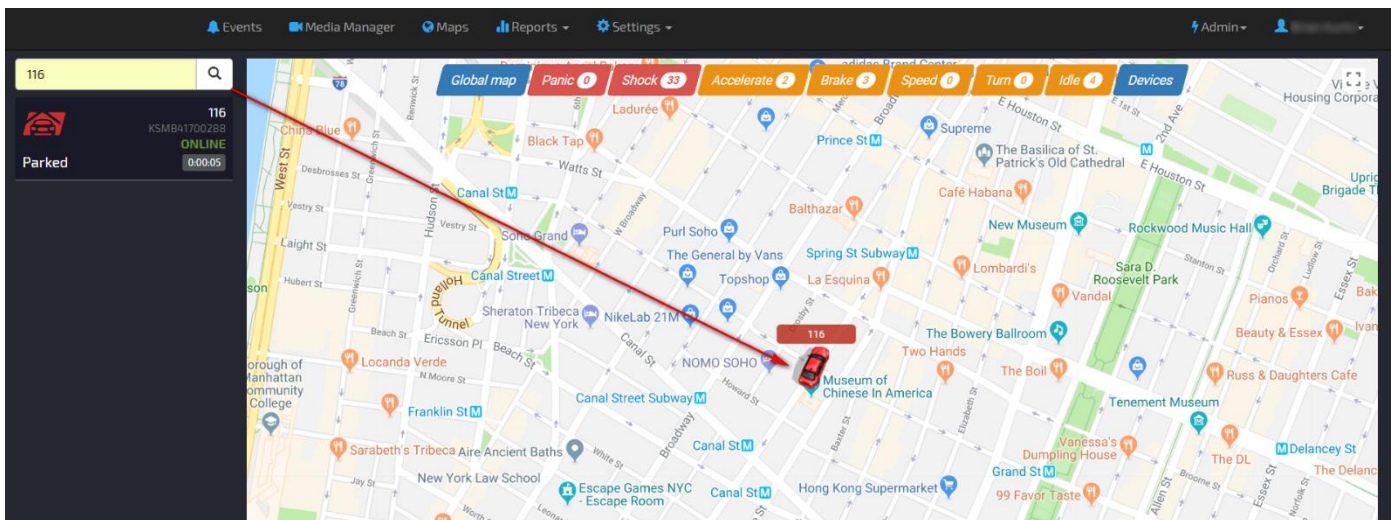
d. Maps

Maps gateway allows users to allocate and view their vehicles.

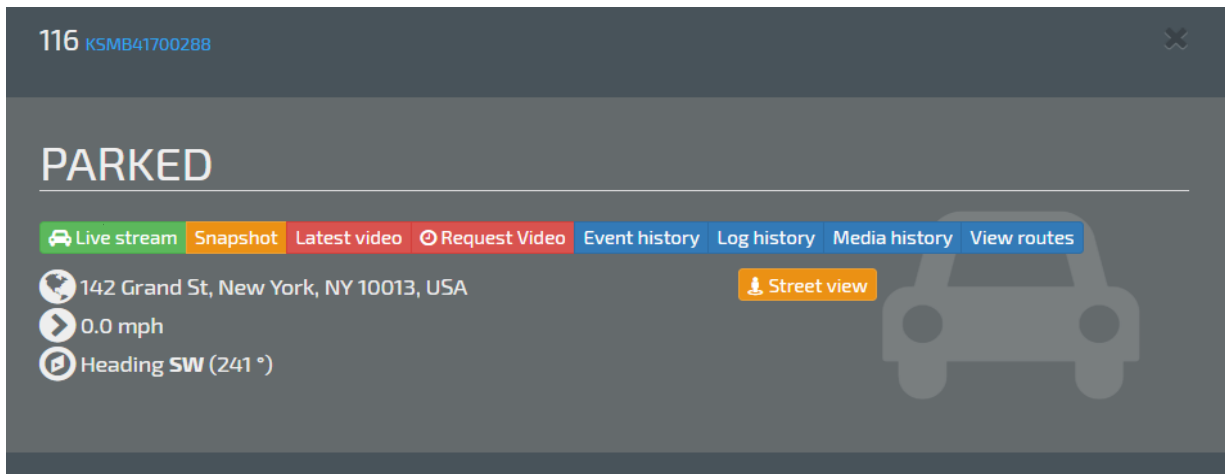
- Events are being presented as graphical executable icons which can be used as a searching mechanism (Search by: Panic, Shock, Acceleration, Brake, Speed, Turn or Idle).
- The map will cluster the nearly located vehicles, or indicate them via colored arrow according to its current status (Idle, Parked, Moving or Lost Connection).



