9 Administration

The administration page allows the user to manage their TracKing system. It provides links to configuration pages to add users and vehicles.

Note that the degree of access a user has to administration features is determined by the role assigned to them. Roles are described in the next section.

The administration features are divided into four logical groups: Temperature; Vehicle administration; User administration and Miscellaneous.

This section of the Administration page allows the user to configure the main temperature features related to the reefer and data logger.

- Alarm Notifications

- Two-Way Commands

- Temperature Range Settings

- Data Logger Downloads

- Controller Logger Download (available in certain markets only)

- Door Alarm Settings

9.1 Roles

The Administrative links available to a user depends on what role the user has been assigned. The following table describes each user role.

User Role Description

User Role	Description
Basic User	User can poll vehicles, view vehicle data, set up operations data and retrieve logger downloads.
Customer Administration	User can poll vehicles, view vehicle data, set up operations data, retrieve logger downloads and perform user administration.
Maintenance	User can poll vehicles, view vehicle data, set up operations data, retrieve logger downloads and send remote commands.
Maintenance With Remote On	User can poll vehicles, view vehicle data, set up operations data, retrieve logger downloads and send remote commands including Remote On/off.
Operations Manager	User can poll vehicles, view vehicle data, set up operations data, retrieve logger downloads, send remote commands and perform user administration.
Operations Manager With Remote On	User can poll vehicles, view vehicle data, set up operations data, retrieve logger downloads, send remote commands including Remote On/off and perform user administration.

Operations data refers to the adding, editing and deleting of Contacts, Points of Interest, Geofences, some limited vehicle data, custom and scheduled reports.

A role can be assigned to a User on the Add/Edit User page. Each role is described on this page once selected.
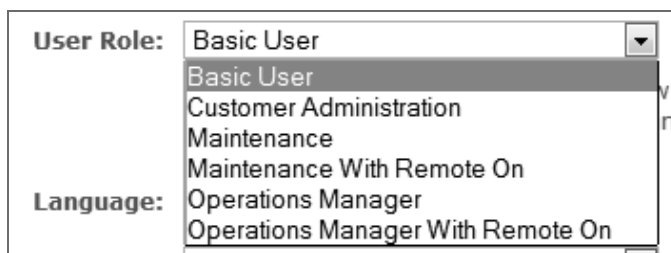
Vehicle Administration

In this section, the user can manage the details of vehicles in their fleet and arrange them into groups for effect tracking and reporting. Click on a topic below for further information.

- Add Vehicle Group

- Vehicle Group Search

- Vehicle Search

User Administration

In this section, the user can manage the people involved in the TracKing system. Click on a topic for more information.

- Add User

- User Search

Miscellaneous

Many TracKing features provide configuration options to allow the customer to set up the system as best suits them. The administration of these features is handled in this section. Click on a topic for more information.

- Contacts

- POI Maintenance

- Geo Fence Administration

- Customizable reports

- Scheduled Reports

9.2 Alarm Notifications & Events

TracKing can be configured to notify contacts when certain alarms occur. Any notifications which have been configured are listed on this Alarm Notifications page, accessed from the Temperature section.

Notifications

Notifications - Customise your notifications here.

Notification Name	Notification Type
⊙ Eduardo's Alarm	E-mail & SMS
○ David's	E-mail
○ Alex's Alarms	E-mail
○ USAlarmNotifs	E-mail & SMS
○ Dave A	E-mail

⊕ Add   ✎ Edit   ✐ Delete   ✖ Back

Add
Click the Add icon to add a new alarm notification. This will open the Add/Edit Alarm page.

Add Notification

Alarms Types

Available	Selected	Notify when Selected Cleared ☐
All Check & Prevent Alarms.		
All Shutdown Alarms.		

Specific Alarms

Available	Selected	Notify when Selected Cleared ☐
1 - Microprocessor Power Up Reset		
2 - Check Evaporator Coil Sensor		
3 - Check Return Air Sensor		
4 - Check Discharge Air Sensor		
5 - Check Ambient Temp Sensor		
6 - Check Coolant Temp Sensor		
7 - Check Engine RPM Sensor		
8 - Unit Running on Coil Sensor		

You can be notified on any alarm. You can also be notified by alarm type.

Edit

To edit an alarm:

1. Select the alarm by clicking the radio button next to it.

2. Click the Edit icon to open the Add/Edit Alarm page.

Delete
To delete an alarm:
1. Select the alarm by clicking the radio button next to it.

2. Click the Delete icon.

Add/Edit Alarm
The Alarm Details section of this page allows the user to define the settings for an alarm. The options are explained in more detail below.

Note: The screenshot below shows a scrollable window with the alarms which are available for notifications.

Alarm Notification Name

This is the name by which the alarm will be identified in the Alarm Notification list and elsewhere in the system.

Select All

This enables all the alarms.

Alarm Conditions

The alarm conditions consist of a code (e.g. 96) and a description (e.g. Low Fuel Level). The full list of alarm types will be displayed when the user opens the alarms notifications page.

Check the box next to the alarm condition which is to be included in this particular list.

Notification Type

Notification can be via SMS or email, or a combination of both.

Recipients

Enter the people who should be notified in the event of this alarm. Recipient must be added as a contact in order to appear in this list.

Confirm

Click 'Confirm' to save any changes.

How Alarm Notifications Work

When an alarm occurs that has a notification associated with it (defined in alarm notification list, Temperature alarms and Door alarms), the notification will be sent once to the recipients and will not be resent until either the alarm is cleared on the Reefer and re-occurs or the alarm clears automatically (e.g. when Temperature comes back in range) and re-occurs.

Event Notification

This feature allows users to be notified of specific events. These are

Controller On or Off: If the Controller is turned On or Off Locally or Remotely the user can be immediately* notified by Email or SMS or both.

Door Open or Close: Should a door be opened or Closed the user(s) will be immediately* notified of the event by Email or SMS or both.

Set Point Change: Any change in Set Point either Locally or Remotely will be immediately* notified to the user(s) by Email or SMS or both.

Mode Change: Any change in Mode either Locally or Remotely will be immediately* notified to the user(s) by Email or SMS or both.

Fuel Level Change: Should the fuel level change by more than 25% between 2 consecutive readings the user(s) will be immediately* notified of the event by Email or SMS or both. This setting can be configured for fuel level increases, decreases, or both.

*Note the speed of notification is dependent on GSM coverage and may be significantly delayed if the units is out of coverage
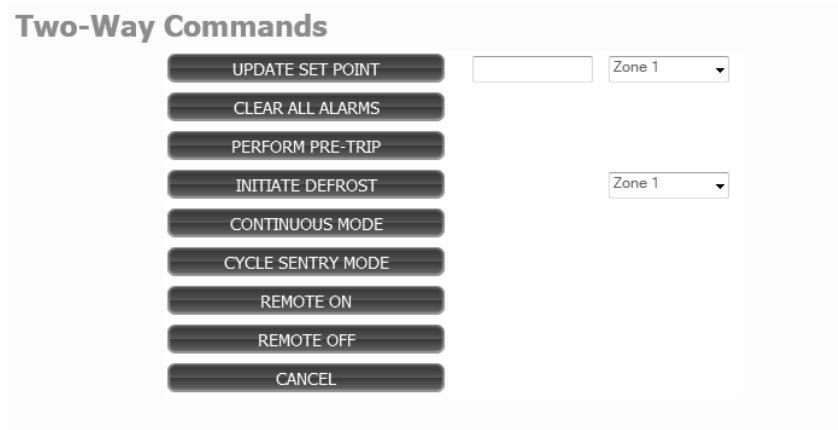
9.3 Two-Way Commands

Two-way commands allow the user to change a range of settings on the reefer/fridge. A detailed understanding of these settings is required to select appropriate values. Please refer to the Thermo King Reefer manuals and training notes for more detailed information.
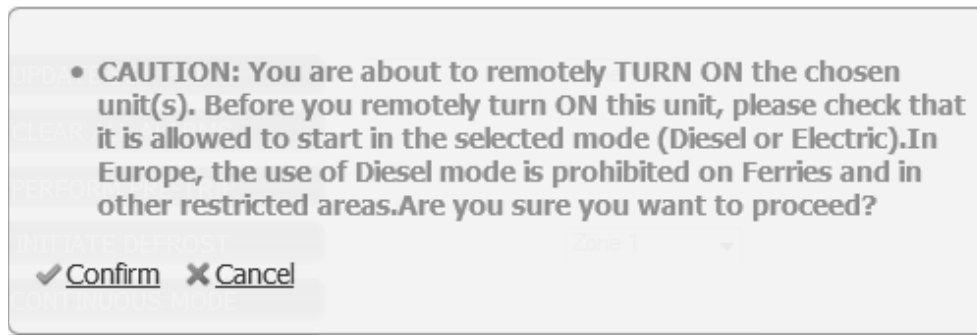
When opened, the Two-Way Commands page displays the following information:

Two-Way Commands

UPDATE SET POINT	Zone 1
CLEAR ALL ALARMS	
PERFORM PRE-TRIP	
INITIATE DEFROST	Zone 1
CONTINUOUS MODE	
CYCLE SENTRY MODE	
REMOTE ON	
REMOTE OFF	
CANCEL	

The user can manipulate the following features on the reefer:

- **Set Point**
  The user can select a new set point value for a specific zone. Clicking the Update Set Point button will change the value on the reefer.

