



# tiwiPRO™ User Manual



## FCC Notification

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This product meets the applicable Industry Canada technical specifications.

*Le présent matériel est conforme aux spécifications techniques applicables d'Industrie Canada.*

This Class B digital apparatus complies with Canadian ICES-003.

*Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.*

Changes or modifications to the tiwiPRO™ that are not expressly approved by inthinc, inc. could void the user's authority to operate the tiwiPRO™.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications; however, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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## 1. tiwiPRO™ Installation Overview

These instructions are designed to guide you through the installation and activation of tiwiPRO™—a device that can send you, the manager, communications regarding your driver's vehicle speeds and aggressive driving behaviors.

## 2. Adhere tiwiPRO™

***Caution:*** To comply with FCC SAR rules governing RF energy absorption, this device should be mounted greater than 8 inches (20cm) from the human body.

- a. Park the vehicle on a flat surface with no incline.
- b. Mount tiwiPRO™ in a vehicle by adhering it to a windshield or by adhering it to the dashboard. Typically, tiwiPRO™ is adhered to the inside of a vehicle windshield in one of these locations on the left side of the windshield ([Figure 1 on page 6](#)).
  - Lower left corner (driver side) of windshield.
  - Upper left corner (driver side) of windshield.
  - Some states have restrictions on attaching items to the windshield. Make sure your installation conforms to state laws.

### 2.1 Adhere tiwiPRO™ to Windshield

Before deciding on a windshield installation location, you need to determine if the vehicle has side impact air bags. If it does, tiwiPRO™ should not be installed in the upper left corner, which requires routing the tiwiPRO™ cable through the vehicle's A pillar (the metal beam supporting the windshield to the frame). When side impact air bags are present, the A pillar is not an option for this use; therefore, you will need to install the device in the lower left corner of the windshield.



*Figure 1: tiwiPRO™ device location,  
left side (driver side) of windshield*

To adhere tiwiPRO™ to a windshield:

***Note:** Your windshield needs to be at least 60 degrees Fahrenheit or warmer before adhering your device.*

- a. Remove any obstructions, such as temporary window stickers, such as oil change reminders.
- b. Use included alcohol wipe from installation kit to swab area clean. Wait for the area on the windshield to dry completely.

***Caution:** The tiwiPRO™ must be positioned so that the cable end of the device faces the dashboard. If it is not positioned this way, the device will not function properly.*

- c. Position the tiwiPRO™ in the windshield, making sure the LEDs are at the top and the cable extends from the bottom of the device.
- d. Remove the backing from the adhesive pads.
- e. Press the device against the windshield and hold for up to 30 seconds to ensure the device adheres to the windshield.

### 3. Route tiwiPRO™ Cable

Route the cable extending from the tiwiPRO™ to the OBD-II connector. The route required depends on where the device is being positioned. See section 3.1, 3.2, or 4 as needed for more information on routing cables for your installation.

#### 3.1 Route Cable from Lower Left Windshield

If the tiwiPRO™ device was installed in the lower left corner of the windshield, route the cable between the dash and the edge of the door toward the underside of the dashboard.

#### 3.2 Route Cable from Upper Left Windshield

If the tiwiPRO™ device was installed in the upper left corner of the windshield, route the cable in the A pillar or door bar down to the underside of the dashboard. To accomplish this, perform the following:

- a. In most vehicles, tuck the cable under the cover molding that covers the A pillar. To do this, loosen the molding using a flat-edge tool (i.e. flat-head screwdriver, cable tuck tool, etc) or remove the screws holding the molding to the A pillar.
- b. Insert the cable behind the cover molding and reinstall the cover molding by snapping it back into place or replacing the removed screws. Make sure the cable does not interfere with any existing wires or cables.
- c. Route the remainder of the cable between the dash and the edge of the door toward the underside of the dashboard.

### 4. Plug tiwiPRO™ into Vehicle OBD-II Connector

***WARNING: If you are installing tiwiPRO™, ensure that the cables are far enough away from the driver's feet area that they won't interfere with the floor pedals. Failure to do so can cause an accident.***

- a. Inspect the area under the dashboard and find the OBD-II connector (also referred to as a data link connector or DLC). Sometimes the connector is covered by a decorative dash panel or is behind the ashtray, coin box or wiper lever. [Figure 2](#) and [Figure 3 on page 8](#) show examples. For specific locations by vehicle make and model, see [Appendix A: OBD-II](#)

Connector Location By Make/Model on page 50.



Figure 2: OBD-II or Data Link Connector



Figure 3: Typically Under Dash, Driver Side

**Note:** Since 1996, U.S. Federal Law requires all vehicles (domestic and imported) sold in the United States use an OBD-II connector. If your vehicle is older than 1996, look under the hood in the engine compartment for a Vehicle Emission Control Information (VECI) label, which indicates if the vehicle is OBD-II compliant. The VECI label may be located on the bottom side of the hood, the radiator fan shroud or the strut tower. If the vehicle is not OBD-II compliant, you need to contact customer support for alternate instructions.

- b. Identify how to route the tiwiPRO™ cable to the OBD-II connector, then route the cable, ensuring it does not obstruct normal use of under dash controls, such as the hood release, parking brake, brake pedal and gas pedal.
- c. Plug the tiwiPRO™ cable into an open port in the OBD-II connector.

**Note:** The cable and OBD-II connector were designed to fit in close spaces. In vehicles with limited space, the cable can exit from either side of the connector and can be tied (with the supplied cable tie) to the connector through the slots in the connector. This will minimize interference with other controls in the vehicle.

## 5. Verify LEDs on tiwiPRO™ Are Working

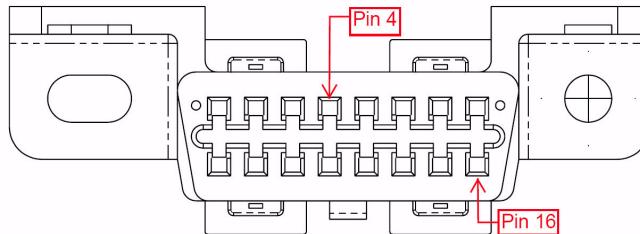
The LEDs (light emitting diodes) on the tiwiPRO™ indicate the following.

- **BLUE** indicates the device has GPS lock
- **GREEN** indicates the device has power
- **RED** indicates a violation has been detected (this light will not illuminate for this test)

*Note: If the device does not power on within 3 minutes, unplug the device, wait 5 minutes, then re-plug in the device. If GPS lock is not detected within five minutes (no blue light), move the vehicle so that it has unobstructed access to open sky.*

If there is no power or GPS lock, perform the following:

- a. Ensure device is plugged into the OBD-II connector properly.
- b. If device is connected properly, disconnect device.
- c. Verify orientation of OBD-II connector in vehicle. Pin connector on top left (Figure 4) is Pin 1.



*Figure 4: Diagram of OBD-II Connector in Vehicle.  
Pins 4 and 16 are used for checking voltage.*

- d. Check in-vehicle OBD-II connector with a multi-meter.

- i. Connect positive multi-meter lead to Pin Connector 16.
- ii. Connect negative multi-meter lead to Pin Connector 4.

## 6. Orient tiwiPRO™

Orienting your tiwiPRO™ establishes an initial communication with the tiwiPRO portal at <http://www.tiwigro.com>. Orienting the device ensures that alerts such as speeding, hard acceleration, and hard braking are accurate. If the device is oriented improperly, inaccurate data will be sent to the portal.

To orient your tiwiPRO™, perform the following:

- a. Park the vehicle on a flat surface with no incline.
- b. Wait for blue LED to illuminate. This indicates that you have GPS lock, and the device is ready to be oriented.

*Note: It can take up to 10 minutes for the blue LED to illuminate.*

- c. Press and hold the green button for approximately 15 seconds until the red LED flashes. After approximately 30 seconds, one of two things will happen:
  - i. All LEDs will flash a few times. A voice will sound saying, “Device oriented.” tiwiPRO™ is now oriented.
  - ii. A voice will sound, saying, “Invalid orientation.” If this occurs, wait 3-5 minutes and repeat step 6c. If the orientation does not succeed after 3 tries, unplug the tiwiPRO for approximately 15 minutes and re-try step 6c.
- d. If you do not see the red LED flash, let go, wait 20-30 seconds, then retry step 6b.

## 7. Secure Cable

Once tiwiPRO™ activation is complete, return to the vehicle to ensure cable routing is clean. Neatly fasten with cable ties and hide the tiwiPRO™ cable to prevent interference with vehicle operation.

## 8. Portal Overview

These instructions are designed to guide you in the use of tiwiPRO™ portal (<http://www.tiwipro.com>)—a system that provides communications regarding driving speeds and behaviors of your fleet drivers. These communications can help you increase driver education and safety. Drivers can be warned immediately with verbal and visual message about unsafe behaviors. Management can be alerted to driving behaviors by e-mail or text message. Management can also access detailed information on team and individual driving behaviors through the tiwiPRO™ portal.

If your tiwiPRO™ has not yet been installed, refer to the installation and orientation portion (sections 1-7). before proceeding.

## 9. Verify Hardware Setup

### 9.1 Orient and Activate tiwiPRO™ Device

If your tiwiPRO™ device was not activated and oriented during installation, see [Orient tiwiPRO™ on page 10](#).

