Redtail Telematics Support and Admin Guide

Edition

Redtail 4.7.1 September 2016

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Introduction

Thank you for using Redtail Telematics, the premier web-based application for tracking and managing air, sea, and ground-based assets. Redtail provides street-level detail that enables dispatchers to precisely pinpoint an asset's location anytime and anywhere on the planet. Dispatchers can view real-time data such as location and status to keep track of all their assets from one location.

Redtail Telematics Software is sold as Software as a Service. This means that the software is not installed but is picked up on the Web and used in it most recently published version by everyone. As we up-rev our software each new version comes with standard (free) upgrades. There are some versions with special modules that are premium services and will require a supplemental charge. As these upgrades occur, you will be notified in advance and training, if required, will be provided.

The Redtail Telematics Software is built with a Hierarchy that allows Redtail as an OEM to sell its products to both End Users, who will be trained to run their own system as well as Resellers who will provide the solution to their customers as required. Resellers do require more involved training as they will be the first point of contact to their customers.

About this Document

This document has been updated in August, 2016 and reflects Redtail Telematics version 4.7.1

This document is aimed at Administrators and is supplemental to the Redtail Users Guide.

The document essentially follows the flow from left to right on the Redtail menu bar, so although the functionality is addressed, it does not necessarily follow the process flow for a particular task.

Support

Support/Help

The Help Link has 3 Elements

1. A downloadable User Guide
2. FAQ (Frequently Asked Questions) – A good place to start
3. Online Live Chat with the Support Team at Redtail

You can always call the Helpdesk at 1-866-711-4880

Support/Preferences

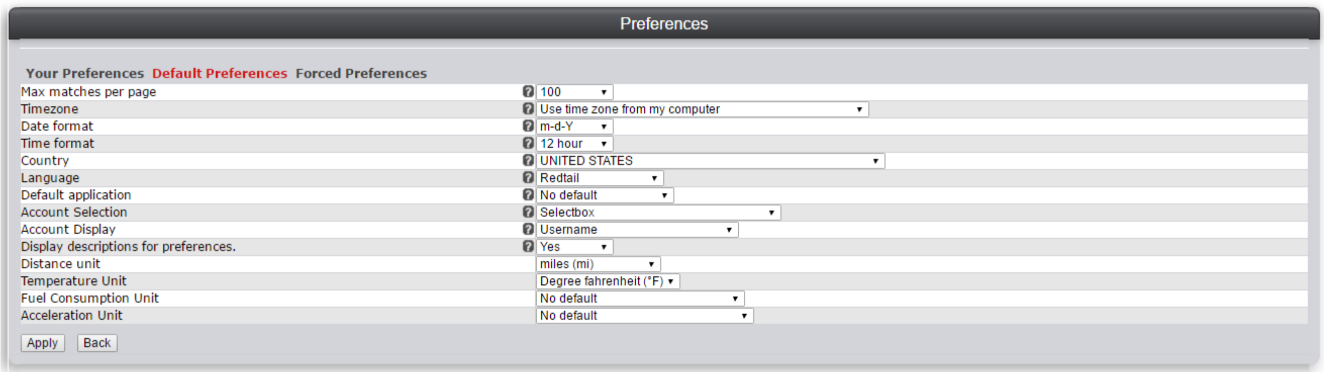
This chapter explains the system configuration and preferences in Release 4.5. In this version of the system, all the system preferences are accessed from one main menu located in the top right corner, next to logout. This ensures the operator has quick and easy access to make global changes to the system from any subsystem.

There are six sub-sections within the main Preferences window:

My Preferences
Dashboards
Device Display
Map
Mobile Application
Reports

My Preferences Window

The section of the preferences menu deals with general system configurations settings such as time zone, date format, time format, distance units, etc. The My Preferences window is where you can change your password as well.



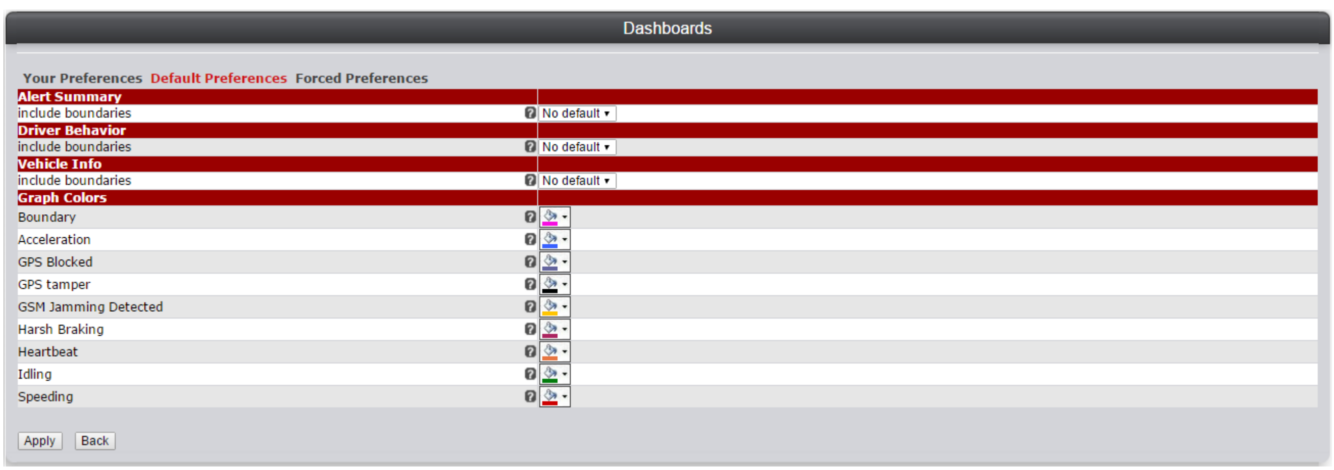
There are up to 3 tabs the Your Preferences Section. Forced Preferences are site wide and changing them will immediately impact all customers on the domain. These should not be visible to any customers. Default Preferences are set where the preference is not Forced and are typically the highest level available to customer administrators. Users will typically only see the My Preferences section. The following table describes the settings in the Your Preferences window.

Setting	Description
Max matches per page	Number of rows of data shown on queries such as Event Log
Interface/Template	Format of Interface for Site **– Should never be changed**
Theme Colors Fonts	Theme and colors for Site - **Should never be changed**
Timez	Select the Time Zone you wish the system to use for all reporting
Date Format	Select the date format for the system
Time Format	Select the time format for the system
Country	Select the country or location
Language	Select the display language for the system (English, English Aviation, Chinese, Arabic, Spanish, etc.)
Default Application	Select the where you would like system to bring you when you first
Currency	Select a symbol for currency for the system to use
Account Selection	Leave as Users Choice
Account Display	Select how you wish the account to be displayed – Default: Username
Display Descriptions ors for Preferences	Leave as Yes, so you can see Preference Names

Speed units	Select the unit of speed to be displayed by system (km/h, miles/h,
Altitude units	Select the unit of altitude (feet, kilometers, miles, meters, nautical
Distance units	Select the unit of distance (feet, kilometers, miles, meters, nautical
Temperature Unit	Select the unit of temperature (Celsius, Fahrenheit)
Fuel Consumption Unit	Select the unit of fuel consumption (mi/gallon, km/l, l/100/km, etc.)
Acceleration Unit	Select the units of acceleration (mph/sec, kph/sec,etc)
Disable Internet Explorer png image bug fix	Disable the Internet Explorer PNG image bug fix, Default=no
Show page generation time	Show the amount of time it takes to generate the page on the bottom of the page

Dashboard Preferences Window

This section of the preferences menu deals with information displayed in summary graphs in the dashboards displayed in the Home tab.

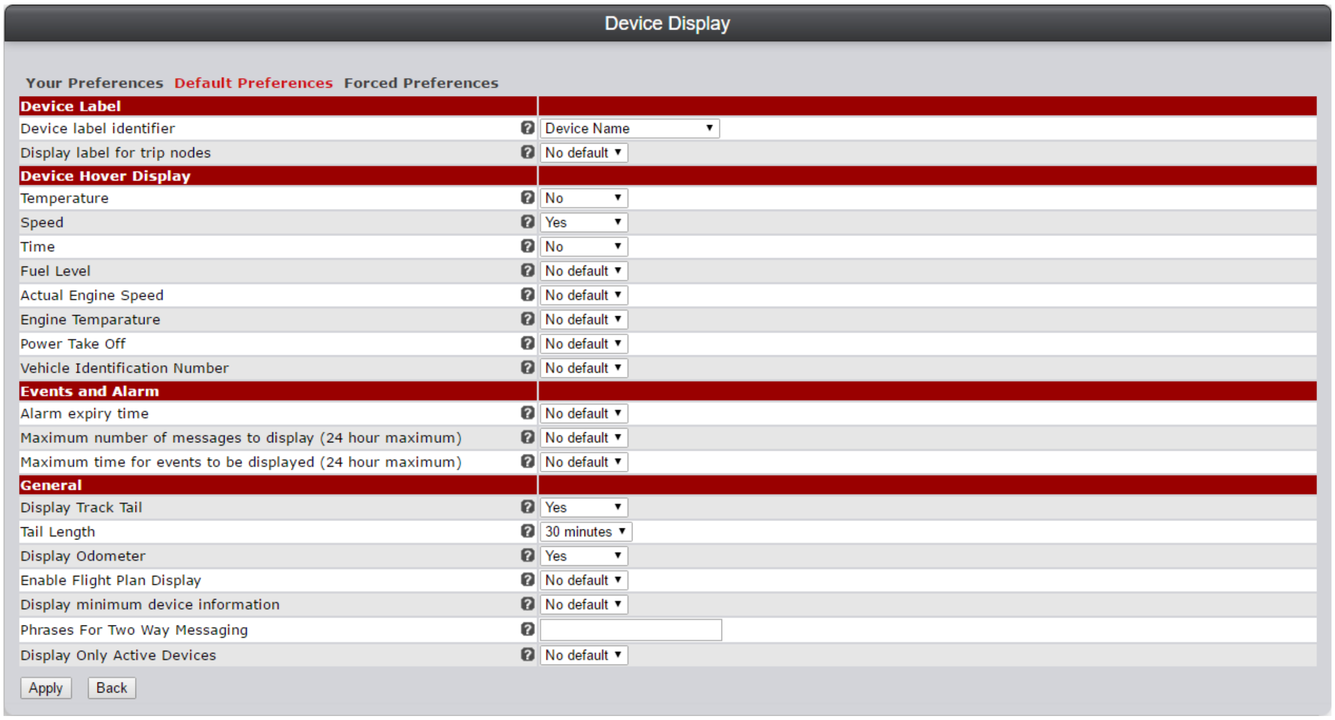


The following table describes the settings in the Dashboards Preferences window.

Setting	Description
Alert Summary: Event Type	Comma separated list of Event ID’s corresponding to Alerts
Include Boundaries	Yes/no
Driver Behaviour: Event Types	A comma list of Event ID’s corresponding to Behavior Alerts
Include Boundaries	Yes/no
Vehicle Info	Comma list of event ID’s correseponding to Vehicle Alerts
Include Boundaries	Yes/no
Graph Colours	Set colour for graph for Boundary, Excess Idle, Harsh Braking, Ignition On/Off, Speeding, And Tow Notify events.

Device Display Preferences Window

This section of the preferences menu deals with information displayed in summary graphs in the dashboards displayed in the Home tab.



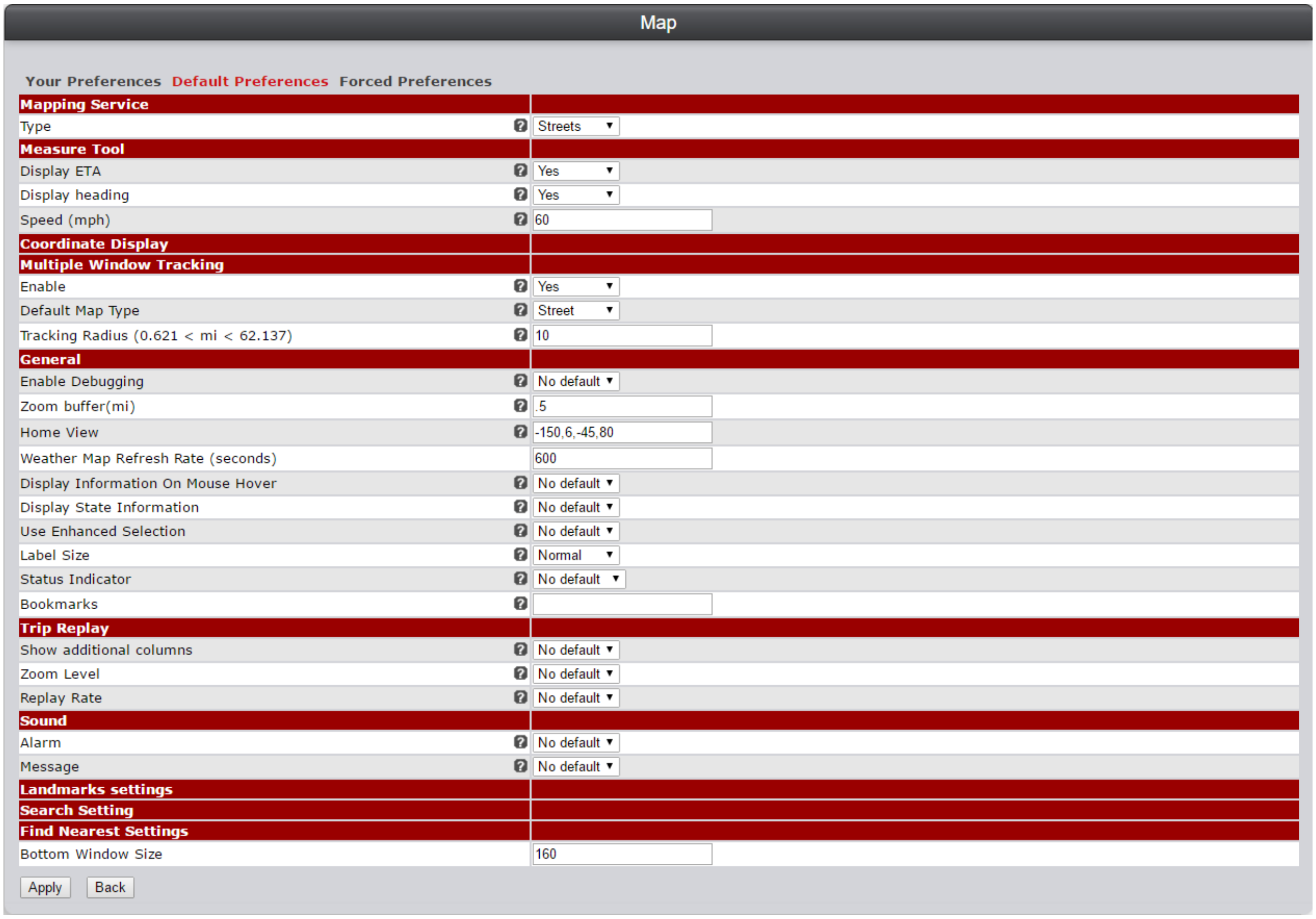
The following table describes the settings in the Dashboard Preferences window.