- **Clear Alarms**
  Click the Clear All Alarms button to clear all alarms.

- **Pre-Trip**
  Clicking the Perform Pre-Trip button will run a series of self-tests on the reefer to ensure that it is fully functioning before beginning a trip.

- **Defrost**
  Select the relevant zone and click on Initiate Defrost to initiate a defrost on the reefer.

- **Continuous Mode**
  Click the Continuous Mode button to set the reefer's mode of operation to Continuous. This will determine how the user can control the set points. Please refer to the reefer documentation for more information.

- **Cycle Sentry Mode**
  Click the Cycle Sentry Mode button to set the reefer's mode of operation to Cycle Sentry. This will determine how the user can control the set points. Please refer to the reefer documentation for more information.

- **Remote On**
  This command remotely turns on the Controller.
  Warning!!: This command allows the user to turn on the reefer remotely. Please ensure operators and Drivers and anyone that may come in contact with the Reefer have been warned of this possibility.

  The following warning message is displayed for the users when selecting the "Remote On" command.

- CAUTION: You are about to remotely TURN ON the chosen unit(s). Before you remotely turn ON this unit, please check that it is allowed to start in the selected mode (Diesel or Electric).In Europe, the use of Diesel mode is prohibited on Ferries and in other restricted areas.Are you sure you want to proceed?

✔ Confirm   ✗ Cancel

- **Remote Off**
  This command remotely turns off the Controller

Note: The system will display a warning message before changing any of these settings on the reefer. Click OK to proceed to change the settings.
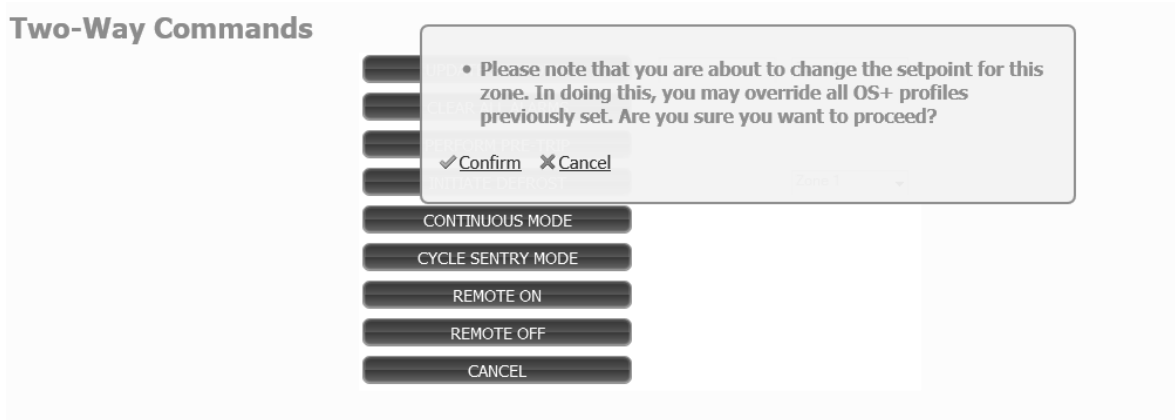
Multiple Vehicle support

TracKing allows the user to select Multiple vehicles from the Vehicle Tree.

Warning!!: Please ensure you have selected the correct Vehicle or Vehicles before proceeding with the command.

9.4 Temperature Range Settings

The Temperature Range Settings administration page allows the user to set the allowable temperature ranges for different zones on a vehicle. Settings can be applied to a single vehicle, or to a number of vehicles in a fleet.

Single Vehicle
To set the temperature range for a single vehicle:

1. Select the vehicle using the Vehicle Selection menu.

   The following screen is presented for setting the temperature ranges:

2. The user should complete the following fields:
   - **High Temperature**

     Upper temperature limit of Return Air Sensor (except where Independent Sensor is selected).

   - **Low Temperature**

     Lower temperature limit of Return Air Sensor (except where Independent Sensor is selected). The Negative "-" sign is only needed when Range is relative to absolute. Therefore for Range Relative to Set point or Independent Sensors the sign is not needed. As an example to set the alarm range to 2 degrees above and below a set point the High Temperature is set to 2 and the Low Temperature is set to 2.

   - **Range Relative To**

     Select one of the following from the drop down menu:

     Absolute Value: This is the actual value of return air checked against the High and Low setting to determine an alarm.
     Set point: This alarm will trigger when the Return Air Sensor varies outside the High and Low limits relative to the set point.
     Independent Sensor 1-6: This uses the independent sensor of DAS or CargoWatch to verify the temperatures. The selected independent sensor is used to verify the temperature against Set Point, so the alarm will trigger when the Independent Sensor varies outside the High and Low limits

   - **Out of Range Time**

     Set to with/without alarm. With alarm enabled, the Out of Range time can be set between 1 minute and 8 hours.

3. Once these fields have been completed for each zone, click the Confirm button to download the settings.

4. Once an alarm occurs only one notification is sent until the alarm is reset or is cleared.

Multiple vehicles

Select multiple vehicles in the Vehicle Selection menu, and then follow steps 1 to 4 above. When confirmed, the settings are downloaded to all the selected vehicles.

9.5 Data Logger Downloads

The Data Logger Downloads administration page allows the user to download data from the loggers installed on the fleet. Reports can then be generated from the data and saved to a compressed folder on the local PC.

Note: Do not use this area for TKDL downloads.

When the administration page opens, the following information is displayed:

To generate data logs:

1) First, select the vehicle from which the data should be downloaded.

2) Set the timer period from which the data is to be used by typing values into the Start Date and End Date boxes. Alternatively, use the calendar buttons.

3) Click the Generate Data Logs button.

4) This will allow the user access to a Zip file that contains the previously downloaded data (downloaded once a day) that once extracted can be opened with Wintrac.

9.6 Controller Logger Downloads

Available in certain Markets only

This works in the exact same way as the Data Logger Downloads but is for the data from the Service Watch port of the SR2 Controllers

9.7 Door Alarm Settings

The door alarm settings section allows the user to configure the frequency that door alarms will be generated. It applies to vehicles with door switch sensors installed. Configuration can be changed for one vehicle or multiple vehicles at once.

Change time frequency of alarms. This allows the user to determine the dwell time before an alarm is generated after a door opening. Time can be set between 10 and 240 minutes.

9.8 Vehicle Administration

This section of the Administration page allows the user to edit vehicle and vehicle group details.

The options are:

- Add Vehicle Group

- Vehicle Group Search

- Vehicle Search

Adding Vehicles

Once on your system, vehicles can be added/removed from groups and assigned to different users, and all their downloaded data will be logged.

However, vehicles can only be added to the system by Thermo King - there is no Add Vehicle feature available to the customer in the TracKing application.
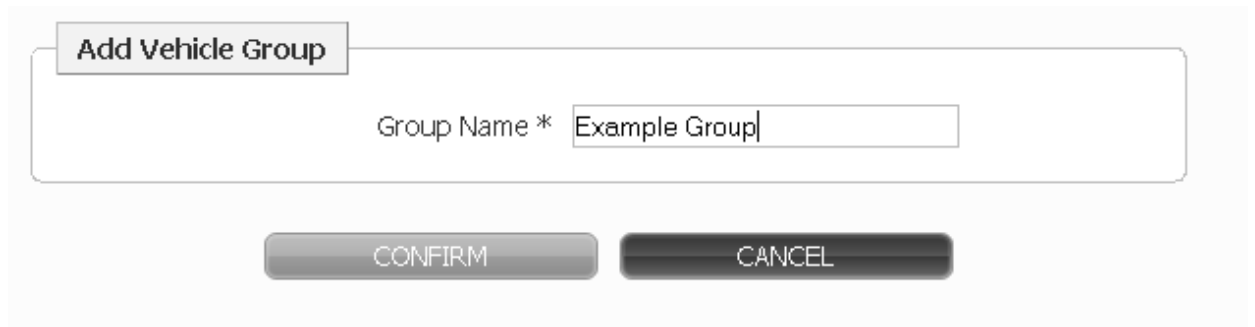
This is necessary as new vehicles need to be configured on the server, and they must also have the correct hardware installed.