## 10. Log In to tiwiPRO™ Portal

Your tiwiPRO™ portal account will be activated the first time you log in. To log in:

- a. Go to the tiwiPRO™ website at <http://www.tiwipro.com>.
- b. Enter the username and password assigned to you by your fleet manager, then click Log In. The tiwiPRO™ interface opens with the Home page selected.
- c. If you have forgotten your password, click **Forgot your username and password?** below the login button. A window opens, asking for your email address. Enter your address.

## 11. Maintain Your Account Profile

You can maintain your account information as needed online through the tiwiPRO™ portal.

- a. At the top of the screen, click **My Account** link ([Figure 5](#)).

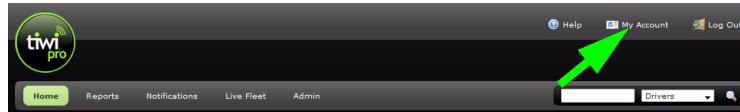


Figure 5: Access My Account Information

The My Account screen appears (Figure 6), with account information, notifications, login information, and contact information.

A screenshot of the 'My Account' page. The top navigation bar is identical to Figure 5. The main content area is titled 'My Account'. It contains several sections: 'Account Information' (Name: tiwipro, Group: INTHINC, Team: Team 2), 'Login Information' (User Name: tiwipro), 'Notifications' (Information: None, Warning: None, Critical: None), 'Contact Information' (E-mail Addresses: E-mail 1: tiwipro@inthinc.com, E-mail 2: tiwipro1@inthinc.com), 'Phone Numbers' (Phone 1: (555) 555-5555, Phone 2: (555) 555-5555), and 'Text Messages' (Text Message 1: and Text Message 2: both are empty). Two black arrows point to the 'Change Password' and 'Edit' buttons in the top right corner of the main content area.

Figure 6: My Account Page

- b. If you need to change your password, click **Change Password**, make the change, then click **Change**.
- c. Choose a password for your account. For security reasons, the best password is between 7-12 characters, using both letters and numbers. In the event that your password is lost, contact a Customer Service Representative at 1-866-294-8637 option 3.
- d. If you need to update your account, click the **Edit** button and complete the form. Enter Contact Information, then select your Notification options. Use the following to learn more about these options and to specify your own preferences.

## 11.1 Contact Information

Enter your preferred email address, phone number and text message address that you would like used to notify you when your driver arrives or leaves a specific zone that you set up.

Set the primary email address that you would like to use for your tiwiPRO™ account. This email address will be used for all notification purposes, including red flags, alerts and customer service. If you would like more than one email address to receive notifications, you can enter a secondary email address in this section.

The primary email address information you enter will be the default method of communication from tiwiPRO™.

Enter up to two text message addresses. Your text message address is your mobile phone number@your wireless service provider address. For example, if your mobile number is (555) 123-4567 and your service provider is T-Mobile, your text message address would be 5551234567@tmomail.net.

The following list shows sample text message address formats.

### UNITED STATES

Alltel:	<area_code+phone_number>@message.alltel.com
Ameritech:	<area_code+phone_number>@paging.acswireless.com
AT&T Wireless:	<area_code+phone_number>@txt.att.net
Bellsouth:	<area_code+phone_number>@bellsouth.cl
Boost:	<area_code+phone_number>@myboostmobile.com

CellularOne:	<area_code+phone_number>@mobile.celloneusa.com
Cingular:	<area_code+phone_number>@mobile.mycingular.com
Cricket Communications:	<area_code+phone_number>@mms.mycricket.com
Edge Wireless:	<area_code+phone_number>@sms.edgewireless.com
PCS:	<area_code+phone_number>@mymetropcs.com
Nextel:	<area_code+phone_number>@messaging.nextel.com
O2:	<area_code+phone_number>@mobile.celloneusa.com
Orange:	<area_code+phone_number>@mobile.celloneusa.com
Qwest:	<area_code+phone_number>@qwestmp.com
Rogers Wireless:	<area_code+phone_number>@pcs.rogers.com
Sprint PCS:	<area_code+phone_number>@messaging.sprintpcs.com
Teleflip:	<area_code+phone_number>@teleflip.com
Telus Mobility:	<area_code+phone_number>@msg.telus.com
T-Mobile:	<area_code+phone_number>@tmomail.net
US Cellular:	<area_code+phone_number>@email.uscc.net
Verizon:	<area_code+phone_number>@vtext.com
Virgin Mobile:	<area_code+phone_number>@vmobl.com

## 11.2 Notifications

After entering your Contact Information, choose your notification preferences regarding Information, Warning, and Critical notifications by selecting an item in each drop-down list in the Notifications section. For example, you may choose not to be notified of anything non-critical (i.e. Zone Alerts) and only receive a phone call or text message for the most severe safety violations.

## 12. Explore the tiwiPRO™ Portal

Near the top of each tiwiPRO™ page is a navigation bar with five tabs (Figure 7). These tabs provide access to the following pages: Home, Reports, Notifications, Live Fleet, and Admin.

*Note: The Admin tab and Live Fleet tab are only viewable if your login account has been granted Custom User Rights. See [Add a User on page 31](#).*

### 12.1 Navigation Bar

The navigation bar allows you to move through the portal

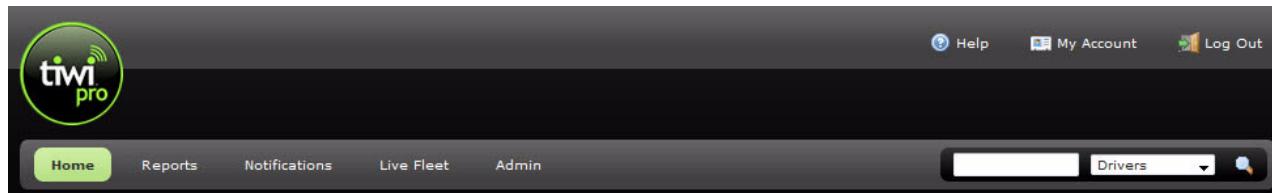


Figure 7: Navigation Bar

### 12.2 Home page

Home page is selected by default when you first log in to tiwiPRO™. It provides an overview of your fleet, region, team, or user, depending on the level of access granted. [Figure 8 on page 16](#) shows the view that a fleet manager or regional fleet manager will see. [Figure 9 on page 17](#) shows a team page. [Figure 10 on page 18](#) shows a driver performance page.

#### 12.2.1 Fleet and Regional Page

The home page for fleet and divisional managers displays a pie chart of overall score, a line chart displaying scoring trends per team or division, and a miles-per-gallon bar chart, and a list of divisions or teams, depending on the access level.

The divisional manager's page displays a fleet map of all vehicles in the group.

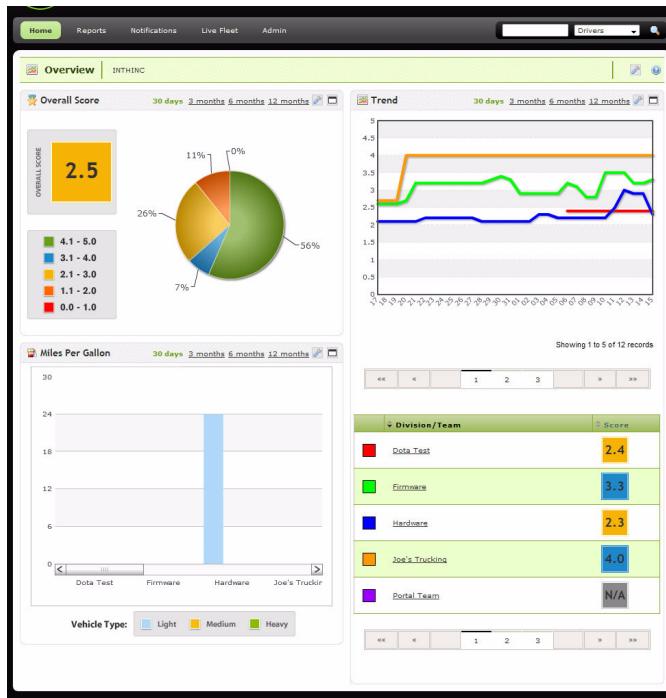


Figure 8: Team Page

### 12.2.2 Home Page for Team managers

The home page for team managers includes some key differences, most notably the 3D bar graph that represents the overall, seat belt, speed and driving style scores. If you hover the cursor over each bar on the graph, you will see the percentage of time that score is attained for that performance. For example, if you hover the cursor over the orange, yellow, blue and green bars for Driv-

ing Style in **Figure 9 on page 17**, you will see that a score of 1.1-2.0 is attained 22% of the time (orange), 2.1-3.0 is attained 11% of the time (yellow), 3.1-4.0 is attained 33% of the time (blue), and 4.1-5.0 is attained 33% of the time (green).

Additionally, there is a list of the top 5 and bottom 5 drivers, based upon overall performance score.

A list of the driver's most recent safety events and diagnostics events are also displayed.