Setting	Description
Device Label Preferences:	
Device Label Identifier	Select how each asset will be identified on the Map, Default: Device
Device Label for Trip Nodes	Shows label on each trip node (tend to be very crowded on Ground)
Device Hover Display	
Temperature	Shows Temperature in Hover data
Altitude	Shows Altitude in Hover data
Speed	Shows Speed in Hover data
Time	Shows Time in Hover data
Odometer	Shows Odometer in Hover data
Fuel Level	Shows Fuel Level in Hover data
Actual Engine Speed	Shows Engine Speed (RPMs) in Hover data

Engine Temperature	Shows Engine Temperature in Hover data
Power Take Off	Shows PTO status in Hover data
Vehicle Identification Number	Shows VIN in Hover data
General Preferences:	
Alarm Expiry Time	The amount of time an alarm will remain visible on the system (5-1000
Refresh Rate	The rate at which information on the system is updated,
Display Track Trail	Shows a tail on all devices that are moving
Tail Length	Length of tail displayed
Show Device as Active if it has transmitted in this time (Secs)	Shows device as active on map for this time. Default: 86400 seconds
Display Odometer	Displays odometer as part of Device information
Phrases for Two-Way Messaging	N/A
Display Only Active Devices	Leave Blank

Map Preferences Window

This section of the preferences menu deals with information displayed in summary graphs in the dashboards displayed in the Home tab.



The following table describes the settings in the Map Preferences window.

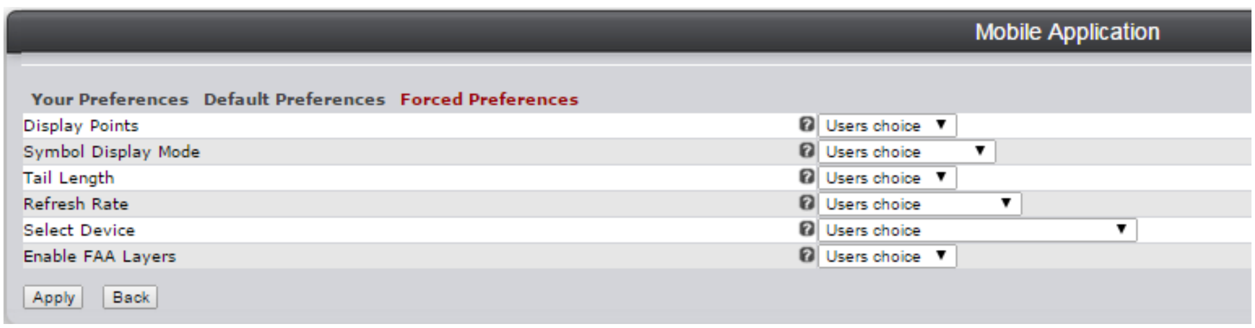
Setting	Description
Mapping Service:	
Type	Sets the map type ie Hybrid, Street, Imagery,
Measure Tool:	
Display ETA	Allows the user to decide whether or not they want the measure tool to display the ETA (information label).
Display Heading	Allows the user to decide whether or not they want the measure tool to display the heading (information label).
Speed (km/hr)	Allows the user to decide whether or not they want the measure tool to display the speed (information label).
Coordinate Display:	
Primary Coordinate Display Units	Define what units will be displayed on the map as primary coordinates. Coordinates can be displayed as
Secondary Coordinate Display	Define what will be used for secondary coordinates. Coordinates can be set to MGRS (WGS84) if desired.
Coordinate Display Precision	Define the level of precision for displaying coordinates, from 2 to 5 decimal places.

Multiple Window Tracking:	
Default Map Type	Allows the user to decide the default map type for the tracking windows (streets, hybrid, or imagery).
Tracking Radius (1< km <100)	Allows the user to set the zoom level of the tracking window.
General:	
Enable SSL	Allows the user to enable the Secure Sockets Layer which manages the security of message transmission. **Always leave at No for Redtail**
Zoom Buffer (km)	How far each zoom level brings in the image
Home View	Define which view to display as Home View.
Weather Map Refresh Rate	Define how often to refresh the data displayed on the Weather Map in seconds.
Display Information on Mouse Hover	Allows the user to decide whether or not they want information displayed about their assets on mouse hover.
Display State Information	Allows the user to decide whether or not they want the state of each asset to be displayed.
Label Size	Allows the user to select the size of label
Status Indicator	Allows the user to decide whether or not they want the state of each asset to be displayed.
Show Animate Option	Allows the user to decide whether or not they want the animate option to be shown in the 'Actions' dialogue box.
Bookmarks	Lists the present bookmarks.
Trip Replay	
Show additional columns	
Zoom Level	Level map zooms to when zooming to trip – High, Medium, Low
Replay Rate	Changes the speed which a device replays a trip if set to video
Sound:	

Alarm	Allows the user to select the alarm sound.
Message	Allows the user to select an email address to send an alarm message
Landmark Settings	Define which landmarks will load when Map Tracker is launched. Select All, None, or check the desired boxes.
Search Settings	Allows the user to filter the search results based on what they are looking for.
Find Nearest Settings	Allows the user to filter the search results based on what they are looking for.

Mobile Application Preferences Window

This section of the preferences menu deals with information displayed on the Mobile Application.

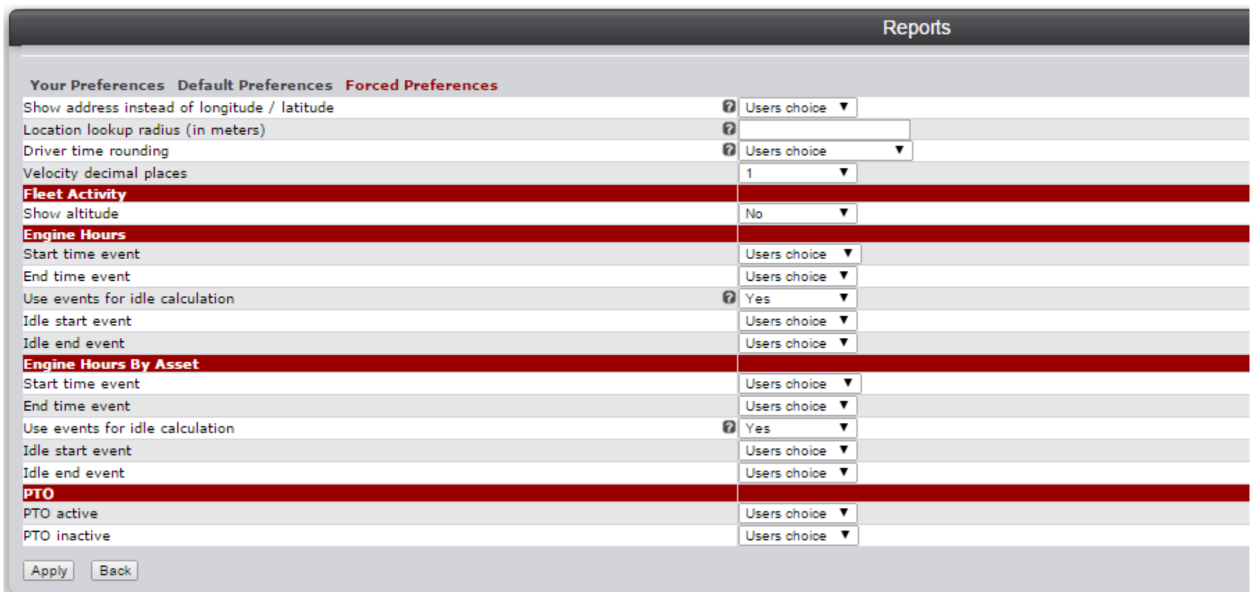


The following table describes the settings in the Mobile Application Preferences window.

Setting	Description
Display Points	Displays waypoints on tail if se to yes
Symbol Display Mode	Changes Display mode for mobile devices (grouped or individual) old version leave at User Choice
Tail Length	Length of tail to be display for vehicle, default: Large
Refresh Rate	Select the rate the information is updated in the application, default: Slow (5 Minutes)
Select Device	Choose device for mobile app (old version, leave at Users Choice)
Enable FAA Layers	Allows user to see FAA layers for Aviation maps

Report Preferences Window

Report Preferences are used to set properties for your reports and will impact how your reports are created and displayed



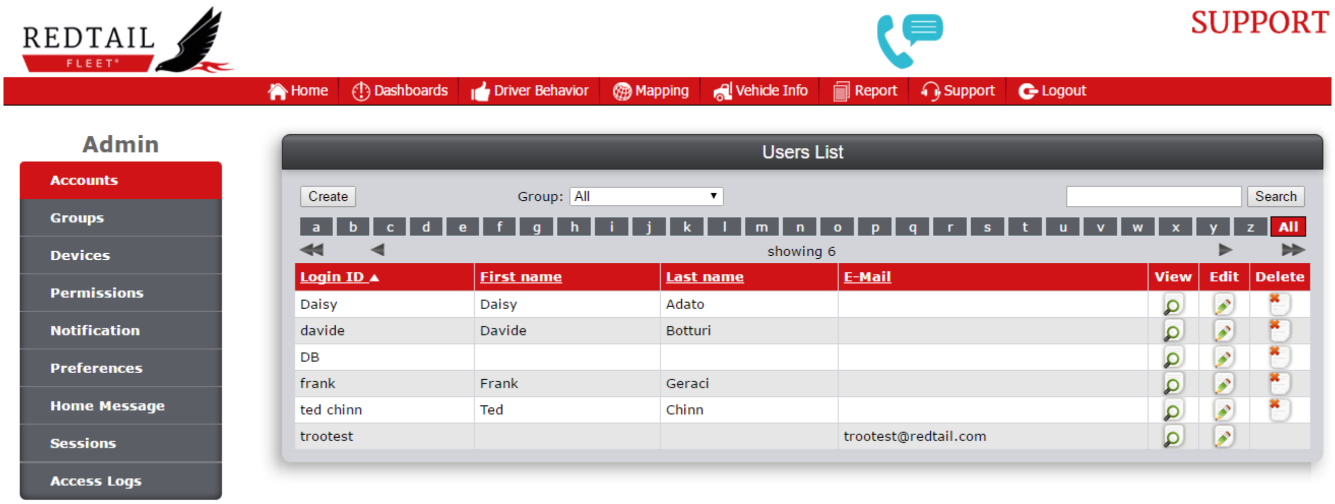
Setting	Description
Show address instead of longitude/latitude	If Yes, address will appear in reports instead of long/lat
Location lookup radius	Default radius on a location to determine if a vehicle has been at a location
Driver time rounding	For use in HOS, 1 or 15 minute rounding times
Velocity decimal places	Number of decimal places showing in reports for velocity
Fleet Activity	
Show Altitude	Will altitude be displayed in reports
Engine Hours	
Start time event	The event that will start the calculation of engine hours

End time event	The event that will end the calculation of engine hours
Use events for idle calculation	Should idle time be calculated based on events
Idle start event	The event that will start the calculation of idle time
Idle end event	The event that will end the calculation of idle time
Engine Hours By Asset	
Start time event	The event that will start the calculation of engine hours by asset
End time event	The event that will end the calculation of engine hours by asset
Use events for idle calculation	Should idle time be calculated based on events
Idle start event	The event that will start the calculation of idle time by asset
Idle end event	The event that will end the calculation of idle time by asset
PTO	
PTO active	Is PTO set up for use with this customer (yes)
PTO inactive	Is PTO set up for use with this customer (no)

Support/Admin

Support/Admin/Accounts

The account area allows you to view, manage, and create user accounts. It provides information about each user including login ID, first name, last name, and email. Use the View button ( ) located next to each asset name in order to view more detailed information about that specific user. Use the Edit button ( ) to edit a specific user account. Use the Delete button ( ) to delete a specific user account. Use the arrows above each list ( ) to move to the next page, previous page, last page, or first page.



Above the list are different filtering options. You can either select a group type from the drop-down menu to show only users in a specific group in the list, type a key word into the search box and click 'Search', or select a number or letter from the list to show only users whose name begins with the selected character. The default list is set to show all groups and all users.