Please contact support for assistance in adding new vehicles from your fleet to the system.

Add Vehicle Group

This page allows the user to add a new vehicle group. To do this:

1. Enter a group name.

2. Click the 'Confirm' button.

Add Vehicle Group

Group Name * Example Group

CONFIRM   CANCEL

When confirmed, the Vehicle Group List will be displayed with the new group added.

Vehicle Group List

The vehicle group list is displayed when:

1. The user adds a new vehicle group, or

2. When a Vehicle Group Search is performed.

The page appears as follows:

Navigating the List

Click on the 'Group Name' column heading to re-order the list in ascending/descending alphabetical order.

For more than ten groups, the list is split across multiple pages. Use the First/Prev, Next/Last or Page Number links at the bottom of the list to navigate through the pages.

Vehicle Details

To see what vehicles are assigned to a particular group, click the 'Vehicles' link in-line with the group of interest. This will open the Vehicle Details page.

Options Icons

View All Vehicles

Click the View All Vehicles icon to open a list containing all vehicles configured on the system.

Add

Click the Add icon to open the Add Vehicle Group page.

Edit

To change the details of a group:

1. Click the radio button next to the group name to select it.

2. Click the edit icon to open the user page.

3. Modify the group details as required

4. Click confirm.

Delete

Select the group to be deleted and click the delete icon. The user will be asked to confirm this action.

Note: A group cannot be deleted if it has vehicles assigned to it.

Search

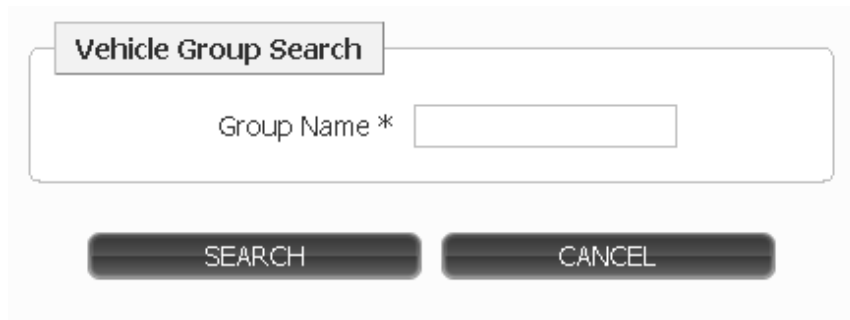Click the search icon to open the Vehicle Search page

Vehicle Group Search

This search page enables the user to search for Vehicle Groups which are configured on the system.

1. Enter the name (whole or partial) to search for in the text box.

    HINT: To see a list of all groups, leave the text box blank and click 'Confirm'.

2. Click 'Confirm' to begin the search.

When the search is complete, the results will be displayed in the Vehicle Group List.

Vehicle Search

The vehicle search page allows the user to search for a vehicle using specific search criteria.

To find a vehicle:

1. Enter search values in the text boxes.

   Note 1: The boxes marked with an asterisk * may be partially filled or left blank if the exact information is not known.
   Note 2: To see a list of all groups, leave the text boxes blank and click 'Confirm'. A list of all vehicle groups will appear.

2. Select values from the drop down menus.

3. If required, enter a date and time in the format dd/mm/yyy hh:mm, or select a date using the calendar icons.

4. Click confirm to begin the search.

   When complete, the results will be displayed in the Vehicle Details page.

   The following fields are set by Celtrak and are rarely used in user searches:

Product: A number related to the hardware installed on fleet vehicles.

Fitted (between/and): The date on which the hardware was installed.

Vehicle Details

This page displays a list of vehicles configured on the current TracKing system.

The list is displayed as a result of a vehicle search, and appears as follows:

Navigating the List

Click on the 'Group Name' column heading to re-order the list in ascending/descending alphabetic/numerical order relative to that column.

For more than ten vehicles, the list is split across multiple pages. Use the First/Prev, Next/Last or Page Number links at the bottom of the list to navigate through the pages.

Icons

Go Back to Groups

Click to return to the Vehicle Group List page.

Edit

✎ Edit

Brings the user to the Vehicle Maintenance page.

Search

🔍 Search

Click to open the Vehicle Search page

Apply Group Changes

Apply Group Changes

The user can change which group a selected vehicle belongs to by choosing the new group from the drop down menu and clicking of the 'apply Group Changes' icon.

Vehicle Maintenance

The vehicle maintenance page allows the user to update details about a particular vehicle when required. It is accessed by selecting a vehicle in the Vehicle Details list, and then clicking the Edit link.

It is recommended that users only change the Vehicle name. If changes are required for any other field, please contact support.

To update the vehicle name:

- Change the Vehicle name.

- Click 'Confirm'.

Vehicle Maintenance

Field	Value
Vehicle Name *	Daily Deliveries
Box Number	
Additional Vehicle Info/Driver Name	
Vehicle Make	
Model	
Mobile Number †	+xxx353862569167
Sim Number †	8935302112590177330
MAC Address †	
Shipped Date	19/04/2012
Fitted Date	
Country*	United States
Group	No Group Selected
Vehicle Icon*	truck
Product*	557357-1
	Basic TK Razor (O2)
Nightly Download	☐
Active	☐
External Id	
Notes	

Notes:

- Setting the Fuel Tank size to zero means that there is no fuel sensor connected and that fuel level will not be displayed on the Tracking page.

- For Static Geofence Types, the TKTracKing server determines if a unit is in a Geofence. This check is performed at each logging interval.

- Dynamic Geofence Types support the loading of actual Geofence configuration information to the Telematics unit. The unit determines whether the Geofence is active and if the vehicle is inside the Geofence.

- In order for door data to be displayed on the Tracking List, the door switches need to be checked in this section.

9.9 User Administration

TracKing may be used by many different people across a customer organization as the tracking features and data it provides are useful to a range of business functions.

This section of the Administration allows the addition of new users to the system, and searches for existing users.

The two options are:

- Change Password

- Add User

- User Search

This page enables the customer to add new users to their TracKing system.

To add a new user:

1. Complete the dialog box with the user name and password. A valid e-mail address should be used for the username.

2. Set the user's Time Zone and Language via the drop-down menu.

3. Tick the 'Administrative Access Granted' tick box if the user is to have admin-level access rights. Leave un-ticked if the user is to have basic-level access.

4. Tick the 'Active' box to make the new user's account active.

5. Click 'Confirm' to complete the addition of the new user.

   The user list is then displayed with the new user added

User List

This page displays a list of users configured on the system.

The list is displayed as a result of:

- Adding a new user, or,

- Performing a user search.

The list is displayed as follows:

User List

User list for AMG Dealer 1 Master 1 Sub 3

	Username	
⦿	AMGDealer1MasterCustomer1Sub3User1@celtrak.com	Groups
○	green@hotmail.com	Groups

2 items found, displaying all items.

⊕ Add   ✎ Edit   🔍 Search   ✐ Delete

Reordering the List

To reorder the list:

1. Click on the 'Username' column heading to arrange the list in alphabetical order.

2. Click on the 'Administrator' column heading to group the users with admin-level access.

Credits

The Total Credits value which is displayed is generated by Celtrak but is not applicable to system users and can be ignored.

Groups

To add a user to a group:

1. Click on 'Groups'.

2. In the Group List window, check the boxes next to the groups they are to be assigned to.

3. Click confirm to save the settings and return to the User List.

For more information on knowing what groups are available, see the Vehicle Group Search page.

Add

Click on the add icon ![Add] to add a new user to the list.