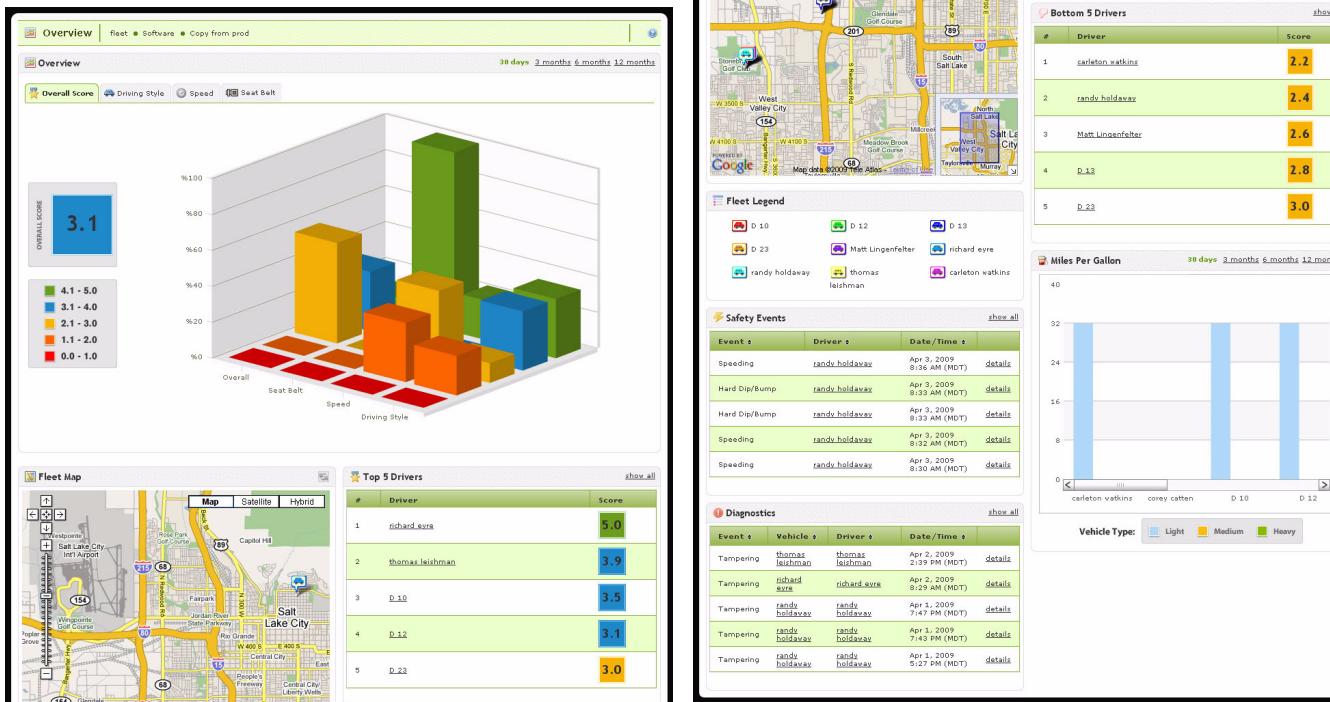


Figure 9: Home Page for Team Managers

### 12.2.3 Driver Performance Page

The Driver Performance page displays an individual driver's statistics, with a line graph for overall score, speed, driving style and seat belt scores. For more detailed information on speed, driving style and seat belt scores, you can click the icon to the left of the viewing options.

From the Driver Performance page, you can view a list of all trips driven by that driver. To view the trips, click **view all trips** above the right corner of the map.

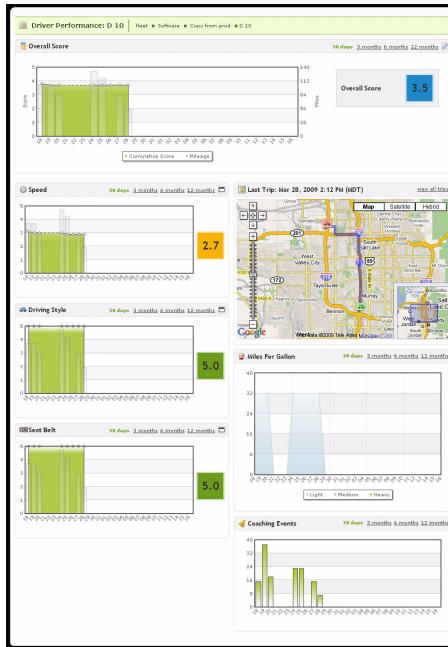


Figure 10: Driver Performance Page

## 12.2.4 All Trips

The All Trips page (Figure 10) initially displays the last trip taken in the map. The table displays the last 4 trips. The navigation bar below the table allows you to scroll through previous trips.

The Stats: section displays the trips taken within the last week. This can be expanded by using the Date Range feature in the section above.

The Events section displays any driving notifications, such as speeding, hard brakes, hard accelerations, etc.

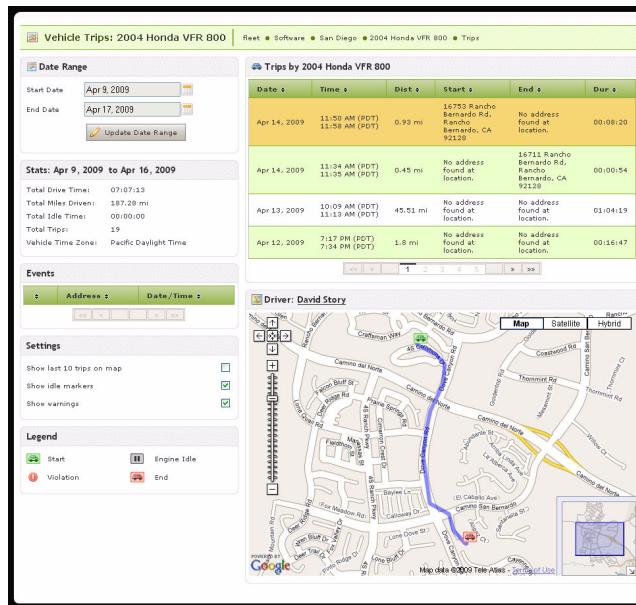


Figure 11: All Trips Page

## 12.3 Vehicle Performance Page

The Vehicle Performance page displays an individual vehicle's statistics, with a line graph for overall score, speed, driving style and seat belt scores. For more detailed information on speed, driving style and seat belt scores, you can click the icon to the left of the viewing options.

From the Vehicle Performance page (Figure 11), you can view a list of all trips driven. To view the trips, click **view all trips** above the right corner of the map.

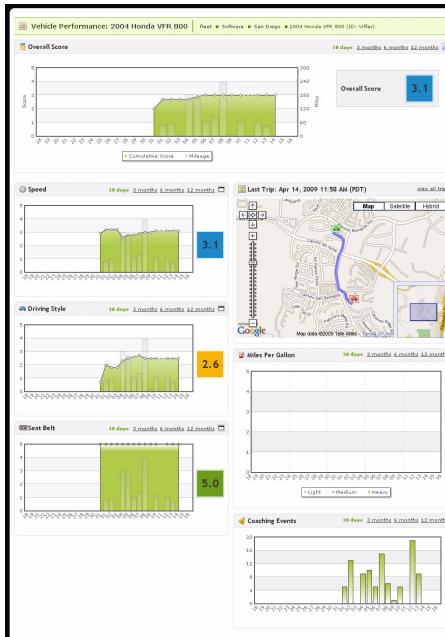
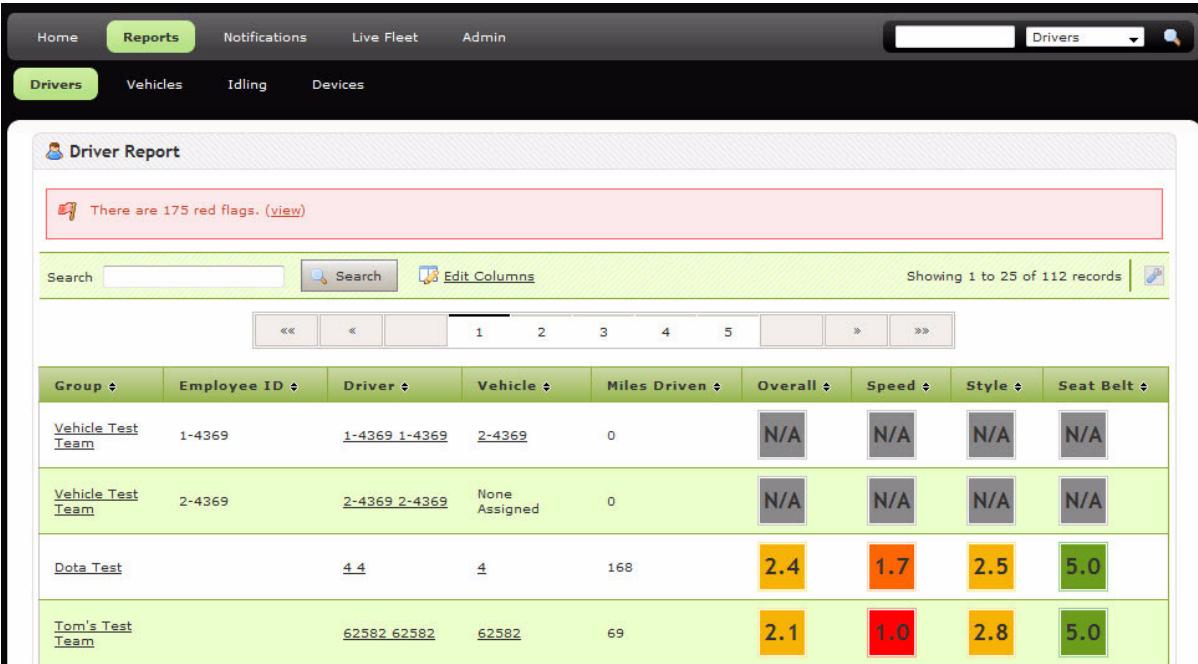


Figure 12: Vehicle Performance Page

## 12.4 Reports Page

When you choose the Reports page, the Drivers Report (Figure 13) opens by default. You can view Vehicles, Idling, and Devices reports by clicking on the buttons on the tabs below the main navigation bar. These reports provide fleet summaries, or grant access to individual reports on groups, drivers, or vehicles (both active and idling). Any column can be sorted in descending or ascending order by clicking the column heading once or twice.



