



Fleet Administrator Frequently Asked Questions

Software Application

1. When looking at the Fleet Administrator screen, my vehicles haven't updated, why is that?

Your vehicle could be powered off or out of coverage. This can happen if your vehicle is in an underground parking garage or in a tunnel. If all your vehicles have not updated the Verizon Wireless network could be down. Contact Verizon Wireless Fleet Administrator Technical Support at (866) 527-9895 for further information.

2. I queried my vehicle and haven't had a response. What is the problem?

Your vehicle may be powered off or out of coverage. The last known position will still be shown. When the vehicle comes back into coverage, you will receive all updates.

3. I set up a Geofence but the vehicles are not triggering it?

The Geofence has not been sent to the vehicle. Retry sending the Geofence when you know the vehicle is active.

4. When I try to logon to the Fleet Administrator, I get the message "Connect failed. No server available". Why is that?

You may not have Internet access. (e.g. dialup hung-up, LAN/cable connection down, general Internet outage). Check your Internet connection by opening your Internet Explorer. Another possibility is that your IT Administrator might have blocked unknown Internet traffic and needs to allow the Fleet Administrator Internet traffic. Eventually, if none of the above is confirmed, the server might be offline. Contact Verizon Wireless Fleet Administrator Technical Support at (866) 527-9895.

5. When I try to logon to the Fleet Administrator application, it says "Logon failed for ... Unknown user or password". What can I do?

If you have used this logon name before, bear in mind that your username and password are case sensitive. Ensure that you are entering your information in the proper lower or upper case. If this is the first time that you are using your username and password, contact Verizon Wireless Fleet Administrator Technical Support at (866) 527-9895 to confirm or verify your logon.

6. I set up a Customer Site, but when the vehicles visit this location, it does not use the name I entered.

Check if the vehicle visited the site location since you have set up this Customer Site. To do so, review the vehicle's activity by replaying the day desired. Another possibility is that your Customer Site overlaps with another one. Check whether this is the case. If this is not the case, contact Verizon Wireless Fleet Administrator Technical Support at (866) 527-9895.

7. I am searching for a location/street but I cannot find what I want.

This usually happens with new streets or roads, or streets and roads that are not in the area you are looking for. Try only using the name of the street or road you are searching for, without the "street", "road", "ave", or other particle it refers to. If you still cannot find the address needed, contact Verizon Wireless Fleet Administrator Technical Support at (866) 527-9895.

8. Sometimes my vehicles show "lat/lon xyz - unknown location".

This happens when the vehicle is off the road or on a new and unnamed road. Contact Verizon Wireless Fleet Administrator Technical Support at (866) 527-9895 to verify that this is the case.

9. How can I change my Fleet Administrator settings for my computer?

From the Fleet Administrator Client Application, select: Settings > Alerts to modify your computer's event type settings and then check/uncheck the selections of your choice. To change the vehicle settings, go to Settings > General. Note: hours of activity to fetch relates to the information seen in the daily activity log. This is recommended to remain at 24hours

10. There is no trip/speed information. What can it be?

Check that the vehicle tracking hardware or antennas have not been covered, disconnected or tampered with. If this is not the case, contact Verizon Wireless Fleet Administrator Technical Support directly at (866) 527-9895.

11. How can I reset my Fleet Administrator password?

From the Fleet Administrator Configuration application Menu bar, select: "Security" > "Password". Enter your existing password under the "Current Password" section. Enter your new password under the "New Password" section. Confirm your new password selection by entering it one more time under "Confirm New". Click "Ok".

12. How do I set up a Customer Site?

A Customer Site allows you to overlay particular latitude and longitude information over our mapping software that will then let you report back on events that occur within that area. For example, should you want to know the amount of time spent on a site for billing or productivity purposes, the Customer Site reporting and functionality allows you to pull up a report associated with this.

Any event that occurs within that allocated Customer Site area is recorded such as an ignition on/off event or a timed event. **NOTE:** The amount of Customer Sites that one wishes to set up is unlimited.