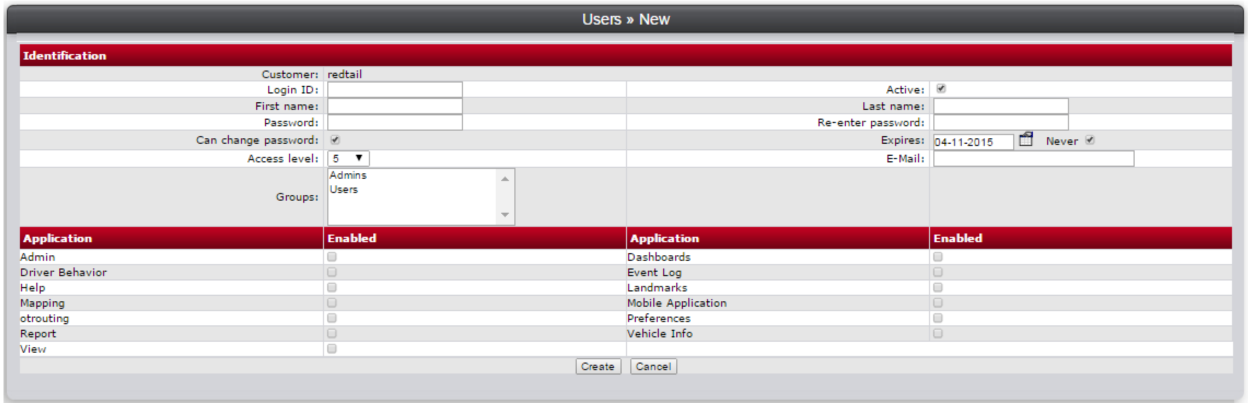
Adding Users

Users can only be added to the system by an administrator or other user who has the proper permissions. When setting up a complicated account, you should retain the default settings and edit user permissions using groups.

Note: *Main system administrators should not create their own individual accounts. Instead, it is recommended that administrators use the administrator login and change their name and password as desired. Then create accounts for other users as needed.*

1. Go to Support/Admin/Accounts.
2. Click the **Create** button located at the top of the Users List.

The Create Account screen appears.



4. Enter the appropriate information into the fields on the New User screen. The table below describes the items in the New User screen.
5. Click **Create**.

Note: Generally, Groups should control access permissions, however, **w**here access permissions differ, individual user settings automatically override group settings

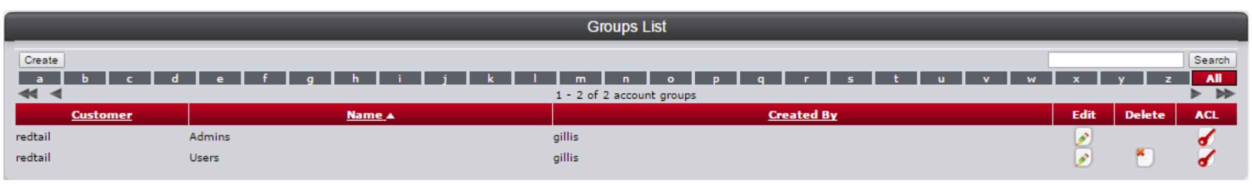
Item	Description
Login ID	User login identification name. This field is required.
Active (check box)	Click this check box to mark the user as active in the system.
First name	Enter the user's first name.
Last name	Enter the user's last name.
Password	Enter a password for the user. This field is required.
Re-enter Password	Enter the password again to verify the information entered.
Can change password (check box)	Click this check box to allow the user to change their password.
Expires	Enter an expiration date for the user account (usually a demo account)
Never (check box)	Click this check box to prevent a user account from expiring.
Access level	Select the access level for the user. The access level is a numerical ranking, from 1 to 10, where 1 is the highest access level and 10 is the lowest. Users with a lower access level number can see all other users (along with their assigned assets) with an equal number and higher. For example, a level 2 user can see all other users and devices except those assigned to level 1.
Email	Enter the user's email address. This field is required.
Groups	The Group(s) to which the user belongs. **Note:** Press **CTRL** and left-click to select multiple groups.

Application Enabled (check boxes)	Select which applications the user can access. **Note:** When creating users, you should leave these check boxes unchecked and set application access permissions for an entire group. If necessary, you can later edit user access after they have been added to a group. See "Adding User Groups" below for details on creating user groups.

Support/Admin/Groups

Groups

This allows you to view, manage, and create user groups. It provides information about each group including group name and the creator ID. Use the Edit button ( ) to edit a specific group. Use the Delete button ( ) to delete a specific group along with the user accounts within. Use the ACL button ( ) to manage group permissions. Use the arrows above each list ( ) to move to the next page, previous page, last page, or first page.



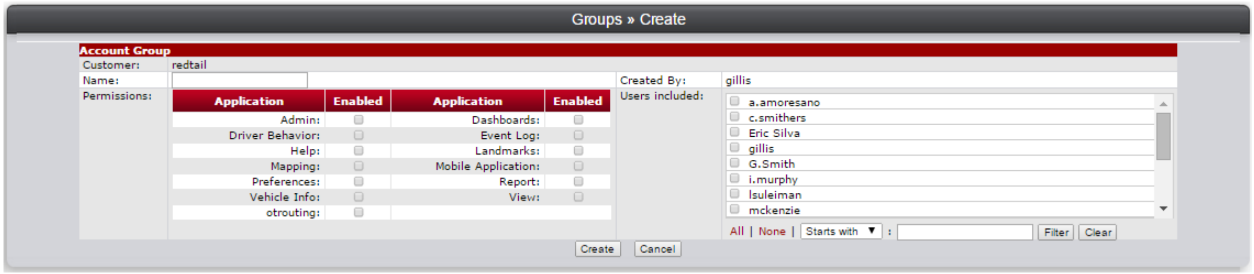
Above the list are different filtering options. You can either select a group type from the drop-down menu to show only specific groups in the list, type a key word into the search box and click 'Search', or select a number or letter from the list to show only groups whose name begins with the selected character. The default list is set to show all groups.

Adding User Groups

User Groups are a convenient way to manage access to applications for multiple users. Groups allow you to control user settings and permission levels for multiple users at once.

1. Go into the Admin Application > Groups.
2. Click the **Create** button located at the top of the Groups List.

The Create Group screen appears.



4. Enter the appropriate information into the fields on the New Group screen. The table below describes the items in the New Group screen.
5. Click **Create**.

Table 22: *Items on the Create Group Screen.*

Item	Description
Name	Enter a name for the group.
Permissions	Select the check boxes for the applications the members of the group will be allowed to use. A user added to the group inherits all group settings. **Note:** If necessary you can edit individual user access after they have been added to a group and inherited the group permissions.
Users included	Select the users to be included in the group.

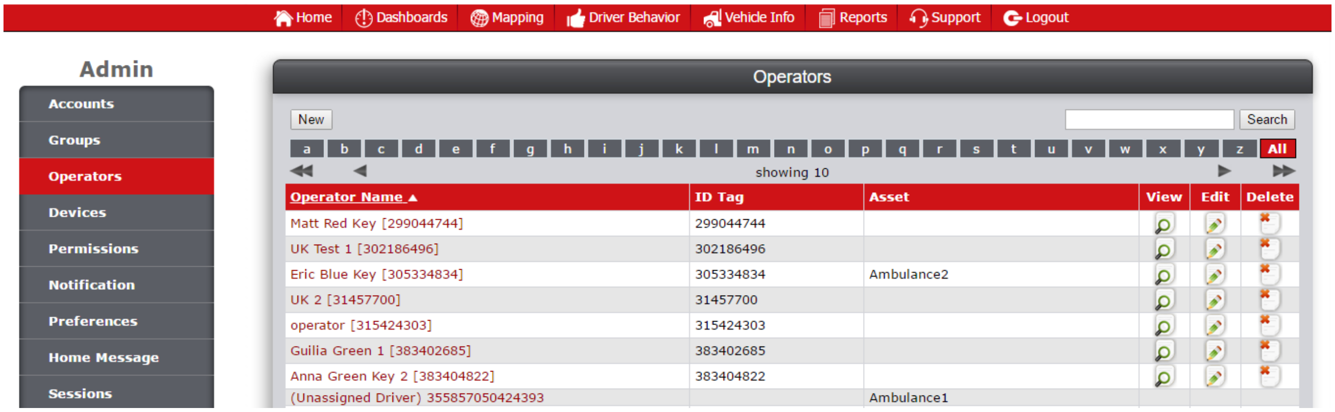
Support/Admin/Operators

Operators can be registered when a vehicle is equipped with a Dallas Key Reader (FOB), so as different operators begin their shift, they register their FOB on the reader and the vehicle information coming back from the VAM can be attributed to a specific operator.

Operator are a sub group of the Users.

Viewing Operator Data

The operator data can be found in Support/Admin/Operators.



Creating Operators

Automatic Operator Creation: Operator data is created automatically when a FOB (Dallas Key) is initially registered on a Dallas key reader attached to a device on the system. The operator data created by the system is simply the unique identifier associated to the Dallas key. It can be looked up by the Dallas Key Number and Edited using the edit page. (See Editing Operator Data)

Manual Operator Creation: Operators can be created manually by clicking on New from the Operators list. Operators are the same as users, but are identified by an ID Tag. If you wish to associate the Operator Tag to a Name, simply add the Name into the user section.

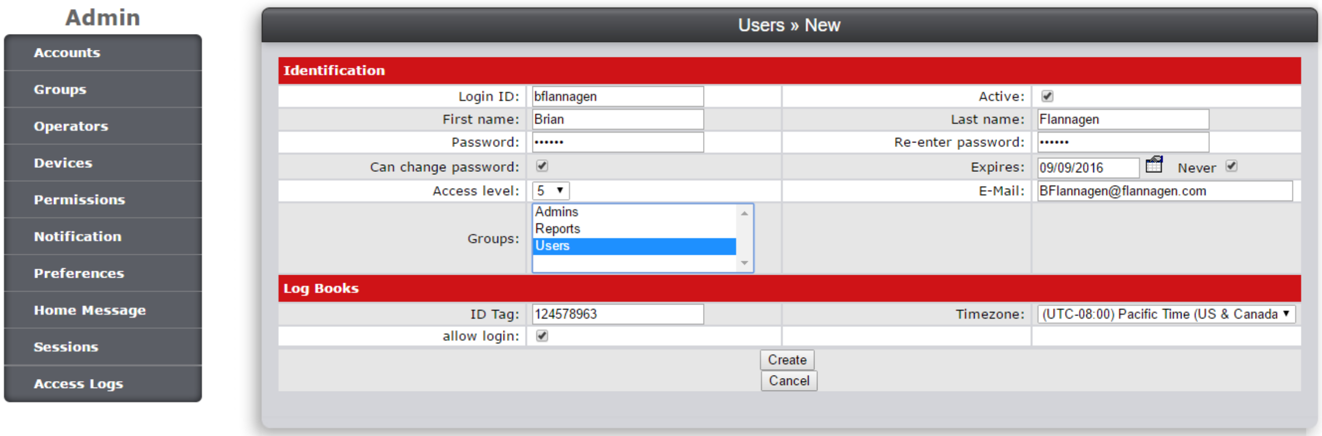
View Specific Operator Data

You can click on the view button on an operator to view the data in the User area for that operator.

Editing Operator Data

By clicking the Edit icon, you can edit operator fields as required. After an operator is created the ID Tag field has been filled in by the system. The Timezone should default to the timezone for the device the operator tagged into. All the other fields will be blank.

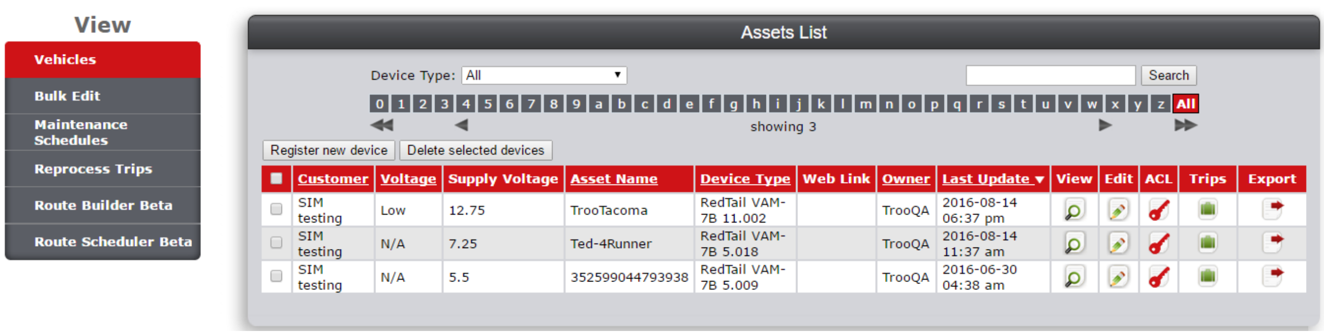
If you want the operator to login to the system, click the allow login button and complete the User Identification information, including the User Group the operator will belong to as below