The screenshot shows the 'Driver Report' page. At the top, there is a navigation bar with tabs: Home, Reports (which is selected and highlighted in green), Notifications, Live Fleet, and Admin. Below the navigation bar, there are sub-tabs: Drivers (selected and highlighted in green), Vehicles, Idling, and Devices. A search bar and a 'Drivers' dropdown are also present at the top right. The main content area is titled 'Driver Report' and contains a message: 'There are 175 red flags. (view)'. Below this is a search bar with a 'Search' button and an 'Edit Columns' button. A message indicates 'Showing 1 to 25 of 112 records'. A navigation toolbar with buttons for '««', '«', '1' (highlighted), '2', '3', '4', '5', '»', and '»»' is shown. The data is presented in a table with the following columns: Group, Employee ID, Driver, Vehicle, Miles Driven, Overall, Speed, Style, and Seat Belt. The table rows are as follows:

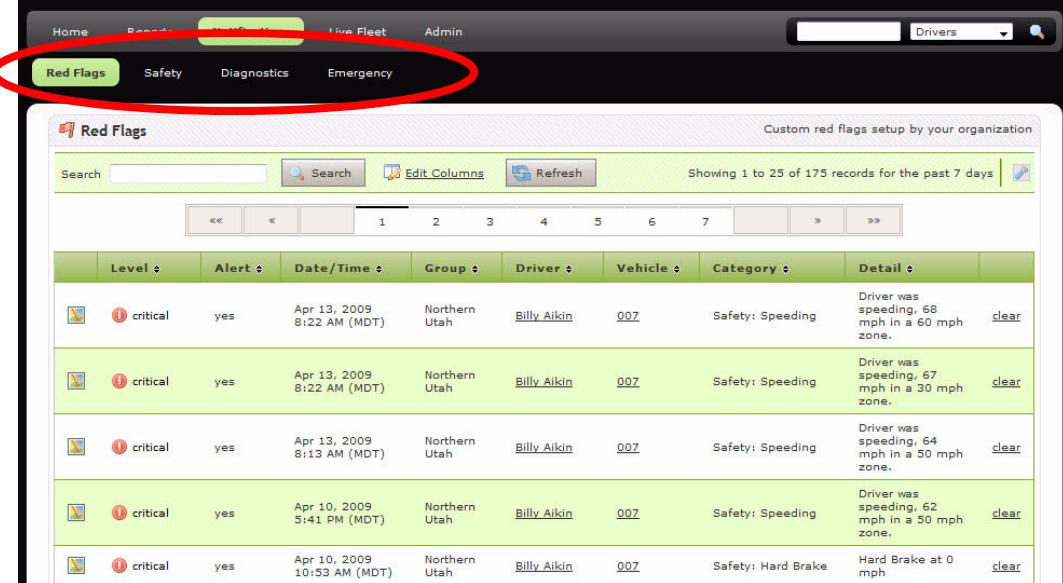
Group	Employee ID	Driver	Vehicle	Miles Driven	Overall	Speed	Style	Seat Belt
<u>Vehicle Test Team</u>	1-4369	<u>1-4369</u> 1-4369	<u>2-4369</u>	0	N/A	N/A	N/A	N/A
<u>Vehicle Test Team</u>	2-4369	<u>2-4369</u> 2-4369	None Assigned	0	N/A	N/A	N/A	N/A
<u>Data Test</u>		<u>4</u> 4	4	168	2.4	1.7	2.5	5.0
<u>Tom's Test Team</u>		<u>62582</u> 62582	62582	69	2.1	1.0	2.8	5.0

Figure 13: Driver Report Page

## 12.5 Notifications Page

The Notifications page provides links to all red flags, events, and warnings for the entire fleet. The default view (Figure 14) is the Red Flags summary page—a fleet-wide list of anything considered unsafe: hard turns, hard breaks, speeding, or seat belt violations. You can also view notifications for Safety, Diagnostics, or Emergency.

From here, you can view specific information for any given group, driver, or vehicle by clicking on a link. Using the buttons below the main navigation bar provided, you can also view the Safety or Diagnostics page. Any column can be sorted in descending or ascending order by clicking the column heading once or twice.



The screenshot shows the Notifications Page with a red circle highlighting the 'Red Flags' tab in the top navigation bar. The main content is a table titled 'Red Flags' showing 25 of 175 records for the past 7 days. The table has columns for Level, Alert, Date/Time, Group, Driver, Vehicle, Category, and Detail. Each row contains a small icon, a red exclamation mark icon, and the word 'critical'. The 'Detail' column provides a brief description of the violation, such as 'Driver was speeding, 68 mph in a 60 mph zone.' and 'Hard Brake at 0 mph'. Each row also has a 'clear' link in the 'Detail' column.

	Level	Alert	Date/Time	Group	Driver	Vehicle	Category	Detail	
1	critical	yes	Apr 13, 2009 8:22 AM (MDT)	Northern Utah	<a href="#">Billy Aikin</a>	007	Safety: Speeding	Driver was speeding, 68 mph in a 60 mph zone.	<a href="#">clear</a>
2	critical	yes	Apr 13, 2009 8:22 AM (MDT)	Northern Utah	<a href="#">Billy Aikin</a>	007	Safety: Speeding	Driver was speeding, 67 mph in a 30 mph zone.	<a href="#">clear</a>
3	critical	yes	Apr 13, 2009 8:13 AM (MDT)	Northern Utah	<a href="#">Billy Aikin</a>	007	Safety: Speeding	Driver was speeding, 64 mph in a 50 mph zone.	<a href="#">clear</a>
4	critical	yes	Apr 10, 2009 5:41 PM (MDT)	Northern Utah	<a href="#">Billy Aikin</a>	007	Safety: Speeding	Driver was speeding, 62 mph in a 50 mph zone.	<a href="#">clear</a>
5	critical	yes	Apr 10, 2009 10:53 AM (MDT)	Northern Utah	<a href="#">Billy Aikin</a>	007	Safety: Hard Brake	Hard Brake at 0 mph	<a href="#">clear</a>

Figure 14: Notifications Page

## 12.6 Live Fleet Page

The Live Fleet page (Figure 15) provides a global view of the current location of your entire fleet, division or team, depending on your level of access.

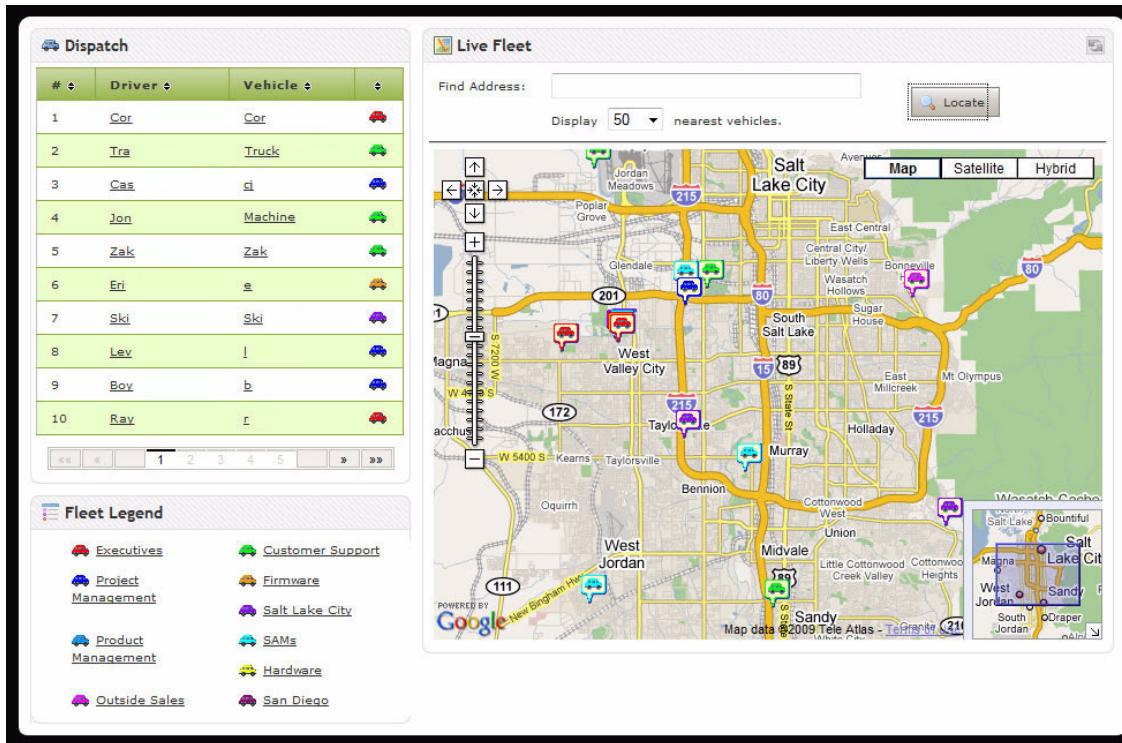


Figure 15: Live Fleet Page

Clicking the vehicle icon in the list will locate that vehicle in the map. This makes it easy to locate a specific vehicle.