How to set up a Customer Site:

1. Search the location that you wish the customer site to be (or just select the vehicle if you want to put a customer site there) and right click on the mouse.
2. This can also be done from the Replay a Day screen.



Right Click on location
Can be done on the
main map and
Replay a Day

3. Select Add Site and fill in the following table

This box should always
contain customer otherwise
the customer site reporting
will not work

Latitude and Longitude
information default from the
box drawn

4. Click OK

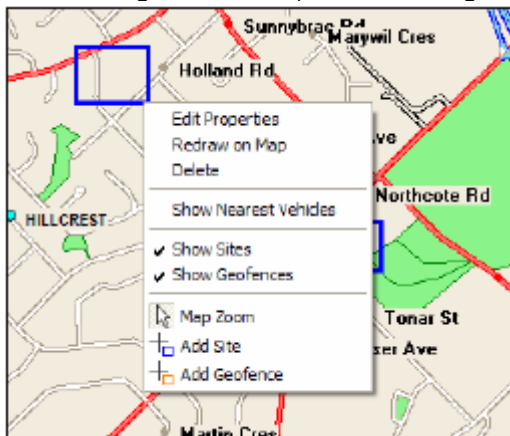
5. The customer site will appear as a blue box on the screen.

6. Customer Sites can also be added by clicking the following button at the bottom of the



map

7. To adjust the customer site and make changes, right click on the blue box (when the cursor changes to a hand). The following box will appear:



8. Click on edit properties to change the name etc

9. Click on redraw on Map to alter the location.

NOTES

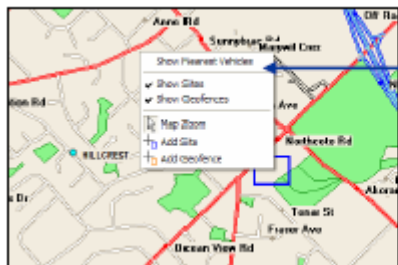
- A customer site name can only be changed if there is no history already allocated to that site name.
- Can only delete a customer site that does not already have historic information against it.
- **IMPORTANT:** If the Fleet Administrator software application is open when you do this, then you need to log out and log back in for the customer site to register.

13. How do I set up a Geofence?

Geofences allow you to log particular co-ordinates of a location or site within the device. The device then notifies the computer whenever these particular latitude and longitudes are breached. Activity around a Geofence will always create a message from the device to the computer indicating that this area has either been entered or exited.

NOTE: There is a limit of 30 Geofences per vehicle.

1. Log into the Fleet Administrator software client
2. Decide and locate the area that you would like to be notified of vehicle movements
3. Right click on the map to bring up the following menu



Right Click on location
Can be done on the
main map and
Replay a Day

4. Select **Add Geofence** and fill in the following table:

Latitude and Longitude
Information default from the
box drawn

5. Click OK and the Geofence will appear as an orange box on the map
6. Geofences can also be added by clicking the following button at the bottom of the map

screen

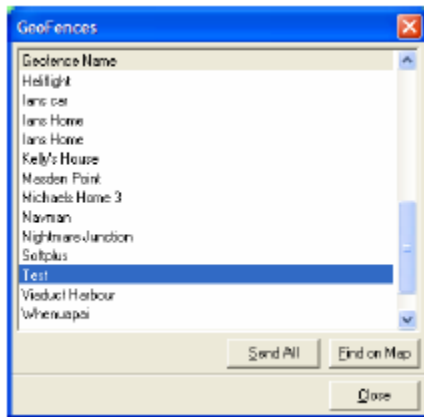
7. In order for the device to register this latitude and longitude co-ordinates they must be sent to the vehicles when the ignition is on.

IMPORTANT: As the Geofence is information that the device needs to register and store these co-ordinates they must be sent to the vehicles when the vehicle is switched on.