Edit

To change the account details or access rights of a user:

1. Click the radio button next to their name to select them.

2. Click the edit icon ![Edit] to open the user page.

3. Modify the account details as required. Note only valid email addresses should be used for the username.

Search

To search for a user, click the search icon ⚏ Search and enter a user name (whole or partial).

HINT: To see a list of all users, leave the text box blank, then click 'Confirm' to perform the search.

User Search

This search page enables the user to search for a user configured on the system.

1. Enter the name (whole or partial) to search for in the text box.

   HINT: To see a list of all users, leave the text box blank and click 'Confirm'. A list of all the users will appear.

2. Click 'Confirm' to begin the search.

User Search	
User Name *	John

CONFIRM   CANCEL

When the search is complete, the results will be displayed in the User List.

Delete User

Customers cannot delete users from the system. To disable the account, edit the password to be something else so that the user can no longer access the system.

Then email support to remove the user from the system completely.

9.10 Miscellaneous Administration

The Miscellaneous Administration page provides access to configuration pages for a number of different features of the TracKing system. These are listed below. Click on a link for more information on a particular feature.

- Contacts Administration

- POI Maintenance

- Geo Fence Administration

- Customizable Reports

- Scheduled Reports

- Send OptiSet^{TM} Plus File

- Retrieve OptiSet^{TM} Plus File

- Set OptiSet^{TM} Plus Temperature Profile

- Update Unit Software

Contacts

In the TracKing system, contacts are people who can be notified when certain events, e.g. alarms, occur.

Their details should include a contact telephone number and email address.

All of the contacts configured on the system are shown on the initial Contacts page, as shown in the screenshot below.

Add

To add a new contact to the list, click the Add icon and fill in the details on the Add/Edit Contact page.

Edit

To edit a contact:

1. Select the contact by ticking the box next to their name.

2. Click the Edit icon and modify the details on the Add/Edit Contact page.

Delete

To delete a contact:

1. Select the contact by ticking the box next to their name.

2. Click the Delete icon.

3. On the Confirm Deletion page, click 'Confirm'

Confirm Deletion

Are you sure you want to delete the following contacts:

* Rachel O'Connell

✔ Confirm ✖ Cancel

Search

🔍 Search

To search for a contact, click the Search icon, then enter the name to search for in the search box:

Search Contacts

Append the % character for a wildcard search

Search Contacts

Contact Name Rachel%

SEARCH   CANCEL

NOTE: The '%' character acts as a wildcard, i.e. the search will return all matches which begin with the letters before the % character.

Add / Edit Contact Details

This page allows the user to add a new contact to the system, or edit an existing contact's details.

To add a contact:

1. Enter the contact's name in the Personal Details section.

2. Enter their email address - this is the address alerts will be sent to if they are configured as a contact for an alarm.

3. Enter a contact telephone number at which they can be contacted.

4. Choose Miles per hour (MPH) or Kilometers per hour (KPH) as the units in which their speed will be measured where relevant.

5. Click 'Confirm' to add the contact to the system.

To edit existing contacts details:

1. Modify the fields which require change.

2. Click 'Confirm' to save the changes.

A screenshot of the Add/Edit Contact page is shown below.

Note: Phone numbers are entered in the format + followed by the international dialing code and then the numbers e.g. for a US number 611 123 1234 you should enter +16111231234, for a UK number 0123 1234567 it should be entered as +441231234567 (note drop the leading "0" on European numbers).

Points of Interest Maintenance

This menu displays a list of all the points of interest which are configured on the system. These are locations of interest to the customer, such as depots or delivery points, and can be represented on the map as a POI icon.

Sort the list by description, longitude or latitude by clicking on the appropriate column heading.

Add

Click the Add icon to add a new POI. This will open the Add/Edit POI page. However, unless the longitude and latitude is known in advance, it is better to use one of the approaches described in the Add New Point of Interest page.

Edit

Edit

To change the details of a Point of Interest:

1. Select the Point of Interest by ticking the box in the leftmost column.

Click the Edit icon to open the Add/Edit POI page.

Delete

Delete

To delete a Point of Interest:

1. Select the Point of Interest by ticking the box in the leftmost column.

2. Click the delete icon.

Search

Search

To search for a particular POI, click the search icon to open the search page.

Add New Point of Interest

To add a new point of interest, the system must know the latitude and longitude of the locations.

There are four ways of adding a point of interest:

1. if the user already knows the latitude and longitude of the location:

   a) Open the Points of Interest page in the Administration Menu and click the 'Add 'icon.

   b) In the Add/Edit Points of Interest page which then opens, type in the latitude and longitude values and complete the remainder of the form.

2. Using a vehicle location on a map:

   a) Right-click on the map to display the 'Add POI' button. Note you can right click on any part of the map to create a new POI. You can use a specific vehicle position to create a POI.
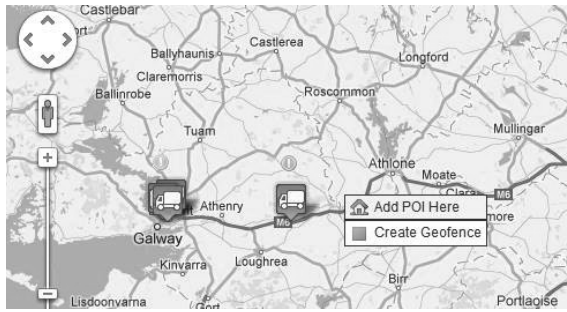
b)   Click the 'Add new POI' link.

c)   The Add/Edit Points of Interest page will open with the latitude and longitude values already populated.

d)   Complete the remainder of the form.

3.   Using a report [useful where a vehicle has visited POI at an earlier time]:

a)   Open a report which logged a vehicle at the POI, for example, a position history report.

b)   Scroll to the entry for that location.

c)   Click on the location to display it on the map page - the map now has the longitude/latitude of this point.

d)   Right-click on the location to display the 'Add POI' button.

e)   Click the Add POI button.

f)   The Add/Edit Points of Interest page will open with the latitude and longitude values already populated.

g)   Complete the remainder of the form.

4.   Select any position on the map

a)   Right-click on the location to display the 'Add POI' button.

b)   Click the Add POI button.

c)   The Add/Edit Points of Interest page will open with the latitude and longitude values already populated.

d)   Complete the remainder of the form.

Add/Edit Point of Interest

When adding or editing a Point of Interest, the form shown in the screenshot below is displayed:

1.   Make any required changes to the fields.

2.   Click 'Confirm' to save the changes.

A description of the associated Icons is listed below:

	Building Site
	Depot
	Factory
	Hospital
	General
	Service Station
	Shop
	Workshop
	Hazard
	Bridge
	Junction
	Slipway

Search Points of Interest

This page allows the user to search for a particular Point of Interest by full or partial name.

Click 'Confirm' to begin the search. The results will be displayed in the Points of Interest list.

Geo Fence Administration

On the Geo Fence Administration page, all the Geo Fences which are currently configured on the system are displayed. The list shows the Geo Fence name, and also the notification events that it is currently configured for.

To re-order the list, click on any of the column headers.

Geofences

	Description	Notify on Registration	Notify on Deregistration	Notify on Movement	Creation Date
⊙	Sitra HQ	☑	☑	☑	08/11/11 10:33:23

One item found.

⊕ Add ✎ Edit ⊘ Delete 🗊 Assign ✖ Back

Add

⊕ Add

To add a new Geo Fence, click Add. This opens the map page and the user can then click the Geo Fence icon to add a new Geo Fence. To see more details on this process refer to section 6.11.