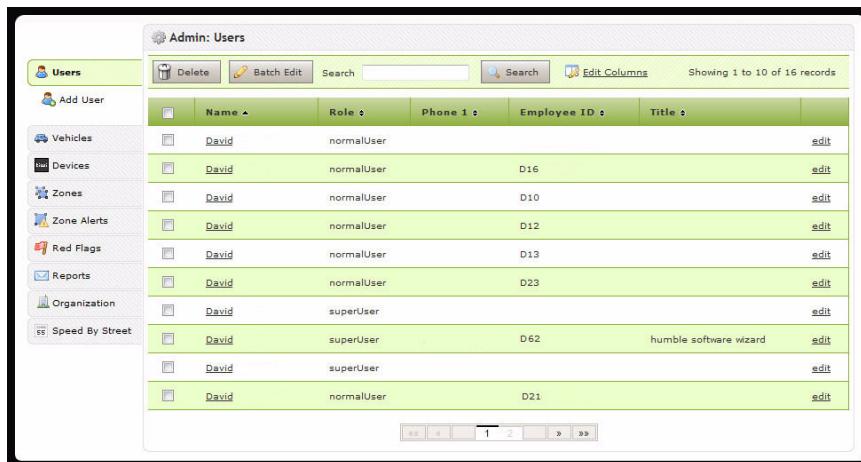
Clicking the driver name on the left takes you to the Driver Performance page for that driver.

To find vehicles nearest a specific location, enter an address in the Find Address field, then press Locate.

## 12.7 Admin Page

The Admin page (Figure 16) allows you to develop and maintain your fleet. The tabs on the left provide access to system components.

**Note:** The Admin tab is only viewable if your login account has been granted Custom User Rights. If you need these rights, request that your tiwiPRO™ administrator change your user role.



	Name	Role	Phone 1	Employee ID	Title	
<input type="checkbox"/>	David	normalUser				<a href="#">edit</a>
<input type="checkbox"/>	David	normalUser		D16		<a href="#">edit</a>
<input type="checkbox"/>	David	normalUser		D10		<a href="#">edit</a>
<input type="checkbox"/>	David	normalUser		D12		<a href="#">edit</a>
<input type="checkbox"/>	David	normalUser		D13		<a href="#">edit</a>
<input type="checkbox"/>	David	normalUser		D23		<a href="#">edit</a>
<input type="checkbox"/>	David	superUser				<a href="#">edit</a>
<input type="checkbox"/>	David	superUser		D62	humble software wizard	<a href="#">edit</a>
<input type="checkbox"/>	David	superUser				<a href="#">edit</a>
<input type="checkbox"/>	David	normalUser		D21		<a href="#">edit</a>

Figure 16: Admin Page

## 13. Add Fleet Information to the System

Add information on vehicles, tiwiPRO™ devices, and users to the system and associate these as appropriate. Users can be granted tiwiPRO™ portal login access only, be identified as a drivers only, or they can have both login access and be identified as a driver. As vehicles, devices, and drivers are added to the system, the associations grow - tiwiPRO™ devices and vehicles, vehicles and drivers, users and teams, etc.

### 13.1 Add a Vehicle

- a. Go to Admin page > Vehicles tab.
- b. Click Add Vehicle (in the left margin). The Add Vehicle form displays with the Details tab selected (Figure 17).
- c. On the Details tab, complete the Add Vehicle form. Fields marked with an asterisk (\*) are mandatory.

The screenshot shows the 'Add Vehicle' form in the tiwiPRO system. The 'Details' tab is selected, indicated by a green background. The form is divided into two main sections: 'Vehicle Information' and 'Vehicle Profile'. The 'Vehicle Information' section contains fields for VIN, Make, Model, Year, Color, Unit Type, Weight, License #, and State. The 'Vehicle Profile' section contains fields for Vehicle ID, Status, and Team. A note at the bottom left says 'Note: Select the Speed & Sensitivity tab to define device settings.' A note at the bottom right says 'You must assign a device to this vehicle before assigning a driver.' A 'Save' and 'Cancel' button are at the top right.

Figure 17: Details Tab on Add Vehicle Form

- Under Vehicle Information, enter VIN, Make, and Model, then choose a Year and Unit Type. The system uses the VIN to track data specific to the vehicle.
- Under Vehicle Profile, in the Vehicle ID box, enter a number or name to describe the vehicle.
- Under Vehicle Assignment, select the driver for this vehicle. This is the driver that the system will report on when movement or information is detected from the tiwiPRO™ device in the vehicle. You must add a driver to the system for the driver to appear in the driver list. To add a driver, see [Add a User on page 31](#) for steps.

*Note: Changes to Sensitivity Levels are pending until the vehicle is powered on again. Changes are then reflected on your tiwiPRO™ account profile.*

- d. Click the Speed & Sensitivity tab to view the default selections. Once this vehicle is associated with a device, this Speed & Sensitivity tab can be accessed from either the Vehicle page or the Device page. For now, leave the settings as they are.
- e. Click Save. The vehicle now displays on the Vehicles page.

## 13.2 Add a Device

Prior to installing the device in a vehicle, add the device to the system and associate it with a vehicle.

- a. Go to Admin page > Devices tab.
- b. Click Add Device (in the left margin). The Add Device form displays with the Details tab selected ([Figure 18 on page 27](#)).

The screenshot shows the 'Admin: Add Device' form. The 'Details' tab is selected, indicated by a black circle. The form is divided into three main sections: 'Device Information', 'Device Profile', and 'Device Assignment'. The 'Device Information' section contains fields for Device ID, IMEI, SIM Card, Device Phone, and E-Call Phone, all marked with a red asterisk (\*) indicating they are required. The 'Device Profile' section shows 'Status: New'. The 'Device Assignment' section shows 'Assigned Vehicle: assign'. A note at the bottom left says 'Note: Select the Speed & Sensitivity tab to define device settings.' and a 'Required field' note is at the bottom right. The form has 'Save' and 'Cancel' buttons at the bottom right.

Figure 18: Details Tab on Add Device Form

- c. On the Details tab, complete the Add Device form. Fields marked with an asterisk [\*] are mandatory.
  - i. Under Device Information, enter:
    - Device ID:
    - IMEI (International Mobile Equipment Identity number found on the tiwiPRO™ label). This number is unique to every cell device and can be used to stop communication from tiwiPRO™ in the event it is stolen.

- SIM Card (A memory card inserted into your device by manufacturing).
- Device Phone: this is automatically assigned.
- E-Call phone: this is the number that is called when you push the green button on your device.

- ii. Under Device Profile, choose a status: New, Active, or Inactive.
- iii. Under Device Assignment, click **assign**. Select a vehicle for this device

- d. Click the Speed & Sensitivity tab, then set notification settings and sensitivity levels of vehicle movements (speed, acceleration, hard turns and hard verticals, such as going over a speed bump). These settings will determine if and when notifications are sent to a driver or the system. Adjust them later if you find reporting to be too sensitive or not sensitive enough.

***Note:** Speed mentoring cannot be turned off, but you can increase the speeding threshold on this tab. Mentoring starts at 1 mph greater than the speeding threshold. Grace period for a violation is 15 seconds. The mentoring audio will play (in seconds) at 10, 20, 30, 40, 70, 100, 130, and every 30 seconds thereafter until the speed is within the allowable limit.*

***Note:** Seat belt mentoring cannot be turned off. It starts at over 10 mph. The grace period for a violation is 10 seconds. This is only applicable if you have a configuration file on your device.*

Admin: Add Device

Details Speed & Sensitivity

Note: Settings will affect in-cab mentoring and driver performance scoring.

Speed/Notification Settings

Limit	Notify driver when exceeding posted limit by	mph
5	0	mph
10	0	mph
15	0	mph
20	0	mph
25	0	mph
30	0	mph

Sensitivity Settings

Attribute	Setting	current value: less
Hard Accelerate	least	most
Hard Brake	least	most
Hard Turn	least	most
Hard Bump	least	most

Figure 19: Speed & Sensitivity Tab on Add Device Form

- Click Save.

### 13.3 Add a Group

You can create a hierarchy of groups as needed for your organization. For efficiency, this should be done prior to adding users to the system. New groups can be added at anytime and drivers can be reassigned to groups as needed.

- Go to Admin page > Organization tab.
- Click Add (upper left).
- Select an item in the Organization hierarchy, and/or select a Parent Group and Group Type.

Home Reports Notifications Live Fleet Admin

Drivers

Admin: Organization

Save Cancel

Add Group

Parent Group: \* INTHINC

Group Type: \*

Name: \*

Description:

Manager:

\* Required field

Default Map View

Find Address: Locate

Map Satellite Hybrid

INTHINC

- Firmware
- Hardware
- Joe's Trucking
- Portal Team
- QA Division
- Sales/Execs
- test sub group
- Wendy's Own
- Data Test
- test team 1
- Tom's Test Team
- Vehicle Test Team

Figure 20: Create a Group Form

- d. Enter a Name for the group.
- e. Complete additional fields as desired, then click Save. The new group now displays in the Organization hierarchy.

## 13.4 Add a User

A user can be added to create a tiwiPRO™ portal login account (with various levels of access rights) or to identify a driver in the system, or both.

When you grant login rights to a user, you choose the level access: read-only, normal, or custom user.

When you indicate that a user is a driver, this user can be associated with a vehicle or a tiwiPRO™ device. Each time you add a driver, you can specify the types of Alerts the system sends you regarding the performance of that driver. For example, you may only want to be notified of speeding events only of an extreme nature, such as going 20 miles over the speed limit.