Support/Admin/Devices

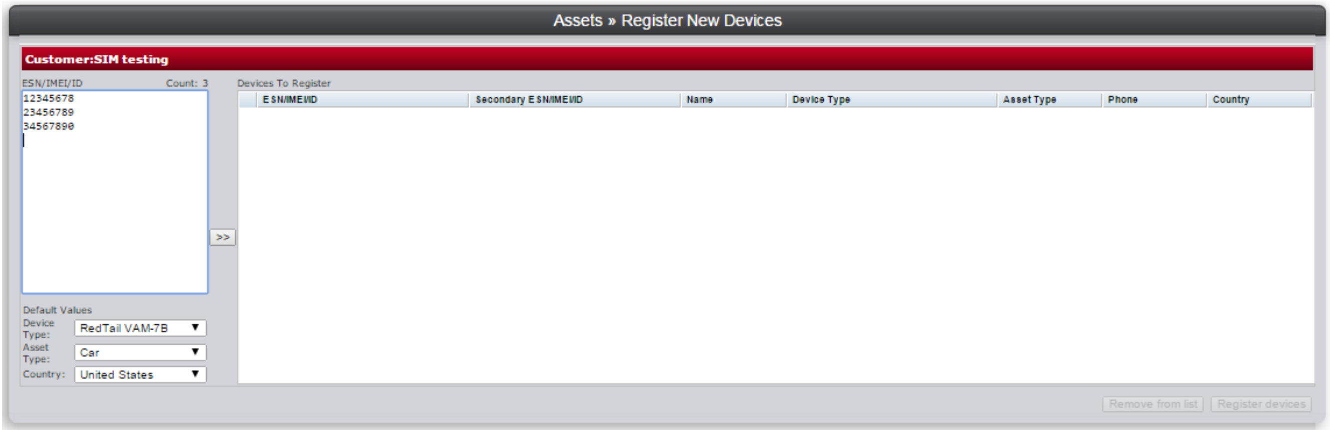
Vehicles

Use the Vehicles application to manage registering, deleting and editing vehicles



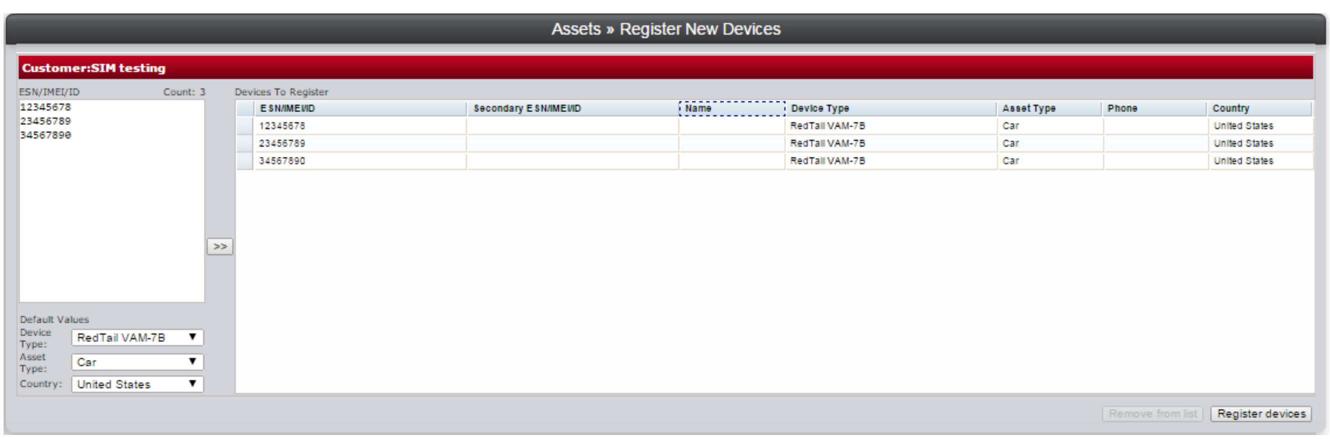
Register new device

Ensure you are in the correct customer before beginning (in red header on left side)
Click on Register New Device to open the registration window.



Note: If you are entering multiple devices you will need to sort by device types. Only one device type can be entered at a time.

1. Fill in the IMEI of the device. This can be done by pasting a txt file for multiple devices. Each row must have no spaces and a carriage return at the end. There must also be a carriage return after the last device.
2. Select the appropriate Device Type from the dropdown list (this will determine how payloads are received in our back office and how OTAs are sent to the devices)
3. Select the appropriate Asset Type from the dropdown list (this will determine the icon on the map)
4. Select the correct home country for the device
5. Push the devices over to the Devices to register section using the arrows



Secondary ESN/IMEI, Name and Phone are editable. Click on the cells to edit.

Click Register Devices once you are sure everything is correct.

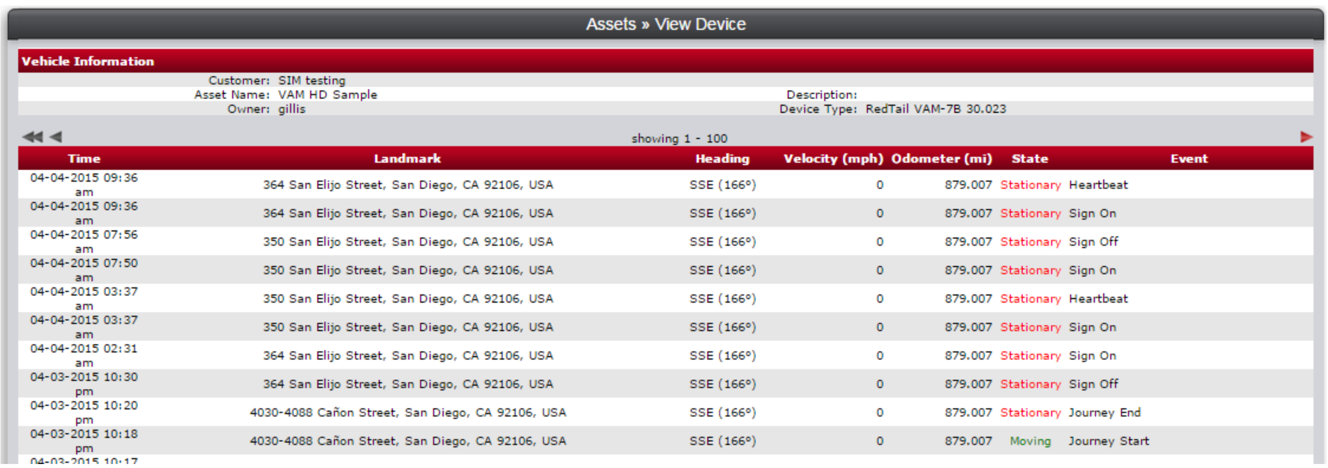
If you need to remove a device because of an error, click on the Blue section to the left of the ESN and then click Remove from List. You can register the correct ones and then re-process the one which was incorrect.

Delete Selected Device

To delete devices, simply check the check box the left of the Customer on the appropriate row(s) and click the Delete selected devices button.

View Device 

Click on View Device to see the most recent points, you can move through points by using the arrow buttons on the top left and right of the results.


Assets » View Device

Vehicle Information

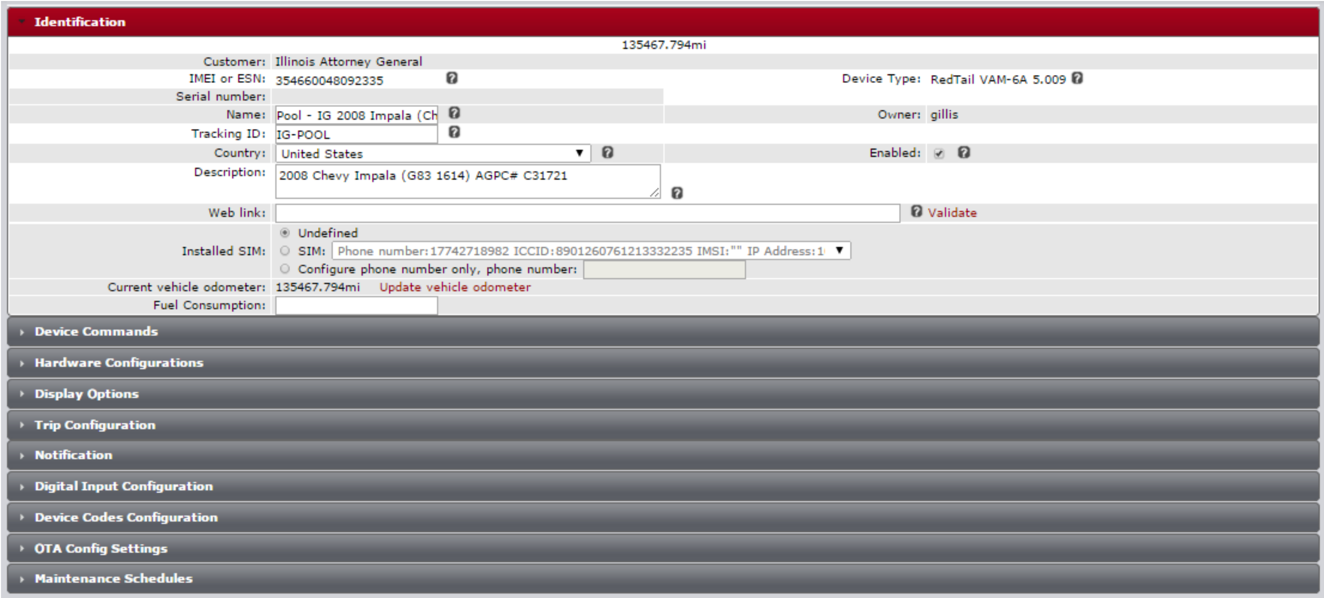
Customer: SIM testing
Asset Name: VAM HD Sample
Owner: gillis
Description:
Device Type: RedTail VAM-7B 30.023

showing 1 - 100

Time	Landmark	Heading	Velocity (mph)	Odometer (mi)	State	Event
04-04-2015 09:36 am	364 San Elijo Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Heartbeat
04-04-2015 09:36 am	364 San Elijo Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Sign On
04-04-2015 07:56 am	350 San Elijo Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Sign Off
04-04-2015 07:50 am	350 San Elijo Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Sign On
04-04-2015 03:37 am	350 San Elijo Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Heartbeat
04-04-2015 03:37 am	350 San Elijo Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Sign On
04-04-2015 02:31 am	364 San Elijo Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Sign On
04-03-2015 10:30 pm	364 San Elijo Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Sign Off
04-03-2015 10:20 pm	4030-4088 Cañon Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Stationary	Journey End
04-03-2015 10:18 pm	4030-4088 Cañon Street, San Diego, CA 92106, USA	SSE (166°)	0	879.007	Moving	Journey Start
04-03-2015 10:17						

Editing Devices 

Clicking on Edit Devices will allow you to view and customize an individual device to meet customer requirements.



Identification

The identification area is basic data about the vehicle the device is installed on.

Editable fields are white, much of the information is created upon device registration and is not editable. Supplemental data can be used to enrich customer specific information on device as well as easier management of SIM information

Setting	Description
Customer	Customer Name
IMEI or ESN:	IMEI or ESN as entered upon device registration
Serial number	Hardcoded serial number, N/A for Redtail
Name	Name as entered upon device registration (can be edited here)
Tracking id	Name as entered upon device registration (can be edited here)
Country	Country as entered upon device registration (can be edited here)
Description	Further description of device (can be edited here)
Web Link	
Installed SIM:	If identified, SIM id installed in device or phone number for communicating with device
Current vehicle odometer	Odometer calculated from start value plus distance travelled
Update vehicle odometer	Change vehicle odometer value based on actual odometer
Fuel consumption	Fuel consumption rate of the vehicle make and model

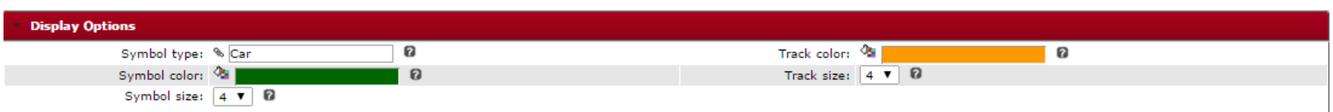
Device Type	Device type as entered upon device registration
Enabled	If checked, will allow data hitting the back office for this device to be processed. Unchecks if device is de-activated

Hardware Configuration

Not yet applicable in Redtail GUI. Used to identify devices that are using 2 way messaging

Display Options

This allows you to configure asset symbol and track characteristics. Fill in the required fields, then click ‘Save’.



Link	Description
Symbol Type	Allows you to select the desired symbol image to represent certain assets on the map. Click the paperclip ( ) to select an image.
Symbol Color	Allows you to select the desired symbol color to represent certain assets on the map. Click the paint can ( ) to select a color.
Symbol Size	Allows you to select the desired symbol size of the map icon. Select the size from the drop-down menu. **Note:** Smaller numbers indicate smaller icons.
Track Color	Allows you to select the desired track (trip line) color to represent certain assets’ tracks. Click the paint can ( ) to select a color. **Note:** Smaller numbers indicate thinner tracks.
Track Size	Use the drop-down list to select the width of the device’s tracks on the Map application. **Note:** Smaller numbers indicate thinner tracks.

The following table describes the options in the Display Config.

Table 2: *Links on the Layers Application.*

Trip Configuration

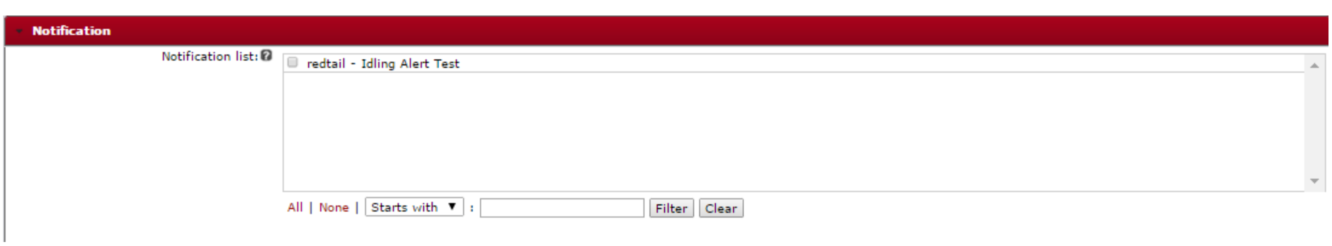
This allows you to configure asset trip characteristics. Fill in the required fields, then click ‘Save’.

The following table describes the options in the Trip Config.