Edit

✎ Edit

To change any Geo Fence settings:

1) Select the Geo Fence by clicking the radio button next to it
2) Click the edit icon to edit the details of the Geo Fence and the boundaries
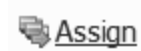
Delete

⊘ Delete

To remove a Geo Fence from the system:

1. Select the Geo Fence by clicking the radio button next to it.

2. Click the delete icon.
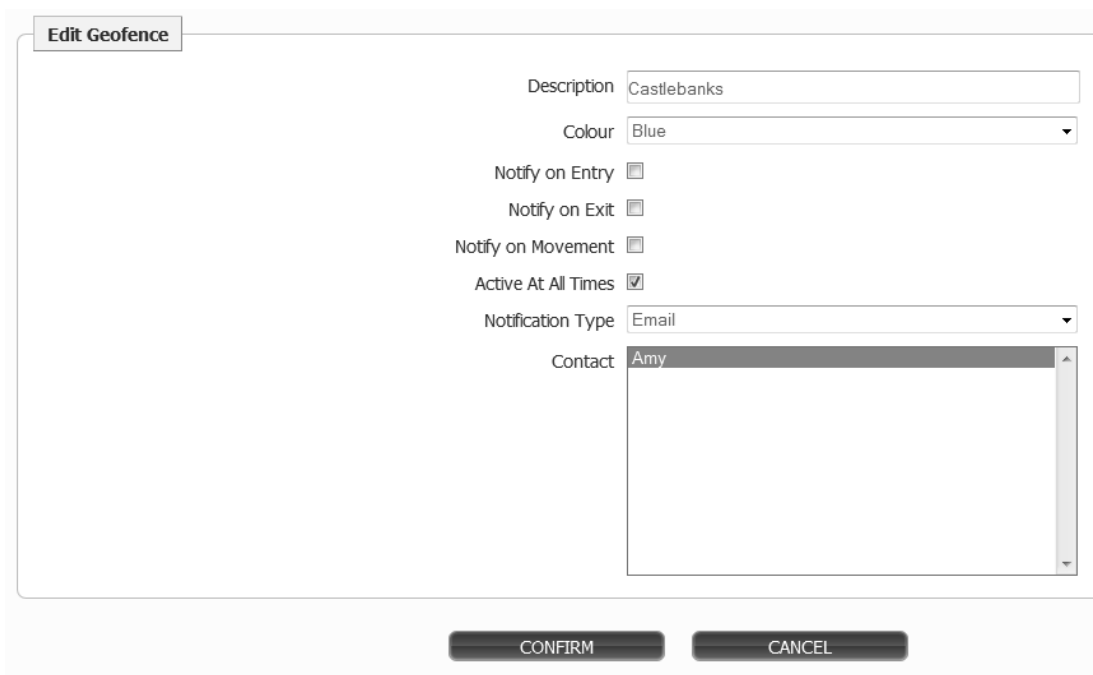
Assign

🗊 Assign

On the Assign Geofences page, the user must select to assign by Geofence or to assign by vehicle.

Edit Geo Fence

This page allows the user to modify the settings associated with a Geo Fence.

An example screenshot is shown below, followed by an explanation of the different fields.

Description

This is the description/name of the Geo Fence, and how it will be referenced on the Geo Fence list.

Color

This sets the color in which the Geo Fence will be displayed on the Maps page. The following colours are allowed for a Geofence:

- Blue
- Red
- Green
- Yellow
- White
- Orange

Notify On Entry

If this is selected, the system shall notify selected contacts when the vehicles associated with a particular Geofence are now active inside that Geofence. This is deselected by default.

.

Notify on Exit

If this is selected, the system shall notify the contacts specified when the vehicles associated with this Geofence exits the Geofence. This is deselected by default.

Notify On Movement

Tick this box if a notification should be generated by any movement within the Geo Fence boundaries by the vehicle/trailer when the controller is off.

Active all Times

This specifies that the Geofence is active 24 hours a day 7 days a week. This is selected by default. For vehicles using static Geofences, these are active all the time. If the user deselects this value, the following screen shall be displayed:

Time Zone of Geofence

The Geofence must be associated with a valid time zone. This is the local time zone for the region where the Geofence has been created.

Day of Week

Each row here relates to the day of the week that the Geofence can be active.

Start Time

Each row here relates to the day of the week that the Geofence can be active. This is a 24 hour start time that the Geofence should be active. The time specified here is based on the time zone of the Geofence. This value cannot be blank if the day is marked as active. Start and End times can not be the same.

End Time

This is a 24 hour end time that the Geofence should be active. The time specified here is based on the time zone of the Geofence. This value cannot be blank if the day is marked as active. Start and End times can not be the same.

Multiple Active Times

A user can set multiple active times per day for a Geofence, to do this select the "Add Row" option. An active time can span more than one day. Active times cannot overlap each other.

Notification Type

Notification can be by SMS, email, or a combination of both.

Contact

Select the contacts from the list that should be notified in the event of a Geo Fence activity. This field is automatically populated with the list of contacts from your Contacts section of the Administration screen. By default no contacts are selected. To select a contact simply click on the contact name, to select multiple contacts hold down the "Ctrl" key and click on the additional contacts. To select all contacts you hold down the "Shift" key and select the first contact on the list then select the last contact on the list while holding down the "Shift" key.
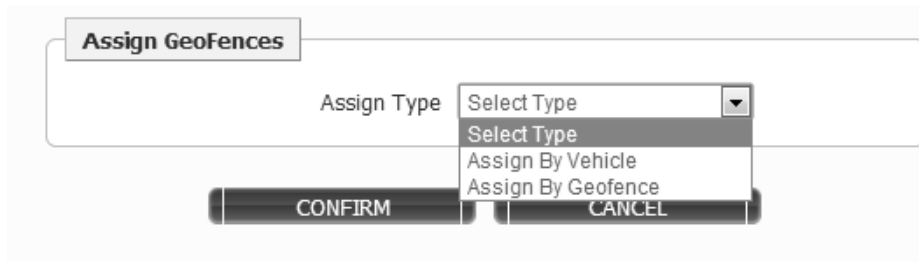
Confirm

Click 'Confirm' to save any changes.

Edit Boundaries

Click 'Edit Boundaries' to open the Geo Fence on the Maps page and adjust its size/location.
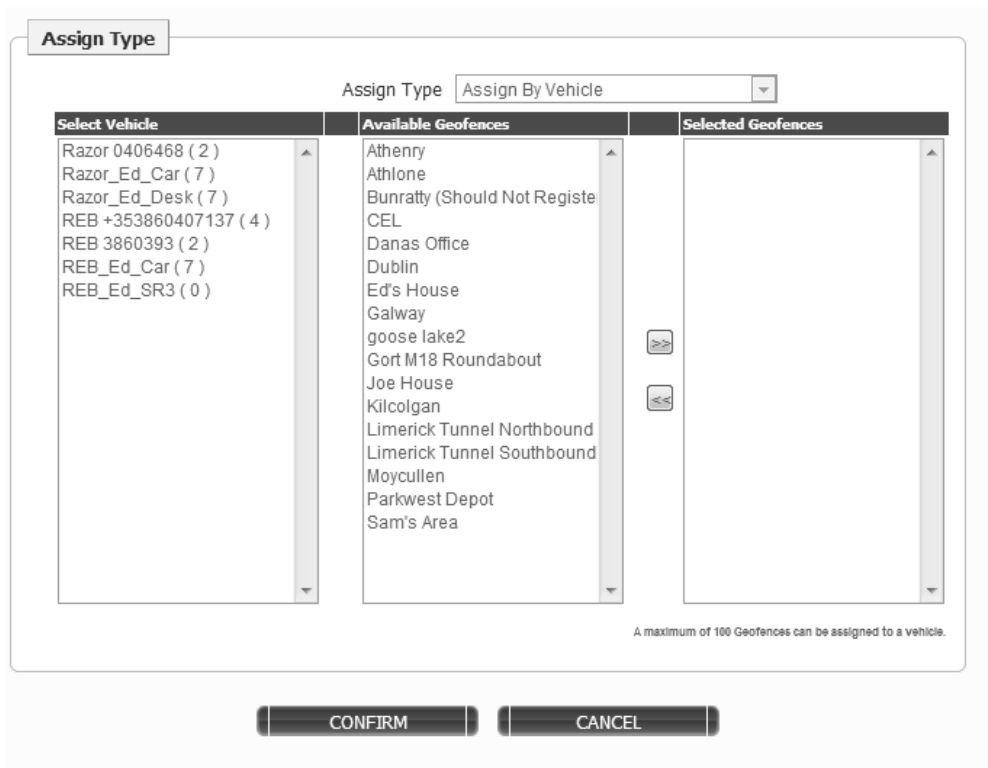
Assign Geofences

This screen allows a user to assign Geofences by Vehicles or by Geofence

Assign by Vehicle

All Geofences are displayed in the Available Geofences list box. By clicking on a vehicle, the user can clearly see the Geofences associated with that vehicle, and shall have the ability to allocate or de allocate Geofences using the list boxes provided.

Assign by Geo Fence

All Geofences are displayed in the Select Geofence list box. By clicking on a Geofence, the user can clearly see the vehicles associated with that Geofence, and shall have the ability to allocate or de-allocate vehicles using the list boxes provided.