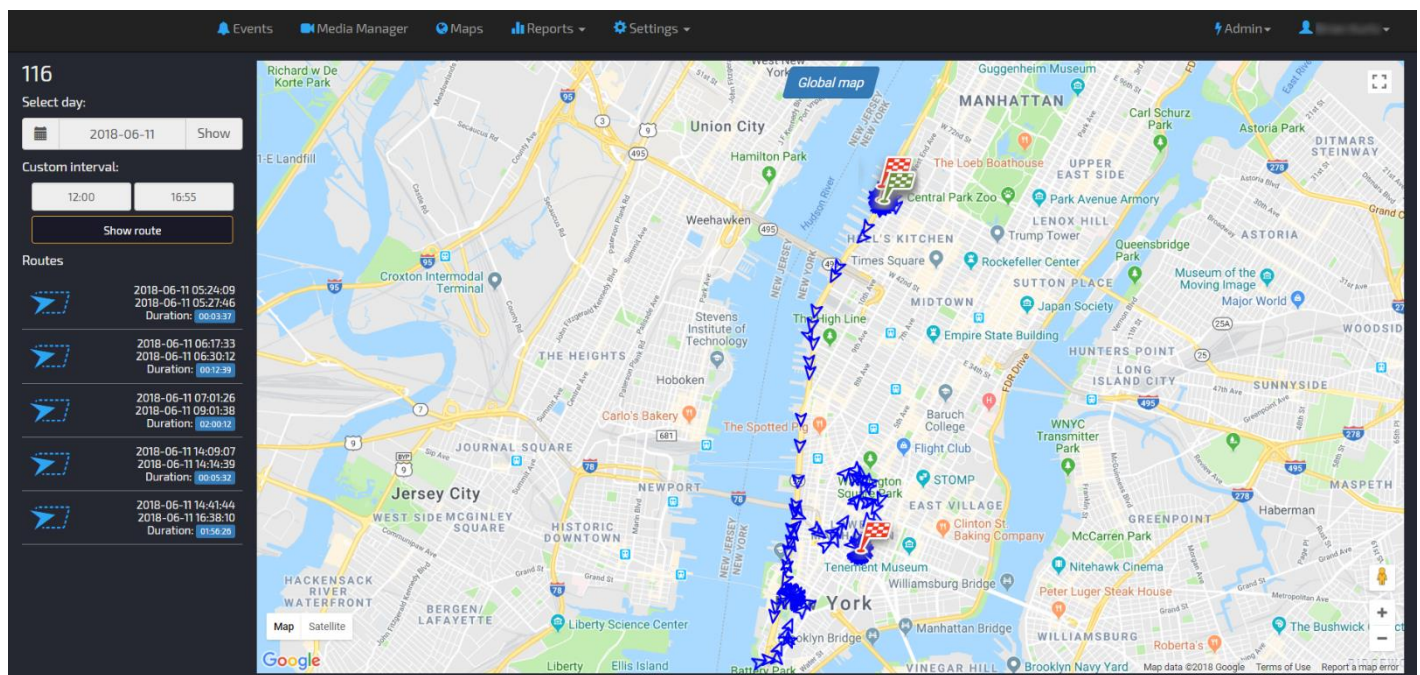
- A quick search mechanism that allocates the current location of any vehicle by typing vehicle's ID.



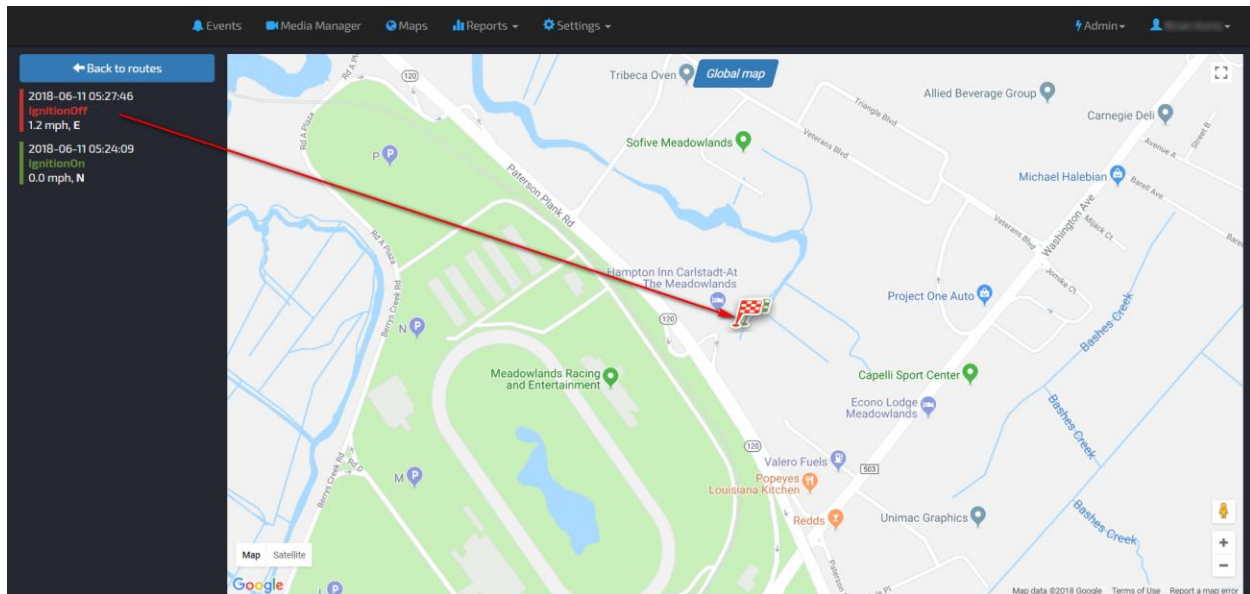
- In order to have a detailed GPS tracking, users can click on the pulled vehicle's icon. The following window will open up.