Link	Description
Trip based on	Use the drop-down list to select the parameters for a trip (ie. time and distance, or event types).
Trip interval	Enter the maximum time interval between points before next point is considered to begin a new trip.
Distance	Minimum distance between a point and its previous point for the device to be considered mobile.
Vehicles	Select devices for which you want to edit their trip configuration. Select individual devices from the list by checking the boxes next to their labels, filter the list by group by selecting a group filter option from the drop-down menu located above the device list, or filter by device by using the filter options below the list. Select ‘All’ or ‘None’ to select or deselect all devices.

Notification

The notification area displays customer notifications and whether the device is applied to the notification list. If a device should be included in the notification but is not it can be checked here

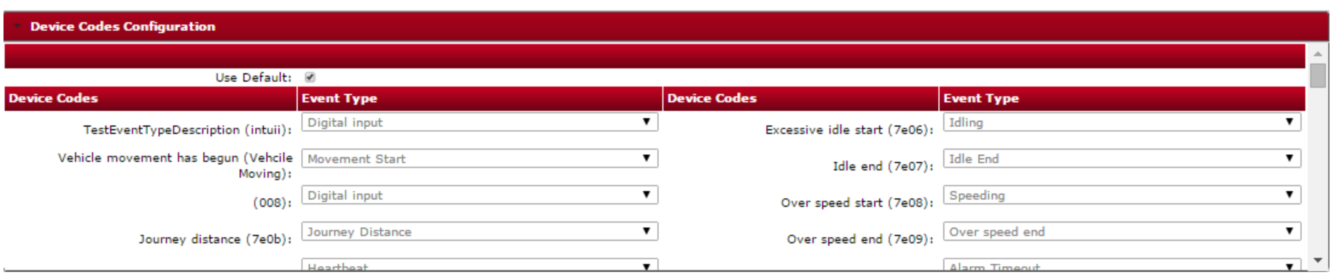


Digital Input Configuration

If a device uses digital inputs, the inputs can be configured to events. Digital input states should define the events. On and Off are ongoing statuses and will display on every payload. On to Off and Off to On are transitional statuses and will display only on the change from one state to the other. Choose the digital input number and corresponding events and save.

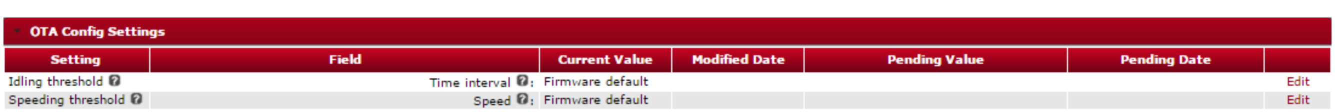
Device Codes Configuration

Device codes configuration represents the link between device codes (payload information) and events. For each device code, an type should be registered. Redtail uses this extensively to establish new events and commands to their VAMs. Firmware upgrades often require an update of device code configurations as new commands and events are created.



OTA Settings

OTA settings allow devices scripts to be updated from the GUI, without using the Partner Portal, and as such can be made available to customer admins. The two parameters presently available as per customer request are the idling and speeding thresholds. When updated on the GUI, a command is sent to the device to update the thresholds for sending alerts.



Maintenance Schedules

This area displays a list of maintenance schedules being applied to the vehicle. Schedules can be edited here, but must be created in the Admin/Vehicles/Maintenance Schedule area.

Maintenance Schedules

Current vehicle odometer: 8050.35mi

Schedule	Type	Active	Next Alert	
Test every 3000 mi	Distance travelled	Yes	in 1749.559mi	Edit

Device ACL

Device ACL displays all the Groups and Users that have access to the device and what level of access they have.   The ACL can be edited using the Device ACL listing by checking/unchecking the checkboxes in the display below. Usually ACL is edited in groups, or users however if there is a device specific requirement, this is a back door into the ACL process.

Vehicles - ACL: 352599044801608

Check Groups/Users who you want to have access to 352599044801608

Search

Groups - redtail	Read	Edit	ACL	OTA Config
Admins	✓	✓	✓	
Users				
Users - redtail	**Read**	**Edit**	**ACL**	**OTA Config**
a.amoresano	✓	✓	✓	
c.smithers	✓	✓	✓	
Eric Silva				
gillis	✓	✓	✓	
G.Smith	✓	✓	✓	
i.murphy	✓	✓	✓	
lsuleiman	✓	✓	✓	
mckenzie	✓	✓	✓	
m.mayfield	✓	✓	✓	
M.Willcock	✓	✓	✓	
p.debenham	✓	✓	✓	
p.martin	✓	✓	✓	
t.allen	✓	✓	✓	
tchinn	✓	✓	✓	
t.warwick	✓	✓	✓	
Groups - SIM testing	**Read**	**Edit**	**ACL**	**OTA Config**
Admins	✓	✓	✓	
Davide				
Users - SIM testing	**Read**	**Edit**	**ACL**	**OTA Config**
davide				
frank	✓	✓	✓	
OTR	✓	✓	✓	
trootest	✓	✓	✓	

Save

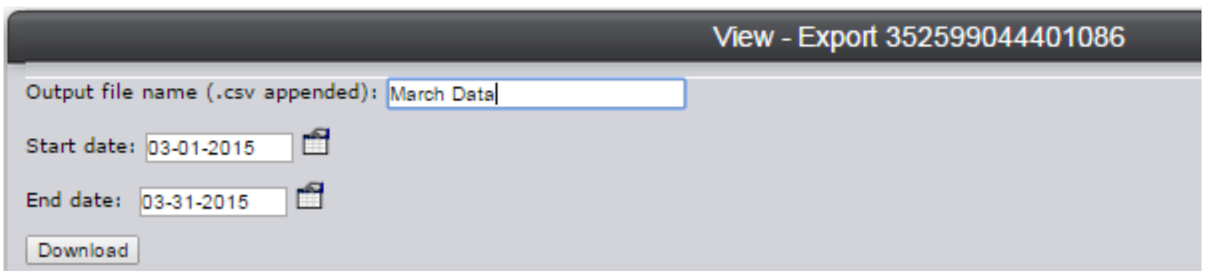
Device Trips

NOT AVAILABLE IN 4.5 – USE Asset Activity Report

Device Trips allows you to look at trips. Since many reports are trip based, this can be a helpful diagnostic tool to ensure trips are being registered properly and look what causes a report or device behavior to be something other than what the customer is expecting.

Device Export 

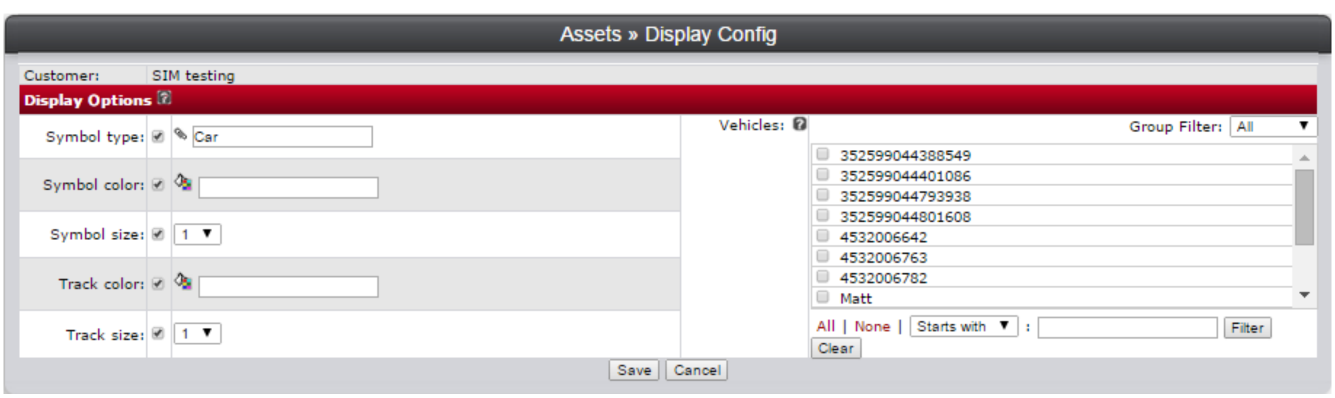
Click on the Export icon to open a window where you can export all device point data for a date range. This is downloaded as a csv file to your computer with the name you assign.



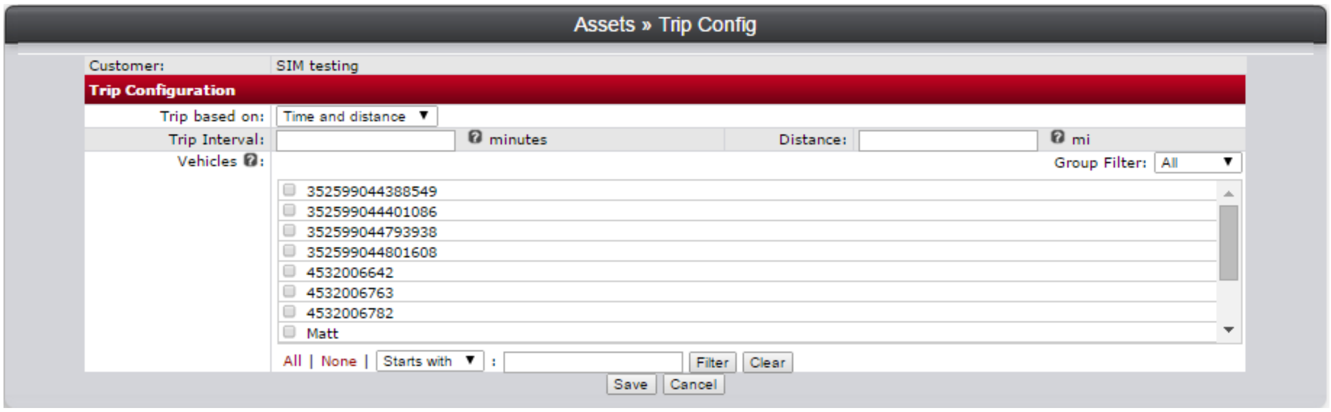
Bulk Edit

Device Bulk Editing contains 4 sections:

Edit Display Options – same as Device display options but adds the ability to choose a list of devices (or filter devices by group) and change their display all at once.

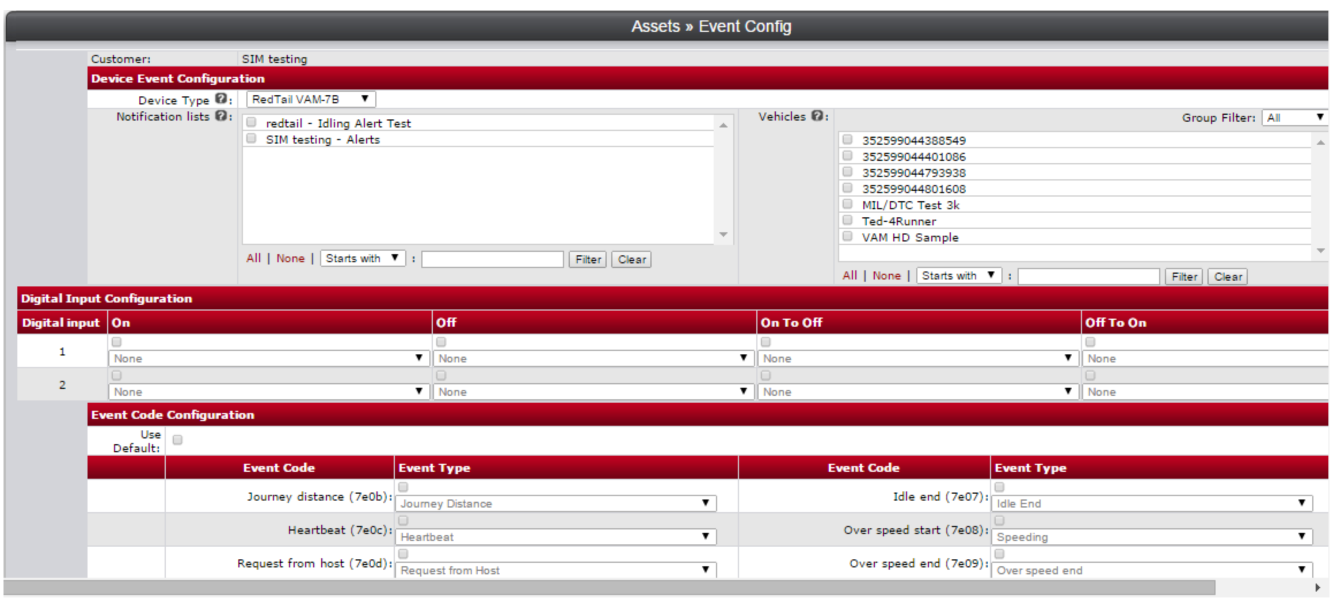


Edit Trip Configuration – same as Device Trip configuration but adds the ability to choose a list of devices (or filter devices by group) and change their display all at once.



Edit Hardware Configuration – N/A at this time for Redtail Devices

Edit device event configuration – combines Device Event Configuration, Digital Input Configuration and Event Code Configuration all on one page. Based on Device Type, choose from a list of devices (or further filter devices by group) and change their Event configurations all at once. This is particularly handy when new functionality is introduced with requiring a firmware upgrade, since device types up-rev with firmware upgrades.