Command History Report – Assigned Geo Fences

The Command History Report may be used to track the request status of an update to a vehicle's Dynamic Geofence configuration.

Note: The Command History Report will not contain entries for vehicles with static Geofences; refer to Vehicle Maintenance page 83, and Geo Fence Administration

Scheduled Reports

The Scheduled reports feature allows the user to select one of the standard reports and email or FTP this report to a specific list of people at a defined interval. The Scheduled reports feature of TracKing is accessed through the administration menu.

To create a scheduled report select Scheduled Reports from the Micellaneous section of the Administration screen. This will open the following screen.

Click "Add" to create a new scheduled report.

This is the screen that will appear. Please fill in the relevant fields to set up the report to be scheduled.

Report Name: This is the name the user assigns to the scheduled report.

Report Type: This is a dropdown list of all reports available to be scheduled.

Frequency and Start Day/Time: These fields change based on the Report Type selected. E.g. A 24hr Reefer History is only available as a daily report, so the user gets the option of only setting up the time. However in the case of most other reports the user gets the option of selecting a frequency of, Daily, Weekly, Fortnightly, or Monthly. This is the frequency at which the Report will be emailed to the report receipients.

The start Day/Time will change dependant on the Frequency selected, e.g. if Monthly is selected you get the option of selecting the day of the month that the report is to be sent.

Note the change of Frequency and Start Day/Start Time when a specific report is selected.

Add Scheduled Report

Report Details

Report Name

Report Type | 24 Hr Reefer History

- 24 Hr Reefer History
- Alarm History Report
- Controller Temperature History Report
- Current Fleet Report
- Data Logger Temperature History Report
- Geofence Activity By Geofence Report
- Geofence Report
- Operations History Report
- Position History Report
- Reefer Utilisation Report
- Two Way Audit History Report
- Fuel Management Report
- Highest Hours Driven Report
- Journey Report By Vehicle
- Stationary Vehicle Report
- Vehicle Summary Report
- Vehicle Utilisation Report

Frequency

Start Day/Start Time

Report Format

Active

Email

FTP

Report Recipients

Email Recipients 1

Email Recipients 2

Email Recipients 3

This screen shows the selection of Reports available. Note this selection is dependant on the type of system purchased.

Report Format ⦿ PDF ◯ CSV

Active ⦿ Yes ◯ No

Email ☑

FTP ☑

Report Recipients

Email Recipients 1

Email Recipients 2

Email Recipients 3

Email Recipients 4

Email Recipients 5

FTP Settings

Host: **ftp://**

Login

Password

[CONFIRM]   [CANCEL]

The user then selects the format of the report that is to be issued, CSV or PDF.

The Active flag allows the user to suspend the sending of the report for whatever reason, e.g. the user is on vacation. This will default to Active.

Finally the user enters the email addresses of up to 5 recipients of the scheduled report. Note if the user wants these reports sent via FTP they must select FTP and enter the details of the FTP site.

Customizable Reports

The Customized reports feature allows the user to create a customized report from the selection of available fields. The Customized Reports option is only available to users with administration access. The Customized reports feature of TracKing is accessed through the administration menu.

Select Customized Reports in the miscellaneous section.

Select "Add" to create a new report, "Edit" to edit and existing report, and "Delete" to remove an existing report.

There are 3 steps to creating a report.

In step 1 the user names the report, enters a description of the report, and selects the fields to be displayed.

In step 2 the user selects which other users should be allowed to see this report.

Step 3 is simply a confirmation of the layout of the report. This new report is now available in Data Management.

As can be seen from the screen shown above the new report is available in the Customized report dropdown. The user must still select the vehicles/trailers before running the report.

Send OptiSet™ Plus File

OptiSet™ Plus Configuration files can be sent to a unit Over The Air (OTA) using the Send OptiSet™ Plus feature from the Tracking website. This feature can be accessed from the Administration Menu.

All OptiSet™ Plus functionality is located in the Miscellaneous pod under the Administration page on TK TracKing. To send an OptiSet™ Plus file to a unit select the Send OptiSet™ Plus File from the Miscellaneous

Menu. The user will first be prompted to select the OptiSet™ Plus configuration file. The OptiSet™ Plus configuration file must have an .xml extension.

Send OptiSet™ Plus file

Select File

Choose a file to upload: [Browse...] No file selected.

[CONFIRM]   [CANCEL]

Once the file has been loaded to the TKTracking, the user can then select which portions of the OptiSet™ Plus file are sent to the controller;

- Unit Setup

- Cargo Watch Setup or

- Temperature Profiles.

They may select any one or all options.

The user must then select which units to send the file to. This is done by selecting the units from the vehicle selection tree. Note the Server will determine if the is file is intended for SR3 or SR4 vehicles.

The file can be sent with or without driver confirmation. If driver confirmation is selected, the driver will receive a visual indication on the HMI that there is a new OptiSet™ Plus configuration file and this must confirm this new OptiSet™ Plus configuration.

TracKing

TRACK VEHICLES   MAPS   DATA MANAGEMENT   ADMINISTRATION   PREFERENCES   ALARMS   DASHBOARD   LOGOUT

Send OptiSet™ Plus file

Select Required Components

☐ Select All

☐ Unit Setup
☐ Cargo Watch Setup
☐ Temperature Profiles

Upload

When To Send [Wait on driver confirmation   ▼]
            Wait on driver confirmation
            Immediately on availability

[CONFIRM]   [CANCEL]

The user will still be able to send the file if presented with warnings, but will not be allowed to send the file if they receive errors.

The screen above indicates the user has completed the first part of an OTA OptiSet^{TM} Plus configuration file send. The status of the operation from this point onwards is viewed through the Command history Report.

Retrieve OptiSet^{TM} Plus File

The Tracking website can also be used to retrieve OptiSet^{TM} Plus configurations files from the controller via the telematics unit. This allows users review the temperature profiles that are available on a controller. This feature can be accessed via the Retrieve OptiSet™ Plus file option from the Miscellaneous menu of the Administration page.

After selecting the Retrieve OptiSet^{TM} Plus file the user prompted to choose a vehicle from which the OptiSet^{TM} Plus configuration file may be retrieved.

Retrieve OptiSet™ Plus file

Retrieve file

Retrieve OptiSet™ Plus file for selected vehicle

CONFIRM   CANCEL

The user is then prompted for a location to save the configuration file locally on their PC.

Set OptiSet™ Plus

A user must also activate an OptiSet Plus profile for a unit, and that can be performed Over The Air (OTA) through the Tracking website. This activation is carried out from the Set OptiSet™ Plus Named Profile or Set OptiSet™ Plus Numeric Profile on the Administration Menu.

Miscellaneous

- Contacts
- Points of Interest
- Geofences
- Scheduled Reports
- Customizable Reports
- Send OptiSet™ Plus File
- Retrieve OptiSet™ Plus file
- Set OptiSet™ Plus Named Profile
- Set OptiSet™ Plus Numeric Profile
- Update Unit Software

Set a Named Profile

The named temperature profile contains predefined temperature set points based on the cargo carried, where numeric profile selection allows a user select a specific temperature.

If the user selects the named profile option, they will be prompted to select the type of profile required from two available options:

- SR3 Single Temperature Trailers

- SR4 Single Temperature Trailers

Select Named Temperature Profile Type

Select Named Temperature Profile Type

Controller Type: SR3 Single Temperature Trailers

SR3 Single Temperature Trailers
SR4 Single Temperature Trailers

CONFIRM   CANCEL

The user will be presented with a list of defined temperature profiles based on the cargo carried. The most appropriate 'Set Point' should be chosen and confirmed. The status of the request can be tracked in the command history report.

Select Named Profiles

Select Named Profiles

Current Set Point is 25 °F

Bulbs, Lilium
Lilies, Cut
Lilies, Easter, Cut
Lilies, Easter, Potted

CONFIRM   CANCEL

Set a Numeric Profile

When the user selects the numeric temperature profile, they are requested to select from a list of vehicles which are eligible for a numeric temperature profile.

Select Vehicles

Select Vehicles

Please select at least one vehicle from the vehicle tree.

CONFIRM   CANCEL

After the user has selected a vehicle and hits confirm they are then presented with a screen with a drop box of possible temperature set points.

Select Set Point

Select Set Point

Current Set Point is 25 °F.

Set Point   25   ▼
Select desired Set Point from range.

CONFIRM   CANCEL

The user must select the profile and then select confirm to activate the profile for the unit. They will then be reminded to view the status of the request from the Command History Report.