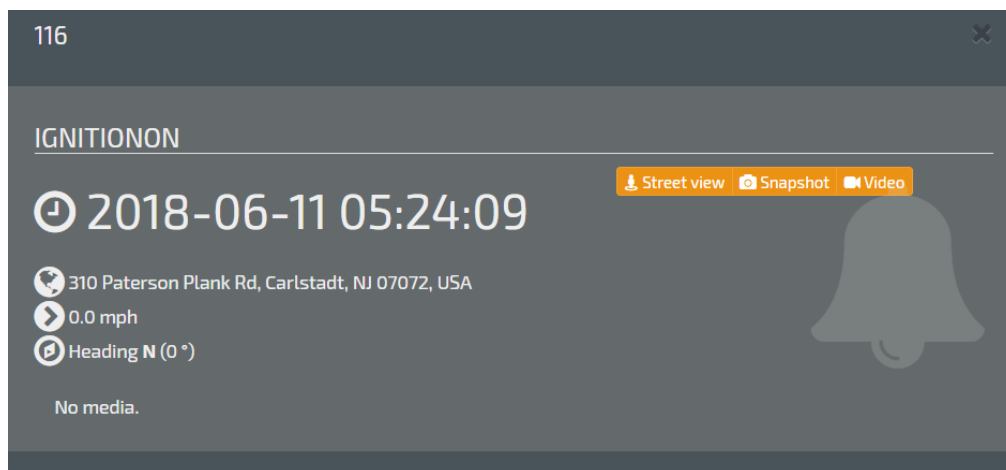
- Click on *View Routes* tab.
- Specify the desired date.
- Click on *Show* tab.
- A list of all the driven routes will show up with the corresponding time and period duration.
- User can customize duration period to facilitate navigation process.



- All the listed routes are executable. Users can retrieve an image &/ video by clicking on the desired point on the map.



- Click on the flag in order to request video/image.



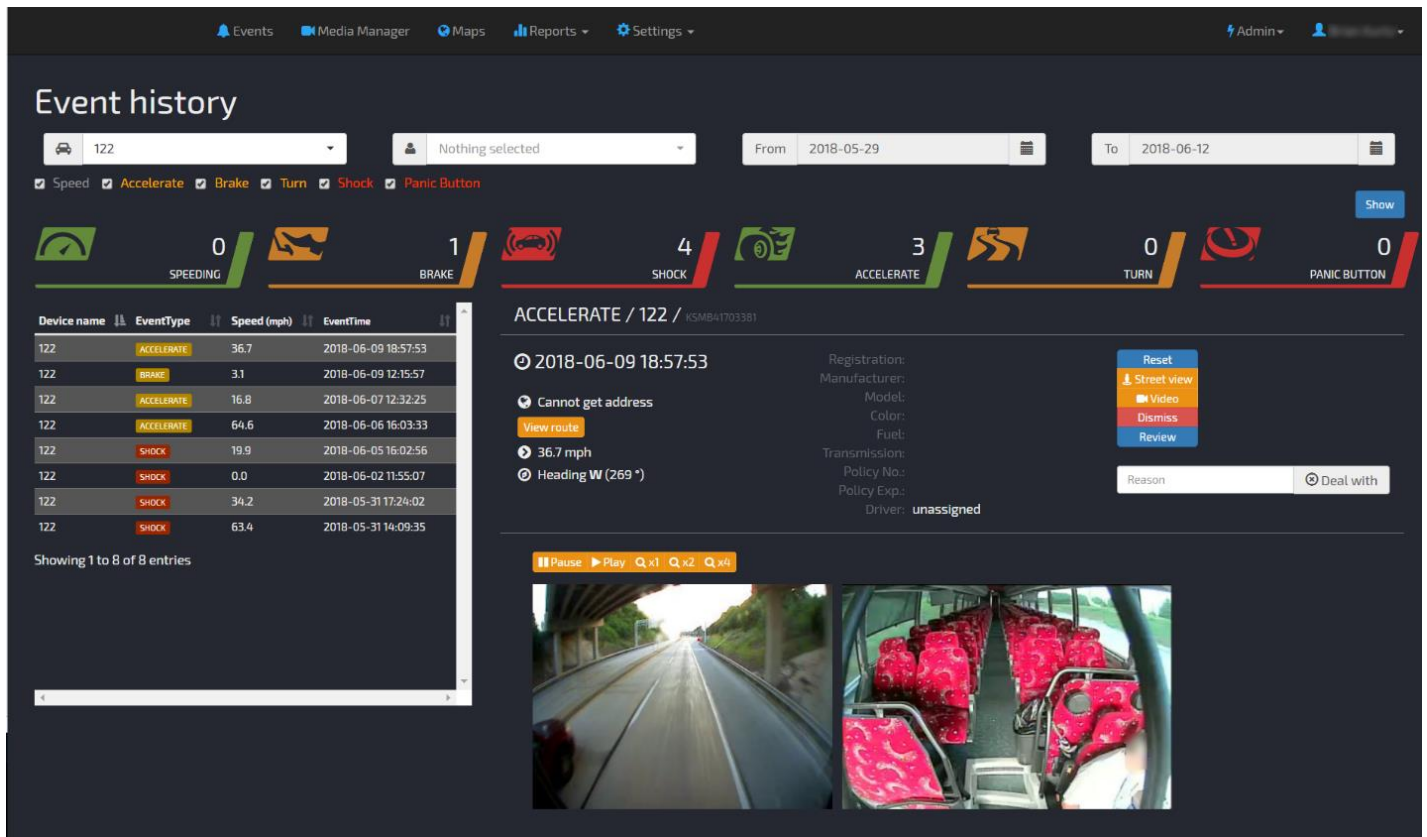
e. Reports

This feature allows the user to generate summary reports by clicking on *Reports* tab.

i. Event History

- Click on *Reports* tab.
- Select *Event History* feature.
- User must select a vehicle, driver name (if registered) and time range.