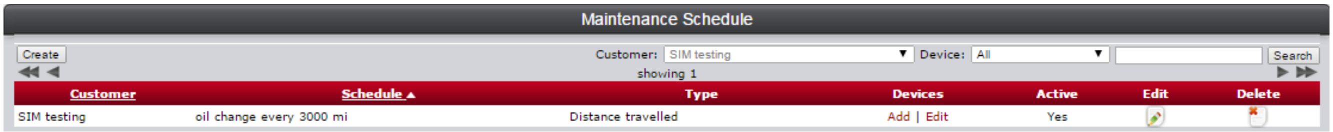


Maintenance Schedules

Maintenance

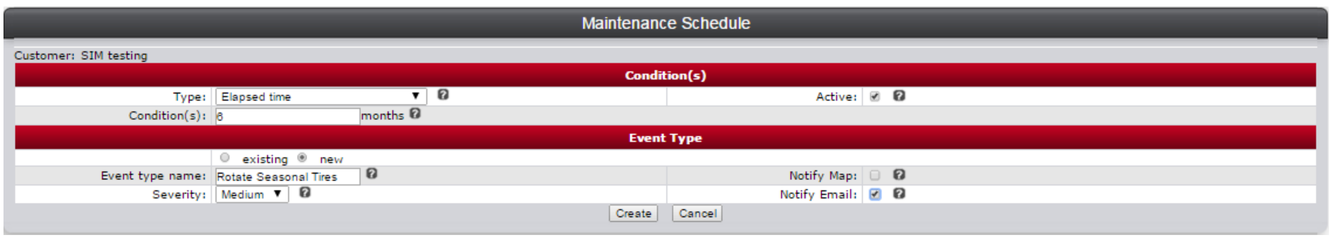
To create a maintenance schedule:

Click ‘Create’.

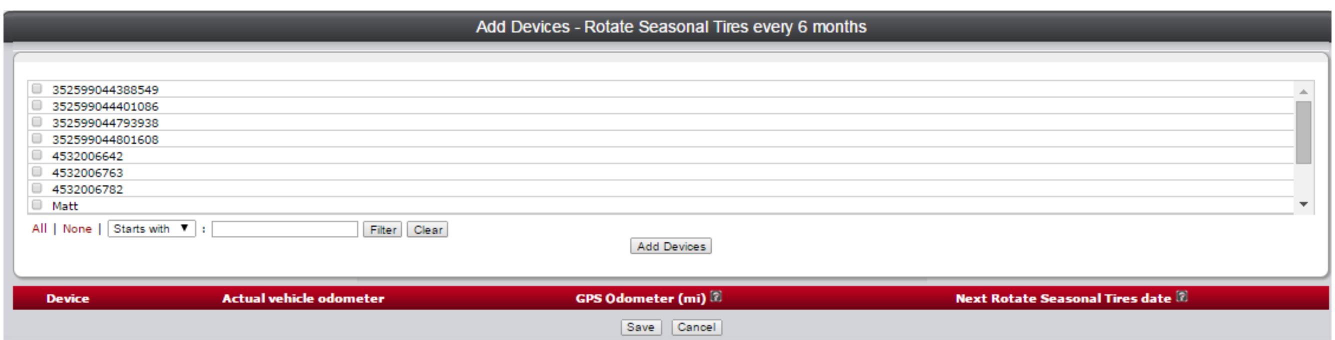


Choose between Distance or Time the condition governing the schedule and select the corresponding condition (miles or months)

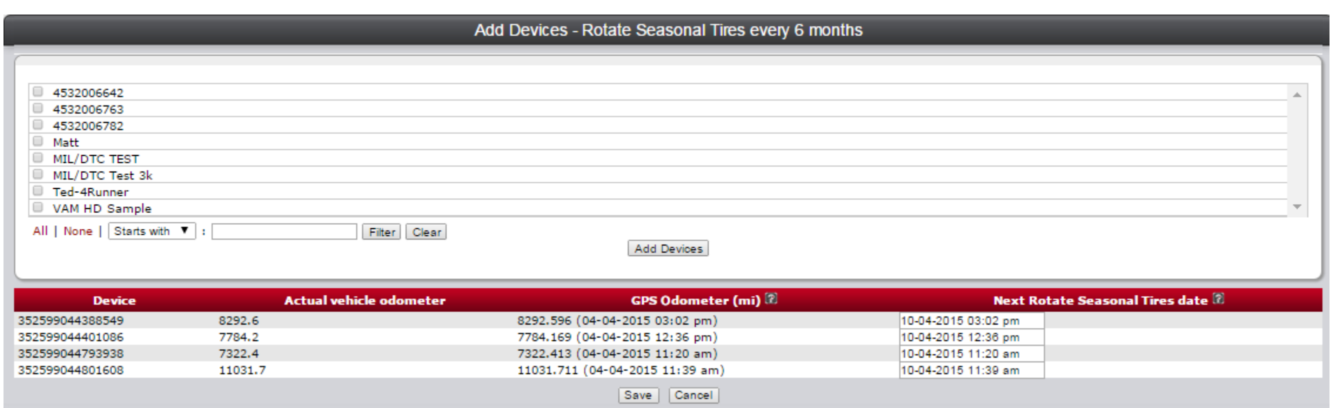
Select Existing or New Maintenance Event, if new create name, if existing select name. Add Severity and Notifications (map, email) . Click Create



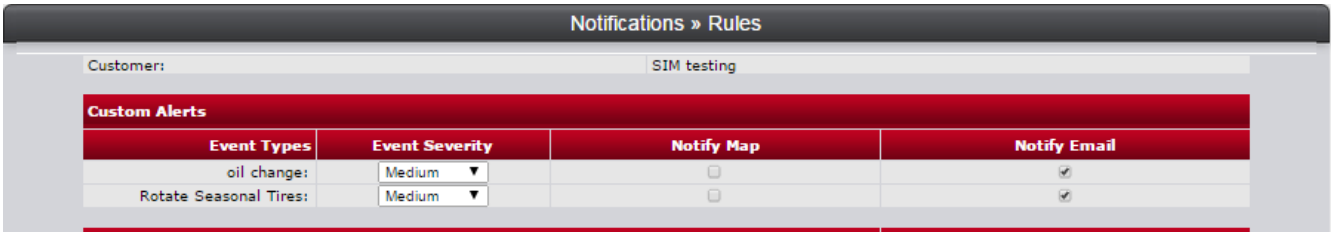
Select vehicles that should be on the Maintenance Schedule



Select and Save



New alert can now be seen in Maintenance Schedule and Notification Rules



Reprocess Trips – Not Functional in versions 4.3 or 4.6

Contact your administrator if trip reprocessing required.

Route Scheduler – See On Track Routing Document

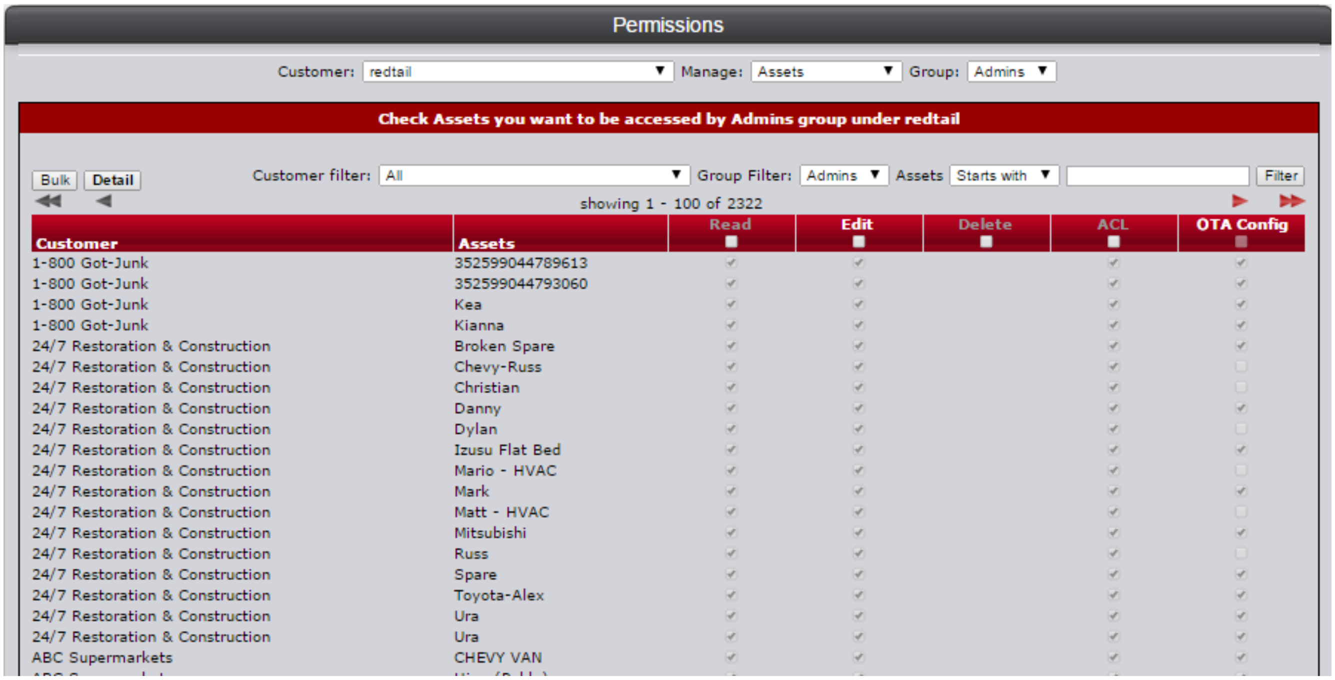
Route Scheduler – See On Track Routing Document

Support/Admin/Permissions

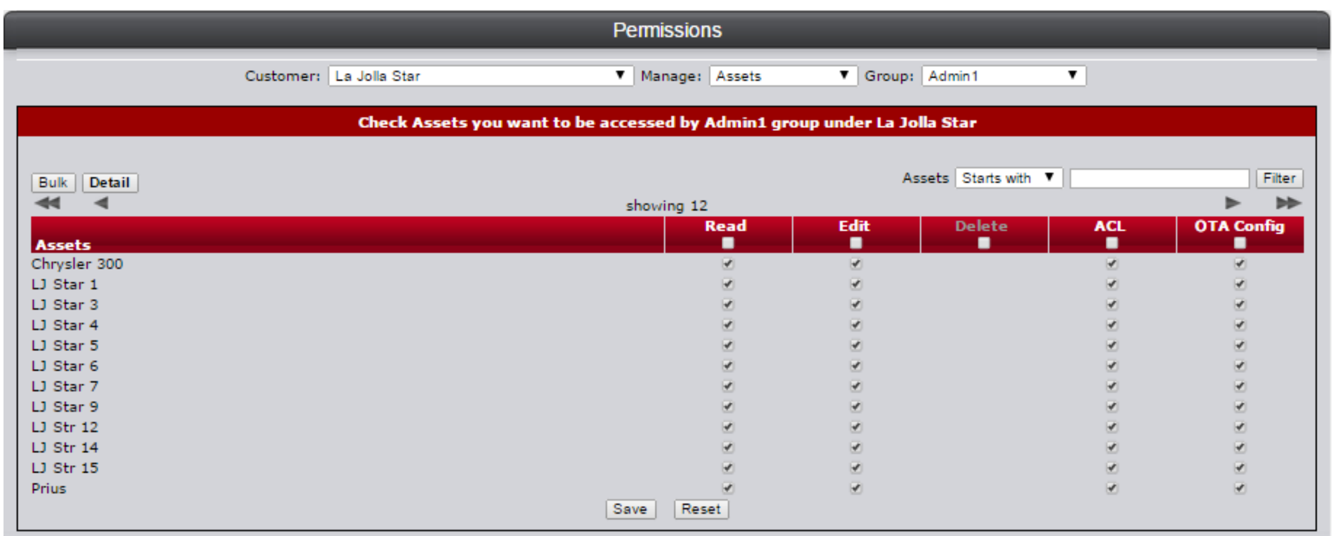
Permissions Manager (ACL Manager)

This allows you to configure user and/or group access to assets, landmarks, notification lists, and reports one at a time or multiple devices at once by selecting or deselecting the check boxes. Click 'Bulk' or 'Detail' above the list to consolidate or expand the list of items.

If you login and see 2 levels in the Permissions manager, you are a super admin with access to site wide information. If the top level says Customer "redtail" you can edit access at the root account level. You should not need to change anything at the root level access and should call your administrator before doing so.



When using the Permissions manager, you need to select the customer in the dropdown menu of customers. If you are a Super Admin select the customer where Redtail appears, otherwise select from the customer list.



Using the Permissions manager filter options:

- The **Manage** drop-down list at the top of the screen allows you to select the item to which you want to control group access. Your choices are Assets, Landmarks, Reports, and Notification Lists. Each selection changes the list below to reflect your selection.
- The **Group** drop-down list allows you to select for which group you are configuring

access.

- Regardless of the item selected to manage, the area above the item list contains filtering options that allow you to further reduce the number of items in the list.

Click on the appropriate check boxes for the groups that you want to have access to the individual devices. You can use the check boxes at the very top of the list to select or deselect all of the check boxes in that column. You can also click **Bulk** to "roll up" or consolidate all of the items in the list (with the applied filter if any) into a single row for assigning access. You can select from four options: Read, Edit, ACL, or OTA Config. The table below describes the different access levels.

Access Level	Description
Read	Group or user can view the asset.
Edit	Group or user can change the asset configuration.
Delete	Group or user can delete the item.
ACL	Group or user can configure the Access Control List for the asset. **Note:** Selecting this option allows the user or group to control access to the asset for all users below their access level.
OTA Configuration	"Over the Air" or OTA Configuration allows the user to change device configuration over a wireless network connection to the device while it is deployed in the field.