Your Request has been sent. Go to Command History Report to view request status.

Data Management

The status of the OptiSet command is displayed in the Command History Report.

Command History Report

Unit Requests for period 01/08/2014 12:02 to 01/09/2014 23:59

Preferences
Temperature Type: Fahrenheit | Time Zone: Greenwich Mean Time | Speed Type: MPH

Vehicle Name	Command	Communication Type	User	Command Details	Requested	Status	Received	Original State	Description
REB SR4 Simulator 1	Optiset™ Set Named Profile	WiFi	amgtk1@celtrak.com	Cactus plants	01/09/2014 10:31:02 AM	Success	01/09/2014 10:33:53 AM	On	
REB SR4 Simulator 1	Optiset™ Send Remotely	WiFi	amgtk1@celtrak.com	AMG_Lillies.xml	01/09/2014 12:17:40 PM	Success	01/09/2014 12:20:49 PM	On	
REB SR4 Simulator 1	Optiset™ Set Named Profile	WiFi	amgtk1@celtrak.com	Lilies, Easter, Potted	01/09/2014 12:43:43 PM	Success	01/09/2014 12:48:52 PM	On	
REB SR4 Simulator 1	Optiset™ Set Numeric Profile	WiFi	amgtk1@celtrak.com	25.0	01/09/2014 12:49:13 PM	Success	01/09/2014 12:49:27 PM	On	

This status of the request can return the following values

- **Scheduled** – This indicates that the request has been sent to the Telematics unit, but the Telematics unit has not sent an acknowledgement yet.
- **Acknowledged** – The Telematics Unit has received the request and is in a GPRS area and is processing the request.
- **In Progress** – The Telematics Unit has received the request and is in a GPRS area and has downloaded the OptiSet™ Plus file. This field is only applicable to OptiSet™ Plus Send.
- **Success** – The request was successfully carried out.
- **Failed** – This indicates that the request was not carried out. A description of the error will be added to the error table cell to explain the request failure.
- **No Response** – This indicates that the request has expired, but the unit has not reported back whether it was successful or not in carrying out the operation.

Update Unit Software

To update, upload or modify the firmware for Thermo King Vehicles, both TK administrators and customers may use the administration section of the TracKing website. Selecting the "Update Unit Software" link in the Miscellaneous section leads to the "Update Unit Software" page. This link will only appear if the user has a role which allows access.
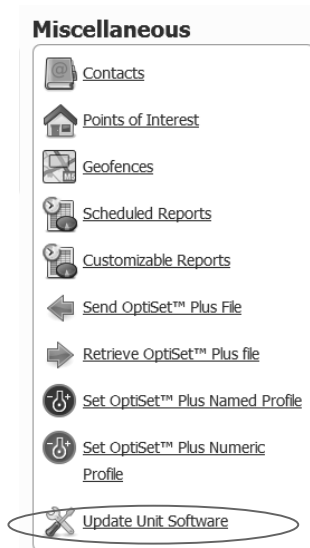
When the user selects Update Unit Software they then navigate to Vehicle Type Selection page. The user, administrator or customer must select a vehicle type.

Trailers with SR3 Single Zone and SR4 Single and Multi Zones are the vehicle types supported.

The user must select what language package they wish to use-

- Western (Includes English, Spanish, French, German, Italian, Dutch, Portuguese, Greek, Turkish, Hebrew & Arabic)

- Eastern European (includes English, Danish, Russian, Norwegian, Swedish, Finnish, Polish, Hungarian, Romanian, Bulgarian & Czech)

- Asian (includes English, Japanese & Chinese)

Note the user is reminded which languages are included in the package as they select each language pack.

Once the user has selected the Language Pack and clicked the Select button they are presented with the Update Unit Software page. This page displays the firmware versions available for the vehicle type. The user can then select vehicles from the Vehicle Tree for upgrade. Only valid vehicles shall be displayed in the vehicle tree.
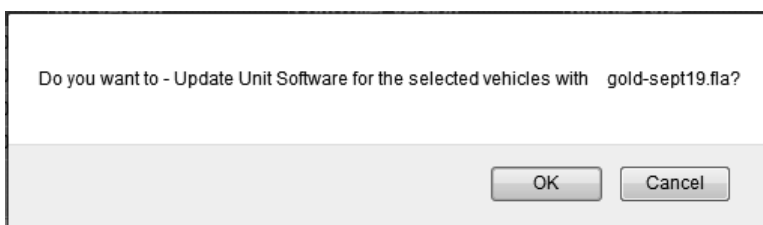
Update Unit Software

|	Name	HMI Version	REB Version	Controller Version	Bundle Type	Added Date
◉	gold-sept19.fla[Recommended]	FLDI_version7590_build302	REB.img-REB-A020-35527	FLS3_versionD040_build258	public	19/09/2012 16:52:10
○	FLS3_versionD040_build0254 FLA V2.fla			FLS3_versionD040_build254	public	20/09/2012 12:56:39
○	silver-sept19.fla	FLDI_version7590_build302		FLS3_versionD040_build258	custom	19/09/2012 16:55:16
○	silver-august31.fla	FLDI_version7590_build302		FLS3_versionD040_build258	custom	19/09/2012 15:05:52
○	gold-august31.fla	FLDI_version7590_build302	REB.img-REB-A020-34954	FLS3_versionD040_build258	public	19/09/2012 15:04:05

5 items found, displaying all items.

Update Software

Upon selecting the Update Software button, a pop dialog shall appear asking the user to confirm that they wish to update the unit software for the selected vehicles.

> Do you want to - Update Unit Software for the selected vehicles with gold-sept19.fla?
>
> OK   Cancel

The User shall have the choice of "Wait on driver confirmation" or "Immediately on availability". If the user selects cancel they will be brought to the Update Unit Software webpage. If Driver Acceptance is required, the upgrade will not complete till the driver accepts or declines locally on the HMI. The driver acceptance message shall only appear on the HMI while the vehicle is in WIFI coverage.

Update Unit Software

Driver Acceptance

When To Send   Wait on driver confirmation ▼
                Wait on driver confirmation
                Immediately on availability

CONFIRM   CANCEL
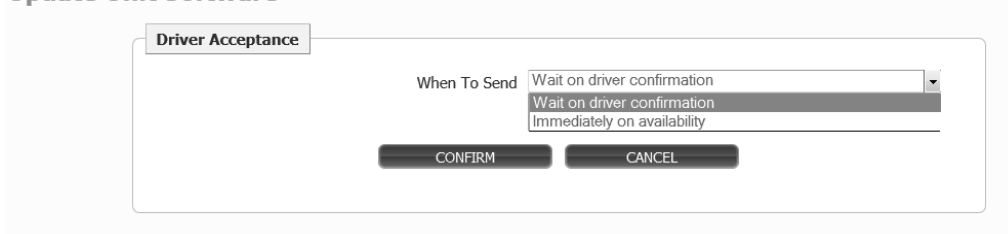
If the user decides they wish to override driver acceptance they will be shown a final confirmation box informing them that the trailer must be empty before carrying out a flash load.

> Please make sure the trailer is empty when you flashload the unit. Do you want to continue?
>
> OK   Cancel
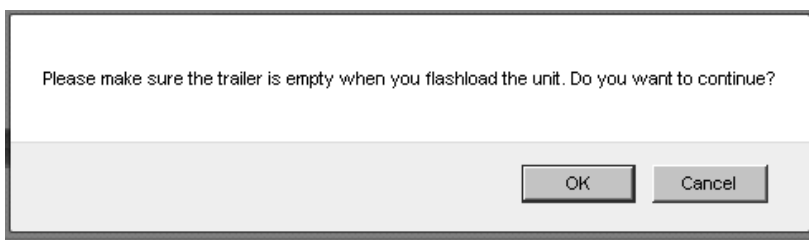
After confirming the above prompt, the user shall be shown the following page with a link back to the Update Unit Software webpage. Alternatively, if the user selects cancel they shall be brought to the Update Unit Software webpage.

The status of the Software update can be viewed from the Command History Report.