- At the glance graphical statistics will present all the triggered events within the predefined period.



ii. Summary

- Click on *Reports* tab.
- Select *Summary* feature.
- Specify the desired period range.
- Filter by device/s, fleets, or all devices.
- Export the spreadsheet either in Excel/PDF format.

Summary report for all devices

From: 2018-06-01 To: 2018-06-12

Devices: 4 items selected Fleets: Nothing selected

Export PDF

Name	DRID	Idle (min)	Active (min)	Distance(miles)	Max speed(mph)	Average speed(mph)	Accelerate	Brake	Turn	Shock	Severe Shock	Alarm in	Media Error
120	KSMB41702908	1480.7	3418.6	2346.9	72.7	39.9	3	2	0	0	0	0	0
112	KSMB41702905	1646.7	3742.1	2378.6	73.9	32.4	3	1	0	4	0	0	0
108	KSMB41700644	396.7	798.7	543.3	72.1	34.1	2	0	0	1	0	0	0
126	KSMB41703142	2029.1	3146.4	2047.8	77.7	32.1	3	3	0	6	0	0	0
Period totals		5553.2	11105.8	7316.6			11	6	0	11	0	0	0

iii. Detailed

- Click on *Reports* tab.
- Select *Detailed* feature.
- Specify the period range.
- Select certain device to view and the status type (Idle/Active time, Distance, Speed, Events, Log history).
- Export the spreadsheet either in Excel/PDF format.

Event type	Name	DRID	Driver	Date	mph
SHOCK	112	KSMB41702905		2018-06-11 08:11:55	26.1
ACCELERATE	112	KSMB41702905		2018-06-10 21:07:41	0
ACCELERATE	112	KSMB41702905		2018-06-09 19:31:38	16.8
SHOCK	112	KSMB41702905		2018-06-09 08:49:14	60.9
ACCELERATE	112	KSMB41702905		2018-06-05 17:35:38	69.6
SHOCK	112	KSMB41702905		2018-06-05 06:38:21	64
SHOCK	112	KSMB41702905		2018-06-04 06:03:12	69
BRAKE	112	KSMB41702905		2018-06-03 05:52:53	62.8
Period average					46.2