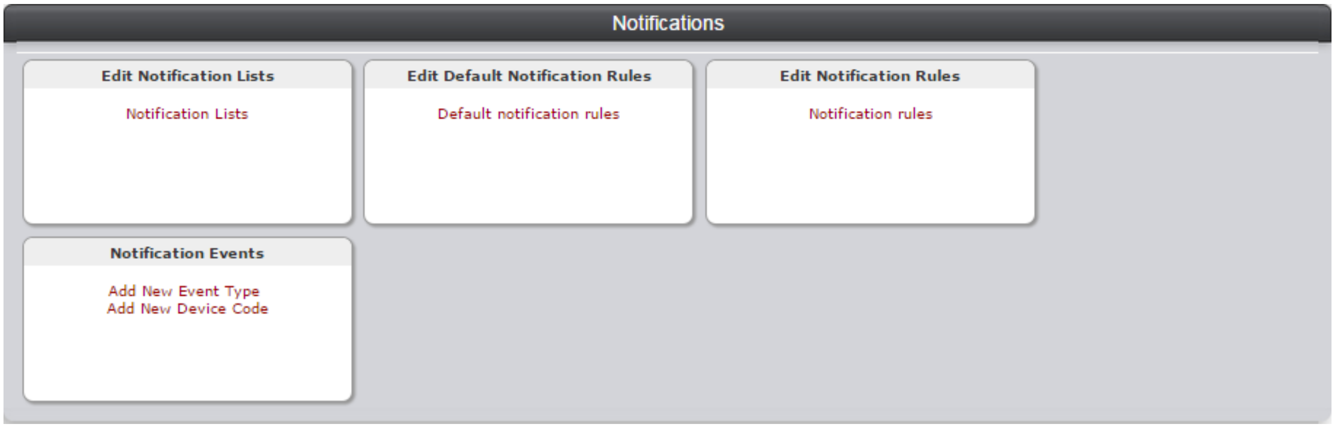
Click 'Save' when done.

Support/Admin/Notification

Notifications

Use the **Notifications** application to manage the notifications sent for specific assets or groups during a particular period.

Notifications fall into 4 categories as seen below.



The following table describes the links on the Notifications application.

Link	Description
Notifications List	Allows you to view, create, and manage notifications.
Default notification rules	System defaults, take into account all event types across sites, not redtail specific.
Notification Rules	Allows you to set the severity of custom and standard events, as well as select the method of notification for each event (ie. via map, email, or both). To change the severity of each event, select the desired severity from the drop-down menu next to each event type. To establish the method of notification for each event, select or de-select the check boxes next to each event type as desired.
New Event Type	Allows you to add a new event.
New Device Code	Allows you to input a new device.

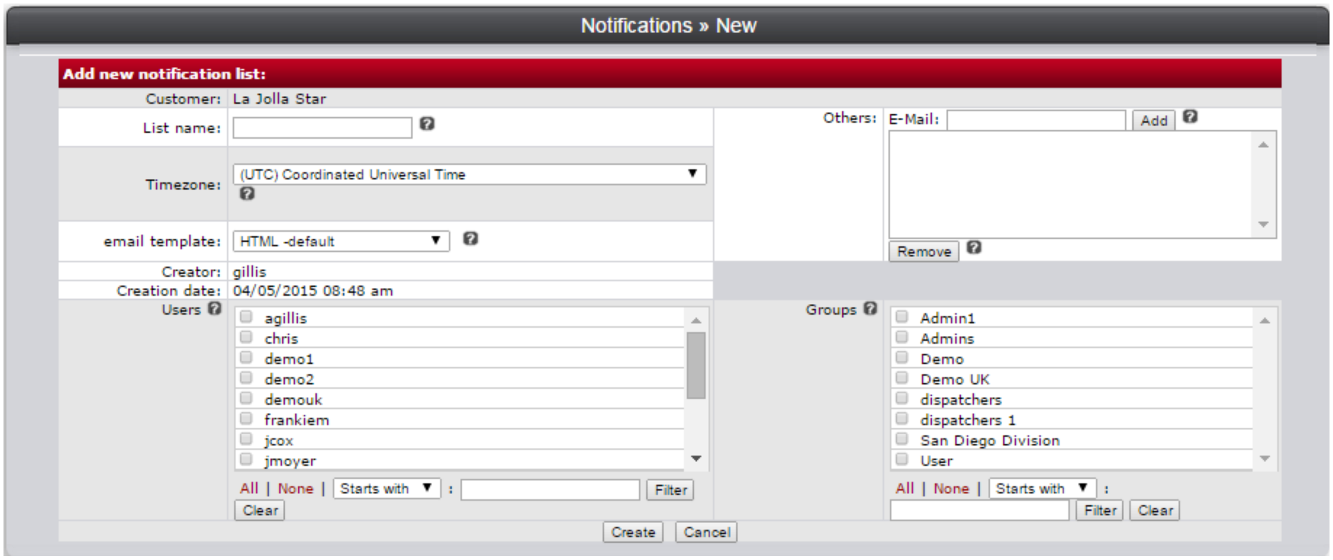
Notification List

Use notification lists to send system-generated messages to users when geofence or device events occur. You must create at least one notification list before you can configure any events, because the notification list selection is a required field when creating an event.

To create a new notification:

1. Click ‘Create’.

2. Fill in the required information, and then click ‘Create’.



The following table describes the available options when creating a new notification.

Item	Description
List Name	Enter a label to help identify the notification. The name can include up to 30 characters.
Others	Input e-mail addresses that are not registered to a user account in the system that should be notified of the event. Click ‘add’ or ‘remove’ as needed.
Timezone	Select the type of email to be sent.
Creator	User ID and name of the user who added the notification.
Creation Date	This lists the date the notification was created.
Users	This lists the users that are notified of the event. To add or remove users, select or deselect the check boxes next to the user’s name. Users can be filtered by using the drop-down menu below the user list to select a filter type and then by clicking ‘Filter’. Filter results can be cleared by clicking ‘Clear’ below the user list. All of the users or none of the users can be selected by clicking ‘All’ or ‘None’ located below the user list.
Groups	Use the check boxes to select which groups are notified of the event. Use the filtering options to narrow the list as needed, as described above in ‘users’. Click **All** or **None** to select or deselect all listed devices.

Notification Rules

Custom Alerts			
Event Types	**Event Severity**	**Notify Map**	**Notify Email**
oil change:	Medium		✓
Rotate Seasonal Tires:	Medium		✓
Standard Alerts			
Use Default:			
Event Types	**Event Severity**	**Notify Map**	**Notify Email**
Acceleration:		✓	✓
Excessive idle:		✓	
GPS First Fix / Auto Data Key:		✓	
GPS tamper:		✓	✓
GSM Jamming Detected:		✓	✓
GSM tamper:		✓	✓
Harsh Braking:			
Harsh Braking:		✓	✓
Idling:		✓	✓
Journey End:		✓	
Journey Start:		✓	
Location Received:		✓	✓
Low Voltage:		✓	✓
Speeding:		✓	✓
PTO Active:			
PTO Inactive:			
Springbrook:		✓	✓
Tire Rotation due:			

Save Back

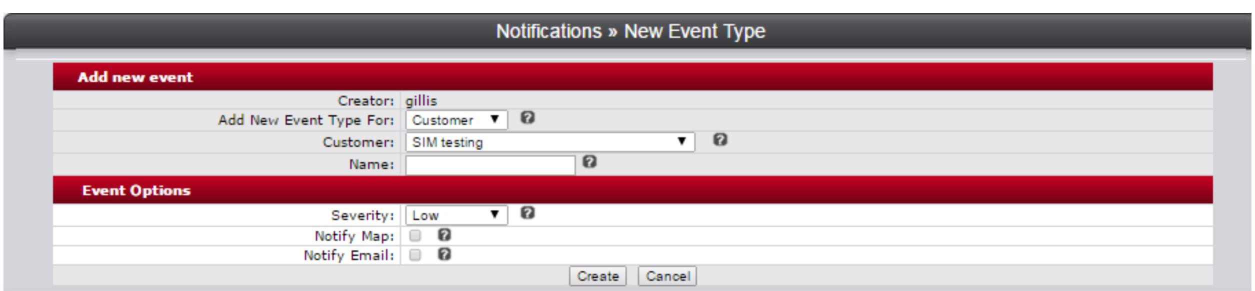
To change the severity and method of notification for each event:

1. Select the desired severity from the drop-down menu beside each event (choose from high, medium, and low).
2. Select or deselect the check boxes next to each event as desired to specify the method(s) of notification.
3. Click 'Save'.

New Event Type

To add a new event type:

1. Enter the information into the required fields.
2. Click ‘Create’.



Item	Description
Creator	User ID and name of the user who added the notification.
Add New Event Type For:	Select from the drop-down menu the event type (customer or domain).

Name	Enter a label to help identify the new event type. The name can include up to 30 characters.
Severity	Select from the drop-down menu the severity of the event (low, medium, or high).
Notify Map	Select or deselect the check box to enable or disable notification via map.
Notify Email	Select or deselect the check box to enable or disable notification via email.

New Device Code

To add a new device code:

1. Enter the information into the required fields.
2. Click 'Create'.

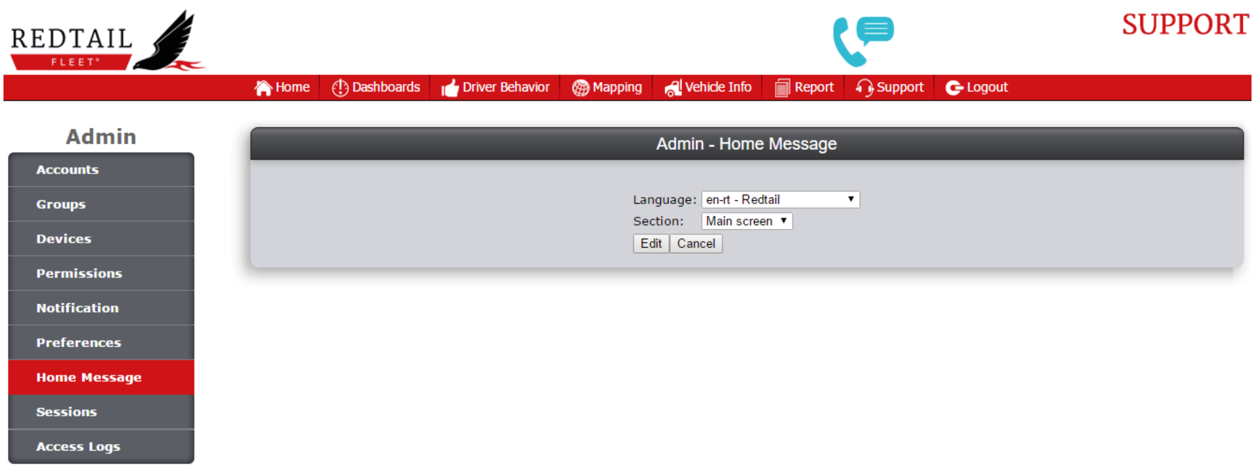
The following table describes the available options when creating a new device code.

Item	Description
Creator	User ID and name of the user who added the notification.
Add New Device Code For:	Select from the drop-down menu the type of device (customer or domain)
Code	Enter the device code that the device sends.
Device Type	Select from the drop-down menu the device type.
Event Type	Select from the drop-down menu the event type.

Status	Select from the drop-down menu the status of the device (not mapped, default, or fixed).
Description	Enter a description of the device the help other users identify it.

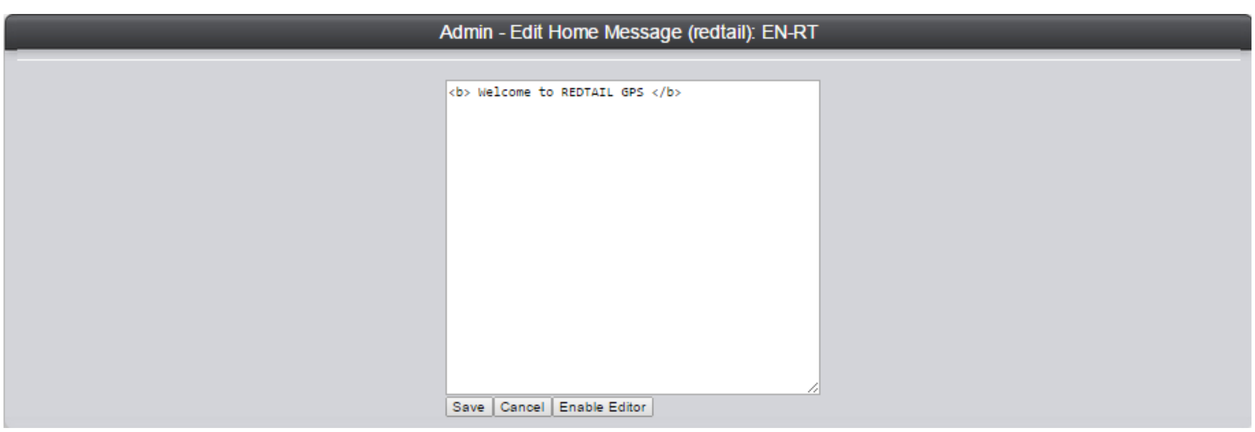
Support/Admin/Home Message

Home Message



To edit the Home screen message:

1. Go to Admin > Home Message > Edit.
2. In the dialogue box, type the message you would like to have displayed on the home screen in HTML format, then click ‘Save’.



Support/Admin/Access Log

Access Logs allows you to view all recent logins with customer, login id, IP address, login time and logout time and session time if they have logged out.