Command History Report

Unit Requests for period 14/09/2012 12:50 to 25/09/2012 23:59

Preferences
Temperature Type: Celsius | Time Zone: Greenwich Mean Time | Speed Type: KPH

Vehicle Name	Command	Communication Type	User	Command Details	Requested	Status	Received	Original State	Description
wDbg0919F	Software Updates	WiFi	joeblog@irco.com	REB - A020_35527_B05.12.0000 HMI - 75_90_302 CONTROLLER - D0_40_258	19/09/2012 20:43:53	Failed	20/09/2012 13:23:01	On	Software Updates Command aborted
wDbg0919F	Software Updates	WiFi	joeblog@irco.com	CONTROLLER - D0_40_254	20/09/2012 13:17:20	Success	20/09/2012 13:47:31	On	
wgAjBsim0919E	Software Updates	WiFi	joeblog@irco.com	REB - A020_35527_B05.12.0000 HMI - 75_90_302 CONTROLLER - D0_40_258	20/09/2012 13:22:17	In Progress	20/09/2012 15:34:05	On	Retry download
wgPly0919F	Software Updates	WiFi	joeblog@irco.com	REB - A020_35527_B05.12.0000 HMI - 75_90_302 CONTROLLER - D0_40_258	20/09/2012 13:19:31	Failed	20/09/2012 15:06:36	On	Software Updates Command aborted
wgPly0919F	Software Updates	WiFi	joeblog@irco.com	REB - A020_35527_B05.12.0000 HMI - 75_90_302 CONTROLLER - D0_40_258	20/09/2012 15:02:50	Failed	20/09/2012 15:21:57	On	Software Updates authorisation declined

5 items found, displaying all items.
Export options: Excel | PDF | RTF

10 Preferences

The preferences page gives the user the option of setting certain system parameters related to data display.

User Preferences can also be seen on the settings dropdown menu:
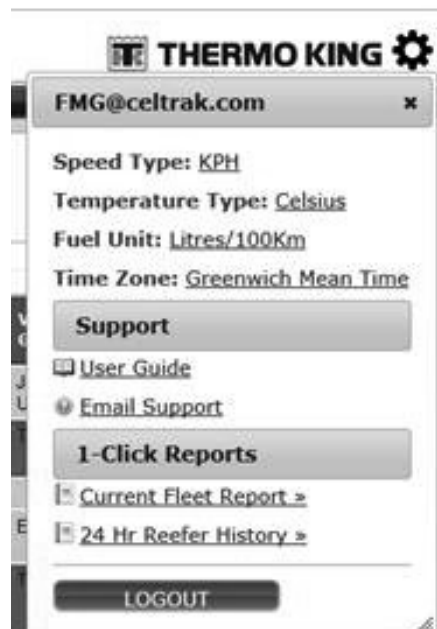
Speed Settings

Click the relevant radio button to display speed in miles per hour (MPH) or kilometers per hour (KPH).

Temperature

Click the relevant radio button to display temperature in Celsius or Fahrenheit.

Refresh Interval

Select a value from the drop down list to set the time, between 30 and 300 seconds, when the data is refreshed. During a refresh, the application logs the latest data available from the server. This will include any periodic updates that have been downloaded from vehicles since the last refresh. A refresh does not result in a download request being sent to any vehicle(s).

Fuel Settings

Select the units of measurement for the fuel measurement. This will be reflected in the tracking page and reports.

Time Zone

Select the time zone of the user. This will be reflected in the tracking page and reports.

Alarms List

Clicking on the Alarms tab on the menu bar will display the Alarms page. The type and number of alarms which appear will be determined by the system configuration.

If no new alarms have been generated since the user last logged on, no alarms will be displayed. If alarms have occurred, they will be displayed in a table similar to the screenshot below.

To remove an alarm from the list, it must be acknowledged. To do this:

1. Select the alarm(s) to be acknowledged by ticking the box in the leftmost column.

2. Click the 'Confirm' icon at the bottom of the page.

Note: The "#" Column means the number of times this alarm has been recorded since it was last acknowledged. The "Date Logged" is the last time and date that this alarm occurred.

When an alarm is acknowledged, the user that acknowledged is recorded and displays in the User column.

Alarms

Displaying all unacknowledged alarms from the last 60 days.

Alarms greater than 60 days old can be viewed in the Alarm History Summary Report.

	Vehicle	Alarm Type	Zone	Pre-Trip	#	First Logged	Last Logged	Last Known Position	User
☐	AMG Test Vehicle 1	56 Check Evaporator Fan Low Speed			9	09/18/14 6:08 PM	09/18/14 6:34 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	13 Sensor Check			2	09/18/14 6:05 PM	09/18/14 6:07 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	14 Defrost Terminate by Time			2	09/18/14 6:04 PM	09/18/14 6:04 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	9 High Evaporator Temperature			6	09/04/14 6:25 PM	09/18/14 4:59 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	5 Check Ambient Temp Sensor			9	09/17/14 6:31 PM	09/18/14 4:58 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	1 Microprocessor Power Up Reset			9	09/05/14 8:57 AM	09/18/14 4:56 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	6 Check Coolant Temp Sensor			15	09/04/14 6:23 PM	09/18/14 4:53 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	112 Check Remote Fans			8	09/17/14 6:33 PM	09/17/14 7:09 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	108 Door Open Timeout			5	09/17/14 6:48 PM	09/17/14 7:09 PM	0.38 miles West of Vet Clinic, IRL	
☐	AMG Test Vehicle 1	113 Check Electric Heat Circuit			2	09/17/14 6:33 PM	09/17/14 6:33 PM	0.38 miles West of Vet Clinic, IRL	

24 items found, displaying 1 to 10.

[« First / Prev] **1**, 2, 3 [Next / Last »]

✔Confirm ✖Cancel

11 Alarm Visibility

Since alarms may occur at any time, it is important that TracKing users are made aware when they occur. As the Track Vehicles and Maps pages are the most frequently used, notification of new alarms is displayed on these pages.

Alarm notification will remain until all alarms have been acknowledged on the Alarms page. As no details are displayed with the notification, the user must visit the Alarms page for more information on the type of alarm which has occurred.

Tracking List Alarm Notification

When an alarm occurs and the user is currently using the Track Vehicles page, a colored icon is displayed beside the vehicle name on the tracking list, as shown in the screenshot below and the complete row changes color.


Maps Alarm Notification

When an alarm occurs and the user is currently using the Maps page, a coloured question mark is displayed on top of the vehicle icon, as shown in the screenshot below to notify the user of the alarm.
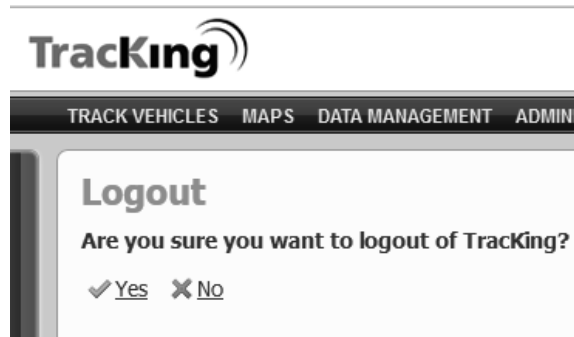
12 Logout

The user can log out from any page on the site by clicking on the options button on the top right hand side of the page.
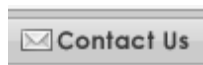
1. Click the logout button
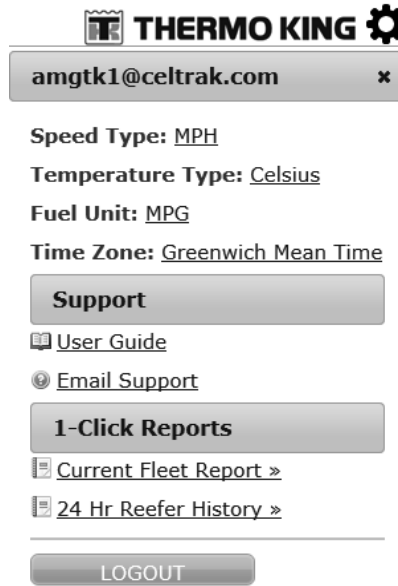
Click Yes to confirm that you wish to log out. Otherwise, click No to return to the Track Vehicles page.

13 Page Footer Icons

The links in the footer displayed on each page of the application give the user one-click access to the following items:

✉ Contact Us

Contact Us

Click the Contact Us icon to send a mail to support. A new mail with the correct email address and subject will be opened in your default email application.

📖 User Guide

User Manual

Click this icon to open the online help for this application. The help will open in a separate browser window.

14 Password Recovery

If you forget your password, it can be recovered from the main login page. You will be prompted to enter your email address/username.