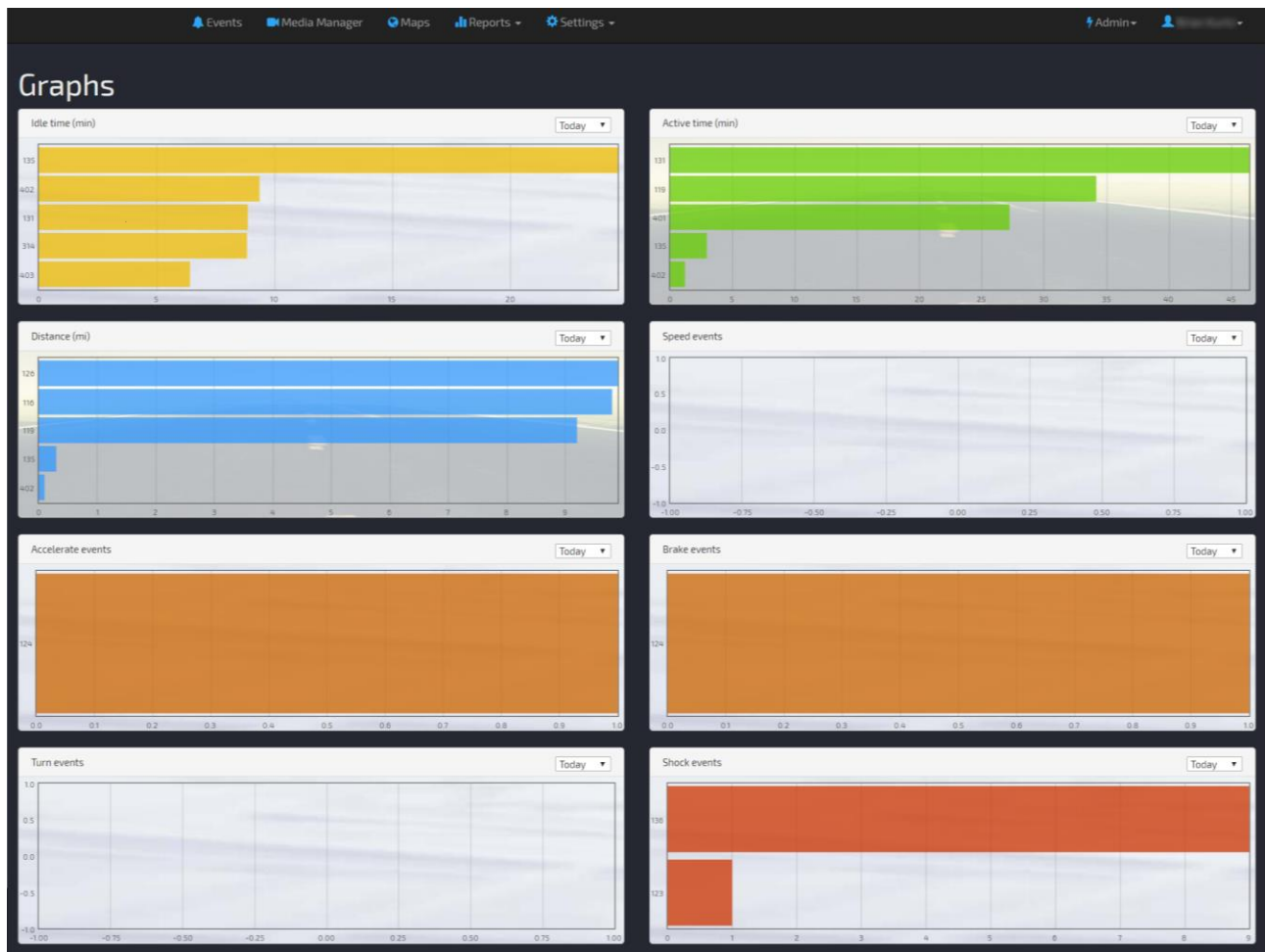
iv. Current Idle

- Click on *Reports* tab.
- Select *Current Idle* feature.
- A summary of all the currently idle devices will be listed.
- Export the spreadsheet either in Excel/PDF format.

#	Name	DRID	Last Ign. On	Last contact	Idle since	Idle for	Cameras
1	311	KSMB41701153	2018-06-12 08:03:41	2018-06-12 09:53:55	2018-06-12 09:48:40	00:05:15	2
2	119	KSMB41700678	2018-06-12 14:44:54	2018-06-12 09:54:05	2018-06-12 09:48:57	00:05:08	2
3	112	KSMB41702905	2018-06-12 14:47:49	2018-06-12 09:54:06	2018-06-12 09:49:05	00:05:01	2
4	132	KSMB41700105	2018-06-12 12:06:17	2018-06-12 09:53:56	2018-06-12 09:48:52	00:05:04	2
5	130	KSMB41702992	2018-06-12 11:49:03	2018-06-12 09:54:02	2018-06-12 09:49:02	00:05:00	2
6	126	KSMB41703142	2018-06-12 14:44:45	2018-06-12 09:53:51	2018-06-12 09:48:44	00:05:07	1

v. Graphs

- Click on *Reports* tab.
- Select *Graphs* feature.
- A graphical presentation of vehicle's statuses will be presented that can be filtered up to 3 months.



vi. Overdue Maintenance

- Click on *Reports* tab.
- Select *Overdue Maintenance* feature.
- A summary report will be listing all the vehicles that require certain maintenance care.
- Export the spreadsheet either in Excel/PDF format.

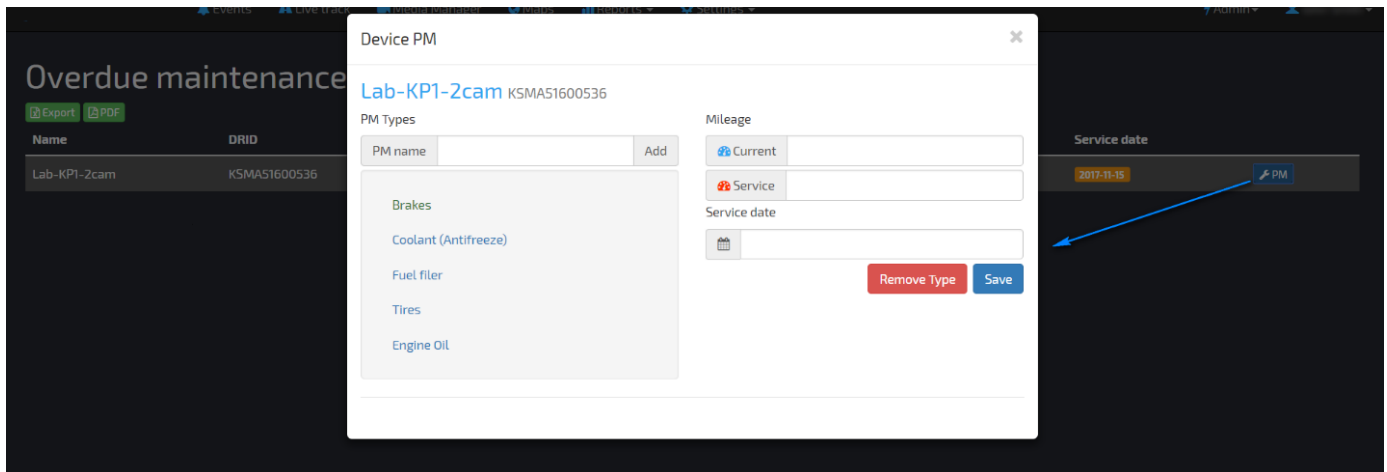
Overdue maintenance (PM)

Export PDF

Name	DRID	PM type	Current miles	Service miles	Miles left	Service date
Lab-KPI-2cam	KSMAS1600536	Brakes	16000	20000	4000	2013-11-01

PM

- User can modify the required maintenance by clicking on *PM* tab.



vii. Location History

- Click on *Reports* tab.
- Select *Location History* feature.
- Choose certain vehicle to view.
- Specify the time period.
- User can generate a report based on triggered events (Panic, Shock, Turn, Brake, Acceleration and Speed) by clicking on *Events Only* tab otherwise, all the camera events will be listed (Live track, Device online/offline, Ignition on/off, etc.).
- Export the spreadsheet either in Excel/PDF format.