To add a new user:

- a. Click Admin on the navigation bar. The Admin page opens with the User tab selected by default.
- b. Click Add User (on the left). The Add User dialog box opens ([Figure 21 on page 32](#)).

The screenshot shows the 'Admin: Add User' dialog box. The form is organized into several sections:

- User Information:** First Name, Middle Name, Last Name, Suffix, DOB, Gender, Height, Weight.
- Employee Information:** Employee ID, Reports To, Title, Time Zone.
- Login Information:** User Name, Password, Password Again, Group, Role (set to 'normalUser'), Status (set to 'Active').
- Contact Information:** Address 1, Address 2, City, State, Zip Code.
- Driver Information:** Driver License #, Class, State, Expiration, RFID #, Certifications, DOT, Team, Status.
- Notifications:** E-mail 1, E-mail 2, Text Message 1, Text Message 2, Phone 1, Phone 2, Information (None), Warning (None), Critical (None).

At the bottom of the dialog box are 'Save' and 'Cancel' buttons. A note at the bottom right indicates that 'Address 1' is a required field.

Figure 21: Add User Dialog Box

c. Complete the Add User dialog box. The following fields on the form are required:

**Note:** For *timiPRO™* to track and report driver information, you must assign a user to your vehicle.

- User Information:** User ID, First Name, and Last Name
- Contact Information:** E-mail Address
- Employee Information:** Time Zone (choose from drop-down list)

- **Login Information (When checked):** User Name, Password, Password Again, Group (choose from drop-down list), Role (choose from drop-down list), and Status (choose from drop-down list).
- **Driver Information (When checked):** Team (choose from drop-down list) and Status (choose from drop-down list).

If you use the RFID login option, you must associate a RFID chip with the user. To accomplish this, enter the RFID number in the RFID # field under Drive Information. This will allow the user to log in and log out of a vehicle.

- d. Click Save to save your changes and add the new user to the system OR click Cancel to exit without saving.

## 14. Set Reporting Preferences

You can set preferences in the following areas.

- Set Speed Sensitivity and other driver behavior sensitivities (aggressive behaviors, seat belt usage, etc).
- Create Zones and Zone Alert (related to geographic locations).
- Add Red Flag notifications (to determine how and when you will be notified of driving events). Decide when and how you will receive alerts from tiwiPRO™.

### 14.1 Set Speed and Sensitivity Preferences

You can set sensitivity levels of vehicle movements (speed, acceleration, hard turns and hard verticals, such as going over a speed bump). By setting preferences within a Speed & Sensitivity tab, you indicate which events will be detected and how they will be reported. You might leave the default selections and adjust them later if you find reporting to be too sensitive or not sensitive enough. Access the Speed & Sensitivity tab on any vehicle or device page accessed through the Admin page.

**Seat Belt Safety** is designed to ensure seat belt usage at all times. If your tiwiPRO™ unit detects that a seat belt is not fastened, an alarm sounds to remind the driver to buckle up. If the warning is ignored for 10 seconds or more, you will be sent an alert.

**Aggressive Driving Behavior Mentoring** informs drivers when their driving practices can be improved. Hard braking, sharp turns, and unnecessary acceleration are all considered to be “aggressive” driving behavior. When the driver engages in such a behavior, your tiwiPRO™ unit will give the driver immediate feedback by audio and visual notifications to correct the aggressive behavior and increase the safety of the driver.

*Note: Aggressive Driving Behavior is interpretive, not statistical. Our data is subjective; it is entered and monitored by you, which makes you the ultimate judge on acceptable behavior from your driver.*

**Speed-by-Street** is a unique function that keeps track of your vehicle's speed in real time. When a driver goes above the posted speed limit, twiPRO™ provides immediate driver feedback for the driver to reduce speed. If the speed limit continues to be violated, an alert is then sent to the system owner or manager by whichever methods you choose: text message, phone call or e-mail. You can also set a speed allowance that fits your preferences.

## 14.2 Create a Zone

**Zones** allow you to draw specific geographical boundaries. When your vehicle enters or leaves a desired zone, an alert can be immediately sent to you using your preferred method of communication: phone call, email or text message.

Zones can be modified and alerts can be controlled, allowing you to decide if, when, and how you are alerted.

a. Go to Admin page > Zones tab.

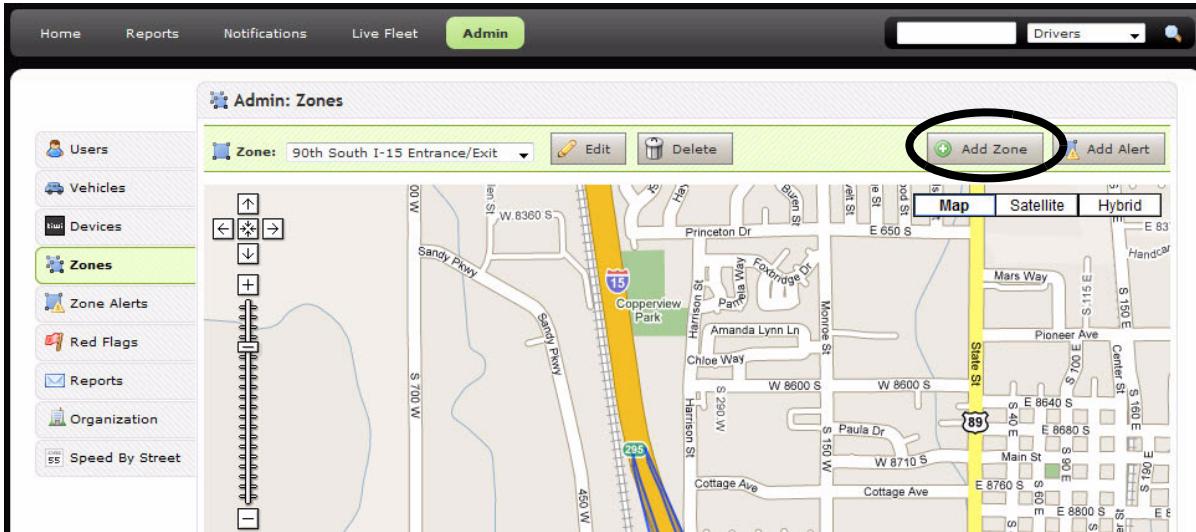


Figure 22: Zone Page

b. Click Add Zone (upper-right). The Add Zone form displays (Figure 23 on page 36).

c. Choose a type of view (on the right):

- **Map** view shows street names.
- **Satellite** view is an aerial photograph.
- **Hybrid** is the Map view superimposed on the Satellite view.

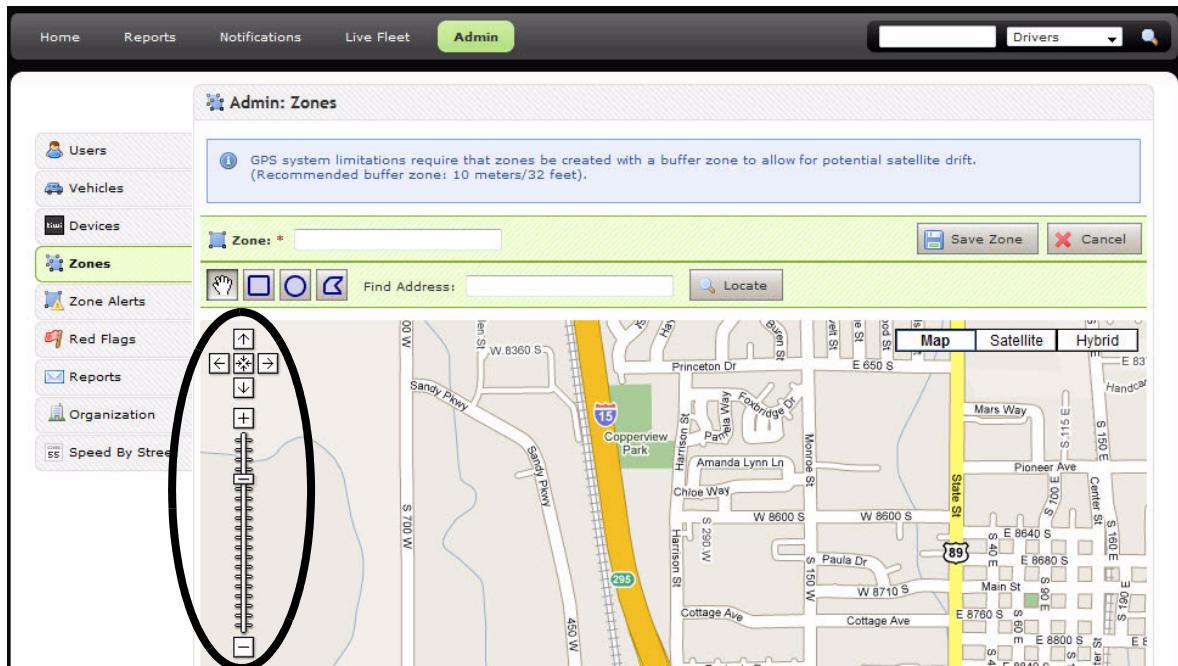


Figure 23: Add Zone Form

d. Use the map's arrow buttons and zoom slider (on the left) to bring the desired location into view. Or use  (the grabber hand) or the Find Address box at the top.