Sending Geofences to Vehicles

Option One – Sending all Geofences to all vehicles

1. Admin > Geofences and the following screen will appear.

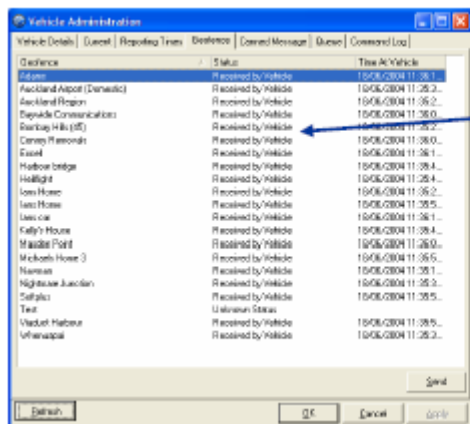


2. Selecting **Send All** will send all Geofences to all vehicles in the fleet

Option Two – Sending select Geofences to individual vehicles

1. Admin > Vehicle and double click on the vehicle that you would like to send Geofences to.

2. Highlight all Geofences that you would like to be sent to the vehicle selected (including the new one) from the screen below. Click Send



Select all Geofences that you want that vehicle to register

IMPORTANT: Only the Geofences that are highlighted will be sent to the vehicle, all Geofences are reset on sending from this screen.

14. How long will my vehicle data remain on the Verizon Wireless Server for me to access via the Fleet Administrator application?

You vehicle data will remain on the Verizon Wireless server for you to access for a 90-day period. After the 90-day period, the data will be deleted from the server.

15. How often will software upgrades for the Fleet Administrator application be available and how will I get them?

Any modifications or upgrades to the software application will be sent to you on a CD-Rom once per year. You will then need to install them on your office computers. Minor upgrades will be

available from www.verizonwireless.com. You will be notified via a pop-up window when minor upgrades are available.

16. How often is data collected and sent the server for me to access via the Fleet Administrator software application?

Data is collected and sent to the server every 15 minutes.

17. Do I need to obtain written consent from each employee that uses our vehicles?

You are required to provide notice to your employees that they are being tracked and you must comply with all laws, rules and regulations including individual's rights of privacy.

Device Questions

18. What happens to my vehicle's data when the vehicle/device travels outside of the NationalAccess coverage area?

The device continues to store the data until the vehicle comes back into a NationalAccess coverage area, at which time it will upload all of the collected data to the Verizon Wireless server for you to access via the Fleet Administrator software application.

19. Is my device under warranty?

Yes, your device comes with a standard one-year warranty from date of purchase. Please note that you will be responsible for repairs as a result of tampering of the device, however.

20. What if I decide that I want to return the device & cancel my service?

Our Worry Free Guarantee allows you to return the device and cancel the service within the first 30 days after activation of the device or such other period as required by law (activation occurs the day the device is installed in your vehicle or 2 days after shipping). If you do cancel within the Worry Free Guarantee period, you will need to contact us and we will de-install the equipment from your vehicles and the equipment will be returned to Verizon Wireless. Please note that you will be charged \$75 for the de-installation. If you cancel the service after the Worry Free Guarantee period, you will be charged a \$50 early termination fee and will not be able to get a refund for the device.

21. Can the device withstand vibrations, variations in temperature & humidity?

The following are device specifications:

Vibration

Compliant, Tested as per SAE J1455 which is
Vibration, endurance: 4g Peak 100 to 1100Hz
Vibration, operation: 4g Peak 5 to 150Hz

Mechanical Shock

Compliant - Tested as per SAE J1455 which is 18g for 3ms

Temperature

Operational -4°F to +140°F
Storage -40°F to +185°F

Ingress Protection

IP54

The device has E Mark, C Tick & FCC approvals for immunity & emissions.

Billing

22. When will billing begin for the Fleet Administrator service?

Billing is based on the delivery of the device and will begin typically two days after the device is shipped from our warehouse.

23. What happens if my usage exceeds 2 MB during the month?

While usage over 2MB is very unusual, should you exceed the 2 MB allowance on any device during the month you will be billed an overage rate of \$0.015/KB.