The screenshot shows the 'Location history' page. At the top, there are navigation tabs: Events, Media Manager, Maps, Reports, and Settings. The 'Reports' tab is selected. Below the tabs, there is a 'Location history' section. It has a 'Devices' dropdown menu with '130' selected. There are 'From' and 'To' date pickers with '2018-06-01' and '2018-06-12' respectively. There is a checkbox for 'Events only'. There are 'Export' and 'PDF' buttons. Below these filters is a table with the following data:

Name	Event	Time	Address	Location	Heading	Speed
130 KSM841702992	LiveTrack	2018-06-01 00:00:06	Buchanan Drive Lancaster County Pennsylvania 17522	40.200298, -76.204002	NE (29°)	0
130 KSM841702992	LiveTrack	2018-06-01 00:00:16	Buchanan Drive Lancaster County Pennsylvania 17522	40.200298, -76.204002	N (21°)	0
130 KSM841702992	LiveTrack	2018-06-01 00:00:34	Buchanan Drive Lancaster County Pennsylvania 17522	40.200298, -76.204002	N (21°)	0
130 KSM841702992	LiveTrack	2018-06-01 00:00:50	Buchanan Drive Lancaster County Pennsylvania 17522	40.200298, -76.203987	N (21°)	1
130 KSM841702992	LiveTrack	2018-06-01 00:01:08	Buchanan Drive Lancaster County Pennsylvania 17522	40.200310, -76.203987	NE (45°)	0

viii. Driver Report

- Click on *Reports* tab.
- Select *Driver Report* feature.
- User can view either *Summary* or *Detailed* report.
- For a *Summary* report: specify the driver/s name, and time period.

Driver name	Accelerate	Brake	Turn	Shock	PanicButton	Active time	Idle time	Distance
Ivan Petrov	0	0	0	0	0			0.0
Juko Petrov	83	0	16	1	0	39:41:00	14:52:05	1,132.1

- For a *Detailed* report: specify the driver name, event/telematics status, time period.
- Export the spreadsheet either in Excel/PDF format.

Device	Driver name	Event type	Latitude	Longitude	Speed (m/s)	Event time
Lincoln MKT	Juko Petrov	Accelerate	41.976703	-87.907978	6	2017-11-14 19:02:58
Lincoln MKT	Juko Petrov	Accelerate	42.004501	-88.972230	9	2017-11-14 04:28:42
Lincoln MKT	Juko Petrov	Accelerate	41.973862	-87.836537	4	2017-11-14 02:59:29
Lincoln MKT	Juko Petrov	Accelerate	41.974892	-87.782982	8	2017-11-14 02:49:41
Lincoln MKT	Juko Petrov	Accelerate	41.975658	-87.809877	18	2017-11-13 01:46:49
Lincoln MKT	Juko Petrov	Accelerate	42.115841	-87.750760	18	2017-11-12 23:19:49
Lincoln MKT	Juko Petrov	Accelerate	41.977058	-87.901052	18	2017-11-12 17:50:21

f. Settings

User can manage the fleet's settings as follows.