**Tip:** You can also use  (the center arrow button) to return to the point of origin.

- e. Choose one of the shape tools  at top of map, then select the area of the zone as described below:

**Square** – Click square to create a square zone. On the map, click where you want the upper left corner of the zone to be and then do the same thing for the lower right corner. The square zone appears. You can click any point to delete it. If the zone is incorrect, click Cancel directly under the drawing tools. If the zone is correct, click OK.

**Circle** – Click circle to create a circular zone. On the map, click where you want the center of the circle to be and then click where you want the edge of the circle to be. The circular zone appears from the center point around to the edge point. Click the circle to enlarge the area, if desired. If the zone is incorrect, click Cancel directly under the drawing tools. If the zone is correct, click OK.

**Polygon** – Click polygon to create a shape of different sides and corners. On the map, click the first point of the polygon, then click the next point. Continue clicking around the area you wish to define. Once the area is defined, click on the starting point to complete the zone. Click OK under the drawing tools to create the zone. If you want to redraw the polygon, click Cancel.

- f. Click Save Zone. The new zone now displays in the drop-down list on the Zones page.

### 14.3 Edit or Delete a Zone

- a. Click the drop-down list of zones (top of Zones page).
- b. Select a zone, then click Edit or Delete.
- c. If editing a zone, make the necessary changes on the Edit Zone form, then click Save.

## 14.4 Add a Zone Alert

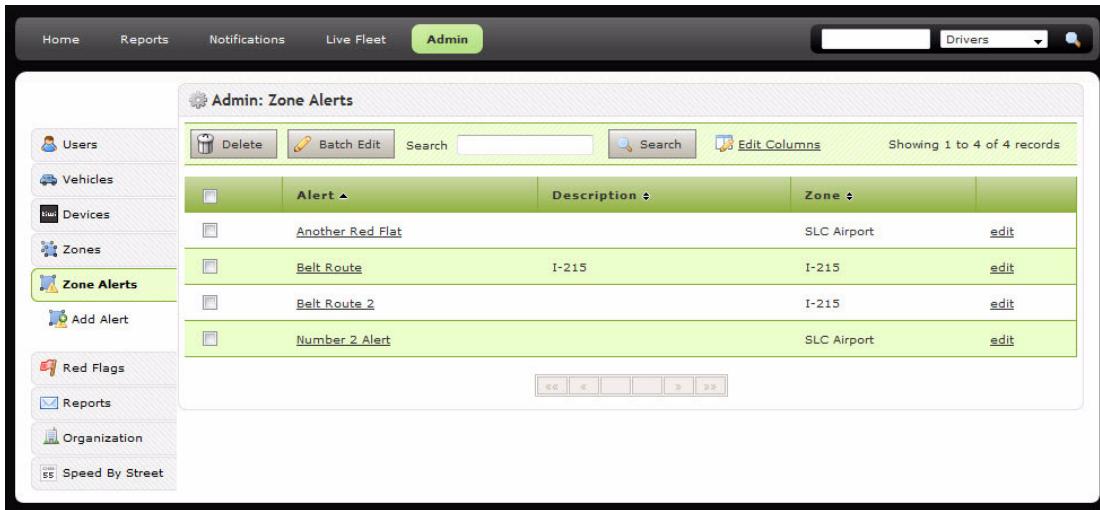
A Zone Alert is a notification you can have sent to you when a vehicle enters or leaves a designated zone during the time and days that you specify. With Zone Alerts, you can be aware of where your drivers are at all times.

For resource management, for example, you can be notified when a fleet vehicle arrives at the warehouse or customer site, or be notified when a vehicle departs from a loading zone. You might also choose to designate forbidden zones (such as an interstate highway) and be notified if a vehicle enters this zone.

You can specify how you want to be notified, and on which days and time periods.

To set up a Zone Alert:

- a. Go to Admin page > Zone Alerts tab (Figure 24).



The screenshot shows the 'Admin: Zone Alerts' page. The top navigation bar includes 'Home', 'Reports', 'Notifications', 'Live Fleet', and 'Admin' (which is highlighted). A search bar with a 'Drivers' dropdown and a magnifying glass icon is also present. On the left, a sidebar menu lists 'Users', 'Vehicles', 'Devices', 'Zones', 'Zone Alerts' (which is selected and highlighted in green), 'Add Alert', 'Red Flags', 'Reports', 'Organization', and 'Speed By Street'. The main content area is titled 'Admin: Zone Alerts' and displays a table with four records. The table has columns for 'Alert' (with checkboxes), 'Description', and 'Zone'. The records are: 'Another Red Flat' (Zone: SLC Airport), 'Belt Route' (Zone: I-215), 'Belt Route 2' (Zone: I-215), and 'Number 2 Alert' (Zone: SLC Airport). Each record has an 'edit' link in the 'Zone' column. The table includes standard data grid controls like 'Delete', 'Batch Edit', 'Search' (with a dropdown), 'Edit Columns', and a 'Showing 1 to 4 of 4 records' message. At the bottom of the table are navigation buttons for 'First', 'Previous', 'Next', and 'Last'.

<input type="checkbox"/>	Alert	Description	Zone	
<input type="checkbox"/>	Another Red Flat		SLC Airport	<a href="#">edit</a>
<input type="checkbox"/>	Belt Route	I-215	I-215	<a href="#">edit</a>
<input type="checkbox"/>	Belt Route 2		I-215	<a href="#">edit</a>
<input type="checkbox"/>	Number 2 Alert		SLC Airport	<a href="#">edit</a>

Figure 24: Zone Alerts Page

b. Click Add Alerts (in the left margin). The Add Alerts form (Figure 25) displays with the Details tab selected.

**Admin: Add Zone Alert**

**Name, Description & Zone**

Zone: \* 201 West Exit to Bangerter

Name: \*

Description:

Which Days: \*  All  S  M  T  W  T  F  S

Timeframe: \*  Anytime  Between  
12:00  am  and 12:00  am

**Define Alerts \***

Report on Arrival  Report on Departure

**Assign To \***

INTHINC  
QA Division  
Team 1  
MUT  
Team 3  
Team 2  
Jolies Division  
Southern Utah  
Northern Utah  
NCAA  
Division II  
Division I

**Notifications By Name**  
Type the names of the employees you would like to notify. Names will appear as you type. Select names from the list.

**Notifications By E-Mail**  
Type the e-mail addresses you would like to notify separated by commas. They can be e-mail or text message addresses.

\* Required field

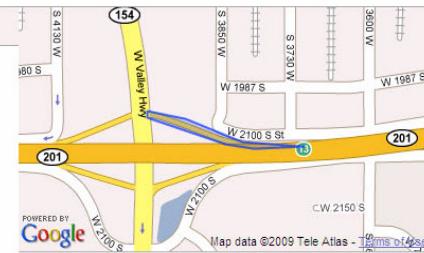


Figure 25: Add Zone Alert Form

- c. Choose a zone from the drop-down list, then verify that the map displayed is the zone of interest.
- d. Complete the form:
  - Enter a name for the alert.
  - The Description field is optional.
  - Select the days of the week that you want to be alerted and the time frame. For example, you might not want to be alerted on Saturdays and Sundays, so you would not select those days.
  - Select **Report on Arrival** and/or **Report on Departure**.
  - Build your own **Assign To** list using the arrows and list of teams provided.

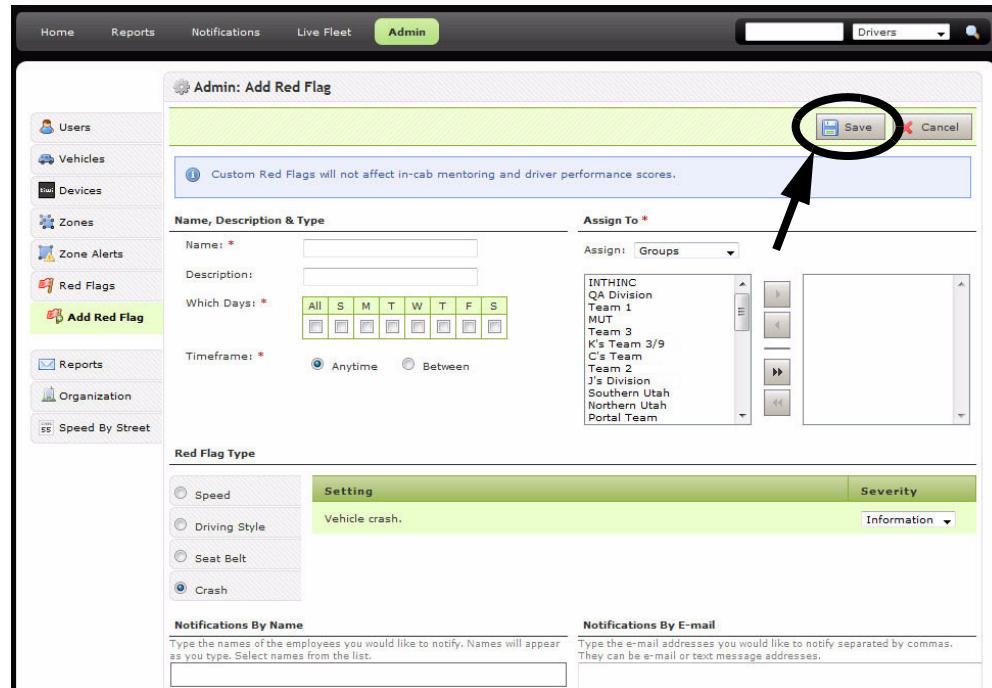
***Note:** Employees must be listed as drivers on the tiniPRO™ portal by you to receive notifications with the exception of email alerts. You can send email alerts to anyone; however, to receive notifications by name, the person to whom you are sending the alerts must be listed on the portal.*

- Enter names of employees you would like to be notified in the **Notifications By Name** field.
- Enter email addresses of those to whom you would like to send notifications in the **Notification By E-Mail** field.