Admin - Access Log

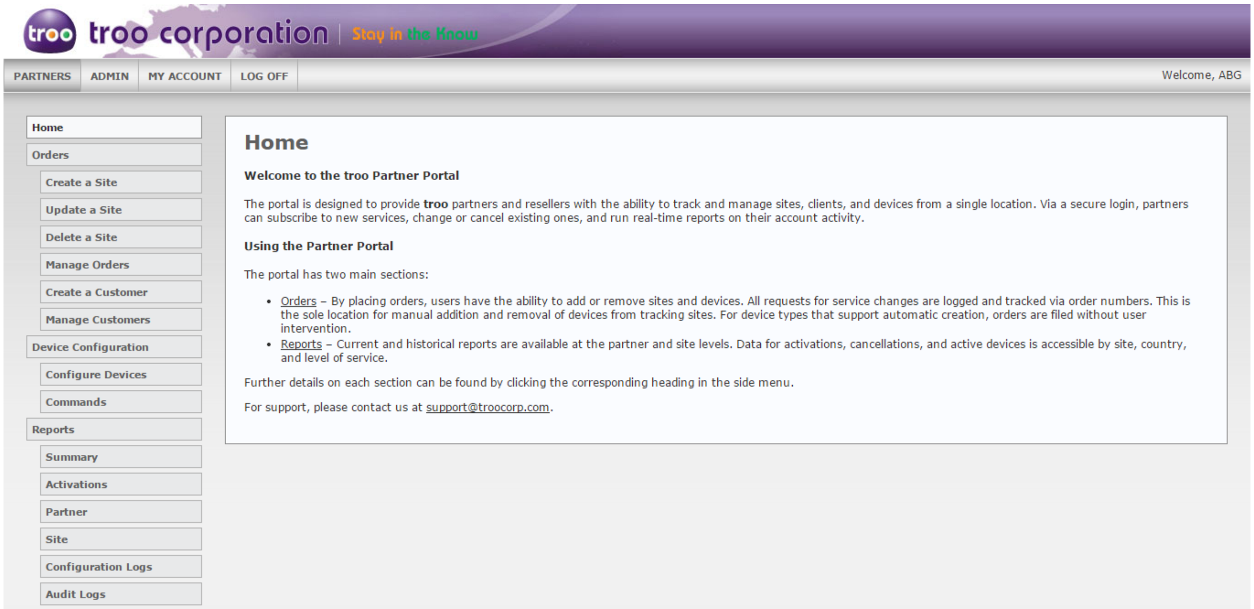
Customer: redtail

Last 21493 logins

showing 1 - 50 of 21493

Customer	Login ID	IP	Login	Logout	Total
redtail	TrooQA	135.23.92.75	2015-04-05 09:40		
SWCS Transportation	summit	23.243.14.183	2015-04-05 09:39		
redtail	M.Willcock	94.236.17.15	2015-04-05 09:35		
Destination MCO	rose	71.43.139.138	2015-04-05 09:21		
Destination MCO	gina	71.43.139.138	2015-04-05 09:05		
Destination MCO	gina	71.43.139.138	2015-04-05 08:56		
Robert Galioto	galioto	96.240.20.143	2015-04-05 08:49		
redtail	gillis	135.23.92.75	2015-04-05 08:46	2015-04-05 09:40	0:53:43
redtail	M.Willcock	94.236.17.15	2015-04-05 08:35		
redtail	M.Willcock	94.236.17.15	2015-04-05 07:35		
Sureway Taxi	Kino28	96.238.97.237	2015-04-05 07:22		
redtail	M.Willcock	94.236.17.15	2015-04-05 06:35		
Destination MCO	Eddie	71.43.139.138	2015-04-05 06:12		
Park N Fly	parknfly	209.220.67.100	2015-04-05 06:07		
redtail	M.Willcock	94.236.17.15	2015-04-05 05:35		
redtail	M.Willcock	94.236.17.15	2015-04-05 04:35		
Destination MCO	gina	71.43.139.138	2015-04-05 04:25		
redtail	M.Willcock	94.236.17.15	2015-04-05 03:35		
redtail	M.Willcock	94.236.17.15	2015-04-05 02:35		
redtail	M.Willcock	94.236.17.15	2015-04-05 01:35		
Destination MCO	lashawncia	71.43.139.138	2015-04-05 00:54		
redtail	M.Willcock	94.236.17.15	2015-04-05 00:35		
Chester Limo	Chesterlimo	67.80.246.134	2015-04-04 23:48		
Charger Logistics	chargerlogistics	98.212.188.112	2015-04-04 23:47		
Chester Limo	Chesterlimo	67.80.246.134	2015-04-04 23:39		
redtail	M.Willcock	94.236.17.15	2015-04-04 23:35		
Thomas Limousine Service, Inc	DBThomas	205.254.20.58	2015-04-04 23:29		
Just In Time Car Rental	petecohen	50.241.245.6	2015-04-04 23:24	2015-04-04 23:24	0:00:33

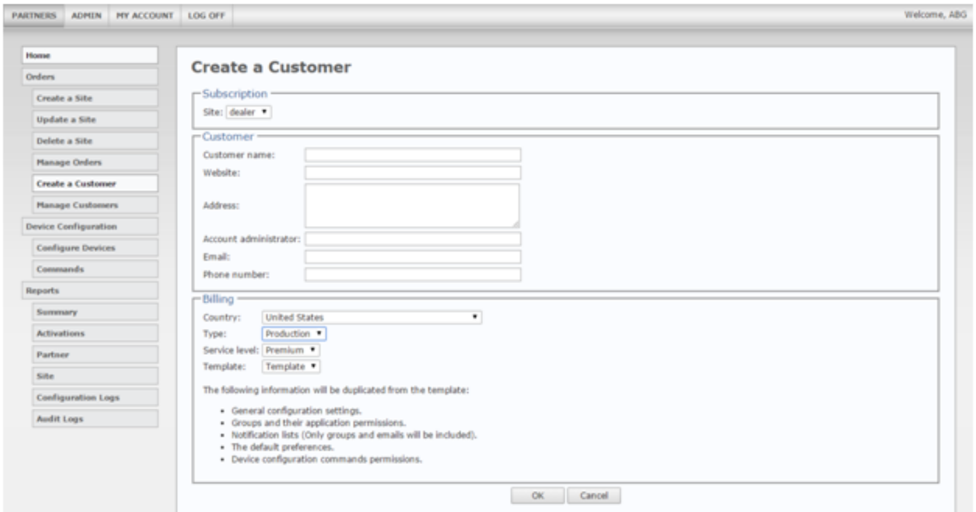
Partner Portal



Redtail's Partner Portal is primarily used for Creating new customers and configuring or sending new commands to VAMs.

The application will be replaced and is currently not in a development state. We will be creating a new billing site and will keep only the commands and configuration sections going forward. We expect that with 5.0 customer creation will be done on the GUI. Commands and Configurations may be available on the GUI at that time as well.

Customer Creation



It is important to set the site to Redtail

Resellers have their own Portals and will create their customers under their own portals

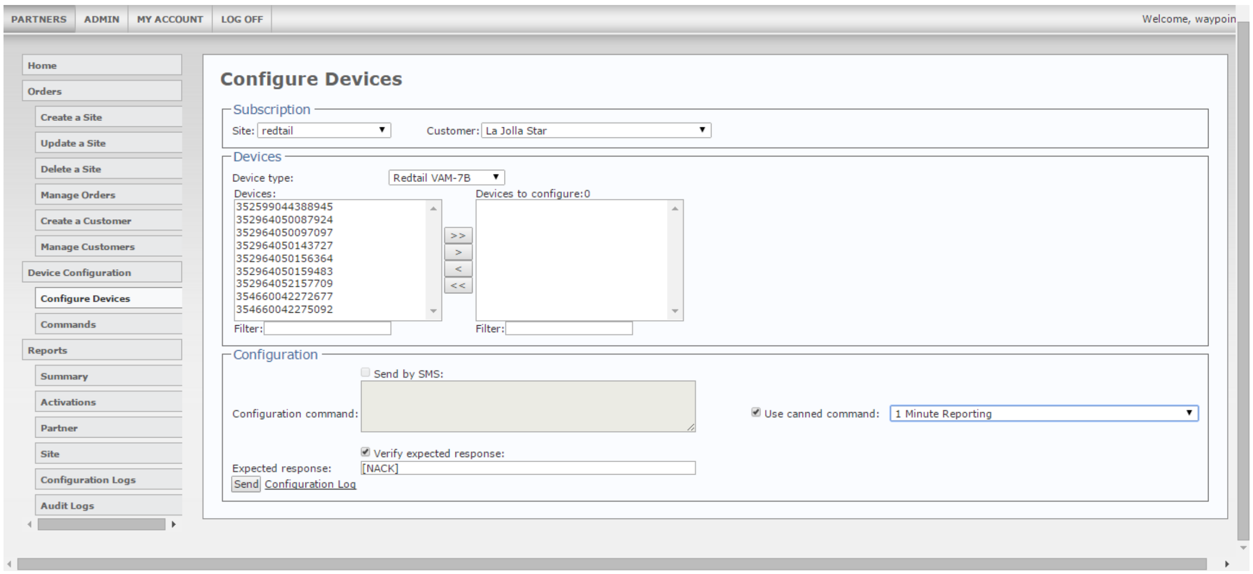
Complete all the information in the Customer sections and click OK

The customer should appear in the GUI within a few minutes

Configure Devices

Devices can be sent configuration commands over the air using the partner portal. To configure devices, select the reseller, customer and device type. Once this is done a matching list of devices will appear in the Devices box.

Choose the devices you want to configure and send them to the devices to configure box with the Arrows between the two boxes

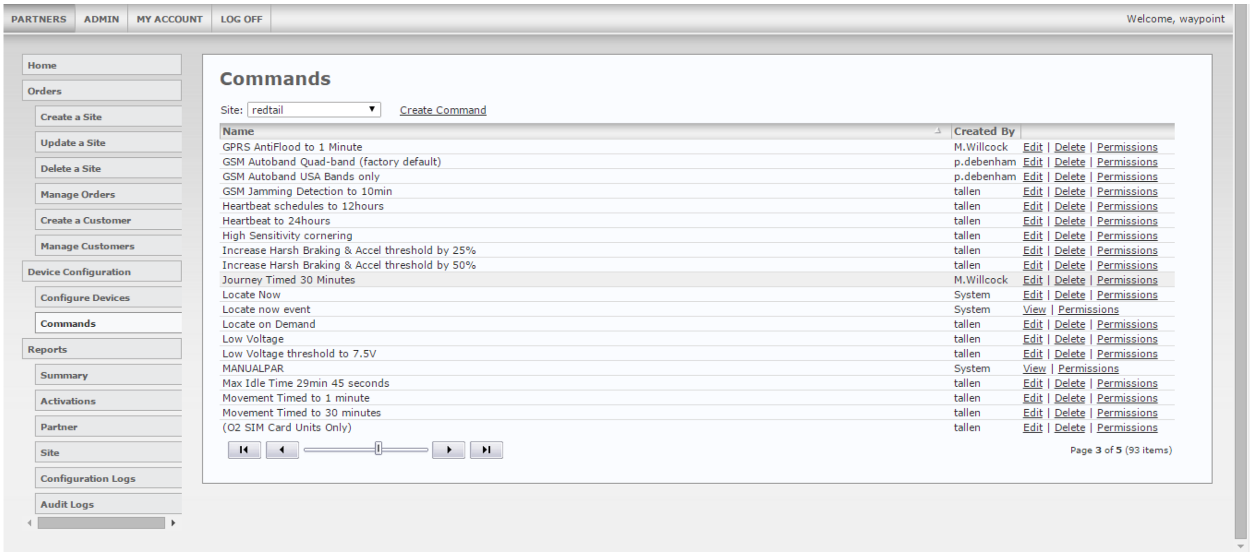


Click on the Use canned command box and select from the pick list of commands for that device type. Expected response defaults to (NACK) if you are expecting something in particular to show up in the response payload, you can put it here to validate that the command was successful.

After you have sent the configuration, you can click on the configuration logs to follow the progress.

Create Commands

To add new commands to the system, an editable section was created called Commands. The commands are created by the Redtail team to change the behavior of the VAMs as per customer requirements.


PARTNERS
ADMIN
MY ACCOUNT
LOG OFF
Welcome, waypoint
Home
Orders
Create a Site
Update a Site
Delete a Site
Manage Orders
Create a Customer
Manage Customers
Device Configuration
Configure Devices
Commands
Reports
Summary
Activations
Partner
Site
Configuration Logs
Audit Logs
Commands
Site: redtail
Create Command
Name | Created By
GPRS AntiFlood to 1 Minute | M.Willcock | Edit | Delete | Permissions
GSM Autoband Quad-band (factory default) | p.debenham | Edit | Delete | Permissions
GSM Autoband USA Bands only | p.debenham | Edit | Delete | Permissions
GSM Jamming Detection to 10min | tallen | Edit | Delete | Permissions
Heartbeat schedules to 12hours | tallen | Edit | Delete | Permissions
Heartbeat to 24hours | tallen | Edit | Delete | Permissions
High Sensitivity cornering | tallen | Edit | Delete | Permissions
Increase Harsh Braking & Accel threshold by 25% | tallen | Edit | Delete | Permissions
Increase Harsh Braking & Accel threshold by 50% | tallen | Edit | Delete | Permissions
Journey Timed 30 Minutes | M.Willcock | Edit | Delete | Permissions
Locate Now | System | Edit | Delete | Permissions
Locate now event | System | View | Permissions
Locate on Demand | tallen | Edit | Delete | Permissions
Low Voltage | tallen | Edit | Delete | Permissions
Low Voltage threshold to 7.5V | tallen | Edit | Delete | Permissions
MANUALPAR | System | View | Permissions
Max Idle Time 29min 45 seconds | tallen | Edit | Delete | Permissions
Movement Timed to 1 minute | tallen | Edit | Delete | Permissions
Movement Timed to 30 minutes | tallen | Edit | Delete | Permissions
(O2 SIM Card Units Only) | tallen | Edit | Delete | Permissions
Page 3 of 5 (93 items)