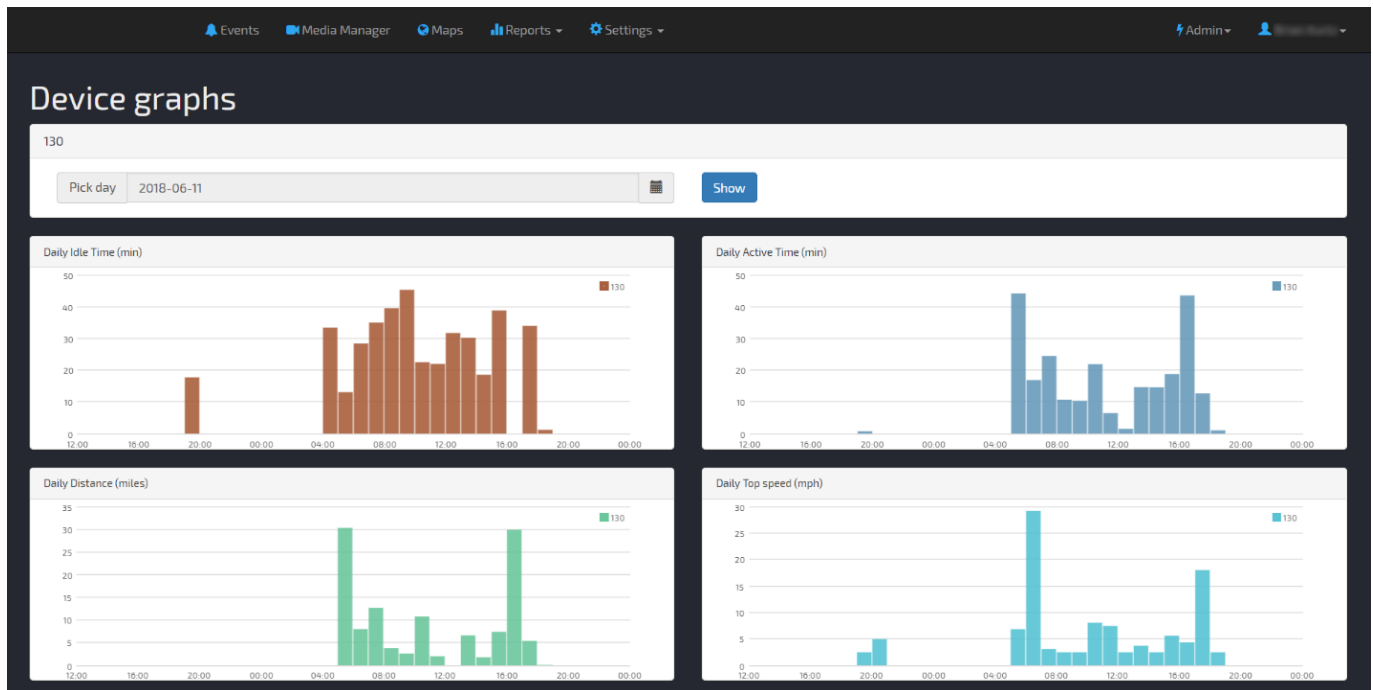
i. Devices

- Click on *Settings* tab.
- Select *Devices* feature.
- User can edit each device separately or multiple devices at once.
- User can view charts per device, and adjust its maintenance.

#	Client	Name	DRID	Serial number	Model	Fleet	Status	
1	Lincoln MKT	130	KSMB41702992	KYS41702863	KP1S	Installed	ACTIVE	Graphs Edit PM
2	Lincoln MKT	120	KSMB41702908	KYS41702494	KP1S	Installed	ACTIVE	Graphs Edit PM
3	Lincoln MKT	129	KSMB41702907	KYS41702495	KP1S	Installed	ACTIVE	Graphs Edit PM
4	Lincoln MKT	112	KSMB41702905	KYS41702496	KP1S	Installed	ACTIVE	Graphs Edit PM
5	Lincoln MKT	DEFECTIVE	KSMB41701602	KYS41702497	KP1S	Installed	ACTIVE	Graphs Edit PM
6	Lincoln MKT	115	KSMB41702760	KYS41702498	KP1S	Installed	ACTIVE	Graphs Edit PM

- The user can view graphical charts as follows:
- Click on *Graphs* tab.

The following window will open up, the user has to specify the desired date to view vehicle's telematics charts accordingly



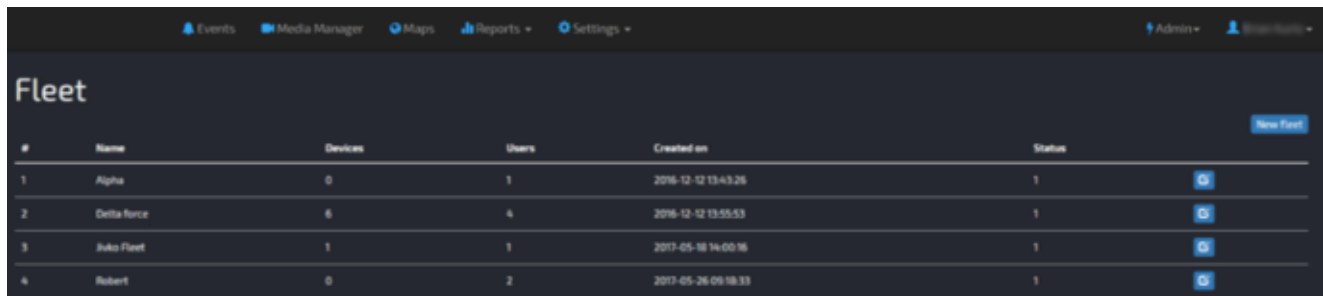
- User can modify device information as follows:
 - Click on *Edit* tab.

- The following window will open up, the user can add/modify the device information accordingly.

- User can adjust PM maintenance settings as follows:
 - Click on *Device PM* tab.
 - The following window will pop out.

ii. Fleets

- Click on *Settings* tab.
- Select *Fleets* feature.
- A summary of all the created fleets will be listed.
- User can add a new fleet by clicking on *New Fleet* tab, or edit an existed one.

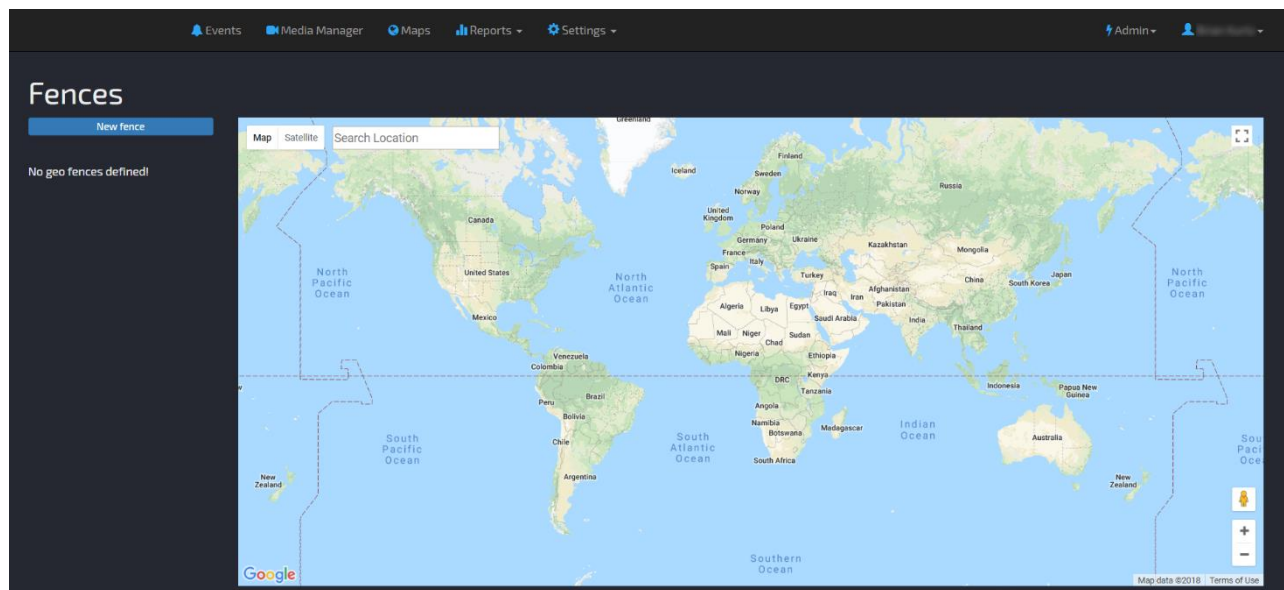


The screenshot shows a 'Fleet' management interface with a table listing devices. The table has columns for ID, Name, Devices, Users, Created on, and Status. There are four entries in the table, each with a 'New Fence' button to its right.

#	Name	Devices	Users	Created on	Status
1	Alpha	0	1	2016-12-12 13:43:26	1
2	Delta Force	6	4	2016-12-12 13:55:53	1
3	Juko Fleet	1	1	2017-05-18 14:00:16	1
4	Robert	0	2	2017-05-26 09:10:33	1

iii. Fencing

- Click on *Settings* tab.
- Select *Fencing* feature.
- A list of all the created GEO fences will be listed on the left side of the screen.



- User can create a new GEO fencing, and receive alerts accordingly.
 - Click on *New Fence* tab.
 - An adjustable arrow icon can be used to specify the GEO fencing location.
 - Click on *Save Fence* tab.

- Specify the fence name, select desired devices, adjust date& time stamp with required days.

New geo fence

Geo fence name

- ☐ KSMA51600536 - Lab-KP1-2cam
- ☐ KSMB41700688 - Lincoln MKT
- ☐ T1MA51600396 - Volvo S90
- ☐ T1MCV1500006 - NickLexusCP1
- ☐ T1MCX1500010 - CP1
- ☐ KSMA41600931 - LabCam1
- ☐ KSMA31600425 - KSMA31600425
- ☐ KSMA41600579 - KSMA41600579
- ☐ T1MCX1500007 - CP1-TestBench

Begin 07:00:00

End 19:00:00

Timezone (GMT-06:00) Central Time

Weekday ☒ Mo ☒ Tu ☒ We ☒ Th ☒ Fr ☐ Sa ☐ Su

Save

iv. Drivers

- Click on *Reports* tab.
- Select *Drivers* feature.
- A summary of all the registered drivers and the corresponding vehicle/s will be listed.
- User can edit an existed driver or add new one.

#	First name	Last name	Assigned to	Phone	Date of Birth	Contact 1	Contact 2
1	John	Doe		34565456	2017-04-01		
2	John	Doe	Tucson 2011	123456789	0000-00-00		
3	John	Doe	Lincoln MKT	3125504430	0000-00-00		

v. Alerts

- Click on *Settings* tab.
- Select *Alerts* feature.
- User can edit an existed alert or add new one.

Name	Events	Users	Devices	Fleets	Created on	Status
1 George	Shock, PanicButton, AlarmIn, SevernShock, ManualBackup	View Details	View All Devices View All Alerts		2017-03-08 12:59:26	ACTIVE View

g. Admin Privileges

Admin role allows the user to manage the account users, fleet users and tickets as follows.

i. Users

- Click on *Admin* tab.
- Select *Users* feature.
- Administrator can add/edit users.

#	First name	Last name	Email	Role	Status
1	John	Doe	john.doe@company.com	Manager	1 New User
2	John	Doe	john.doe@company.com	User	1 New User
3	John	Doe	john.doe@company.com	User	1 New User
4	John	Doe	john.doe@company.com	Manager	1 New User
5	John	Doe	john.doe@company.com	User	1 New User
6	John	Doe	john.doe@company.com	User	1 New User
7	John	Doe	john.doe@company.com	Administrator	1 New User

ii. Fleet Users

- Click on *Admin* tab.
- Select *Fleet Users* feature.
- Administrator can assign new user to certain fleet or delete an existed one.

#	Fleet	First name	Last name	Assigned On
1	Alpha	John	Doe	2017-03-07 16:59:20 X
2	Delta force	John	Doe	2016-12-13 15:05:24 X
3	Delta force	John	Doe	2016-12-13 13:43:51 X
4	Delta force	John	Doe	2017-04-03 15:53:53 X
5	Joker Fleet	John	Doe	2017-05-18 14:02:10 X

iii. Support – Tickets

- Click on *Admin* tab.
- Select *Tickets* feature.
- User can view or create a new ticket by clicking on *Create Ticket* tab.

Open a ticket

title

Title

Nothing selected

Comment:

Nothing selected

Priority

Normal

Save