- e. Once you have set up your alert the way that you want it, click **Save**. To cancel your alert and start over again, click **Cancel**.

## 14.5 Add a Red Flag Notification

- a. Go to Admin page > Red Flags tab, then click Add Red Flag. The Admin: Red Flag page opens (Figure 26)
- b. Complete the Add Red Flag form and then click the Save button.



The screenshot shows the 'Admin: Add Red Flag' form. The left sidebar has a 'Red Flags' icon with a green highlight, indicating the current tab. The main form has a 'Save' button at the top right, which is circled in black with an arrow pointing to it. The 'Assign To' section shows a dropdown set to 'Groups' with a list of teams and divisions. The 'Red Flag Type' section has a 'Crash' radio button selected. The 'Notifications By Name' and 'Notifications By E-mail' sections are at the bottom.

Custom Red Flags will not affect in-cab mentoring and driver performance scores.

Name, Description & Type

Name: \*

Description:

Which Days: \*  All  S  M  T  W  T  F  S

Timeframe: \*  Anytime  Between

Assign To \*

Assign: Groups

INTHINC  
QA Division  
Team 1  
MUT  
Team 3  
K's Team 3/9  
Team 1  
Team 2  
J's Division  
Southern Utah  
Northern Utah  
Portal Team

Red Flag Type

Setting

Severity

Information

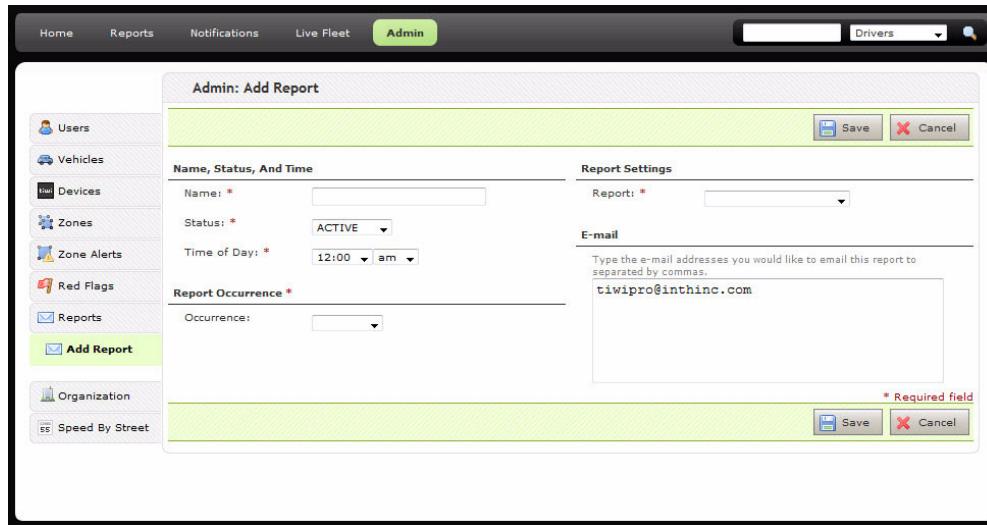
Notifications By Name

Notifications By E-mail

Figure 26: Add Red Flag Form

## 14.6 Add a Report

- a. Go to Admin page > Report tab, then click Add Report. The Admin: Add Report page appears (Figure 27).
- b. Complete the Add Report form, then click Save.



The screenshot shows the 'Admin: Add Report' form. The sidebar on the left has a green highlight over the 'Add Report' button. The main form has a green header bar with 'Save' and 'Cancel' buttons. It contains three main sections: 'Name, Status, And Time' (with fields for Name, Status, and Time of Day), 'Report Settings' (with a dropdown for Report), and 'E-mail' (with a text input for email addresses). The 'E-mail' section contains the text 'tiwapro@inthinc.com'. The bottom of the form has another 'Save' and 'Cancel' button. A note at the bottom right of the form area says '\* Required field'.

Figure 27: Add Report Form

## 15. View Reports

The Reports page (Figure 28) provides access to general and specific reports on drivers, vehicles, and devices.

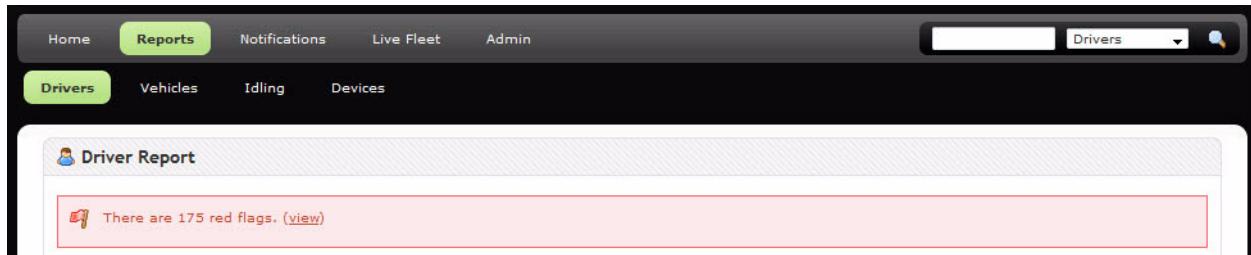


Figure 28: Reports Page

## 15.1 View Fleet or Group Scores

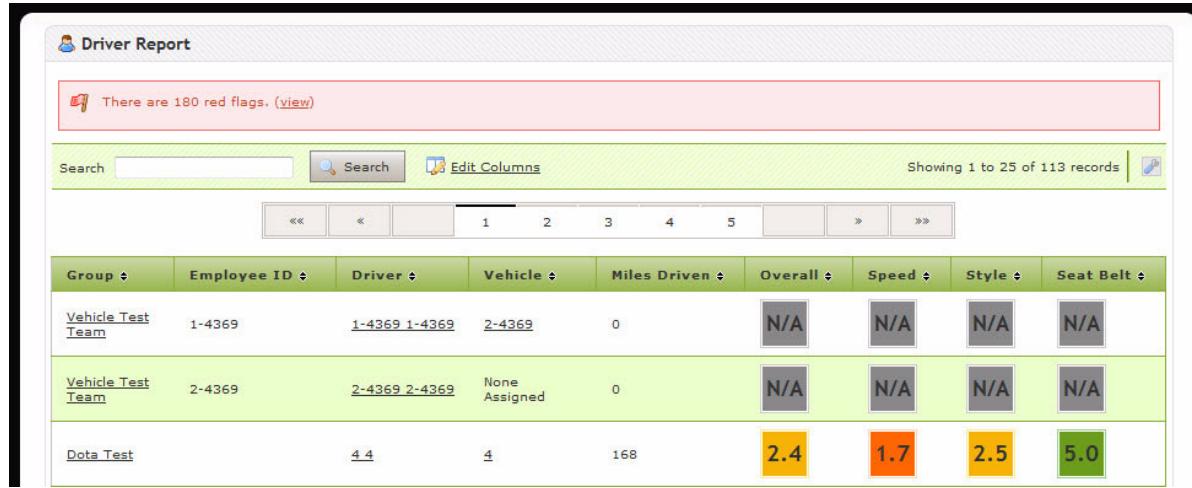
- a. Go to Home page to view a global summary of the fleet scores.
- b. Go to Reports page, then choose Drivers or Vehicles to view a summary of all drivers or vehicles.
- c. Go to Live Fleet to view the latest known positions of your entire fleet.

## 15.2 View Drivers, Vehicles, Idling, and Devices Reports

- a. Go to Reports page.
- b. Click Drivers or Idling to view driver-specific reports, or click a link to view a specific group or individual reports.
- c. Click Vehicles or Devices to view report related to specific vehicles or devices. Most reports have links to individual reports.

For each driver, a score is listed for today and the past 30 days, as well as the past 3, 6 or 12 months. The system calculates this grade using a formula that takes into account speeding, seat belt violations, aggressive driving behaviors, and the number of miles

driven. The system displays the number of driving events and miles driven under each time period, providing a general sense of how this score was calculated.



The screenshot shows a 'Driver Report' page with a header 'Driver Report' and a message 'There are 180 red flags. (view)'. It includes a search bar, a toolbar with 'Edit Columns' and a refresh icon, and a table showing driving data. The table has columns: Group, Employee ID, Driver, Vehicle, Miles Driven, Overall, Speed, Style, and Seat Belt. The first two rows are for 'Vehicle Test Team' and the third row is for 'Data Test'. The 'Overall' column for 'Data Test' is highlighted in orange with the value '2.4'. The 'Speed' column for 'Data Test' is highlighted in orange with the value '1.7'. The 'Style' column for 'Data Test' is highlighted in orange with the value '2.5'. The 'Seat Belt' column for 'Data Test' is highlighted in green with the value '5.0'.

Group	Employee ID	Driver	Vehicle	Miles Driven	Overall	Speed	Style	Seat Belt
Vehicle Test Team	1-4369	1-4369 1-4369	2-4369	0	N/A	N/A	N/A	N/A
Vehicle Test Team	2-4369	2-4369 2-4369	None Assigned	0	N/A	N/A	N/A	N/A
Data Test	4 4	4	168	2.4	1.7	2.5	5.0	

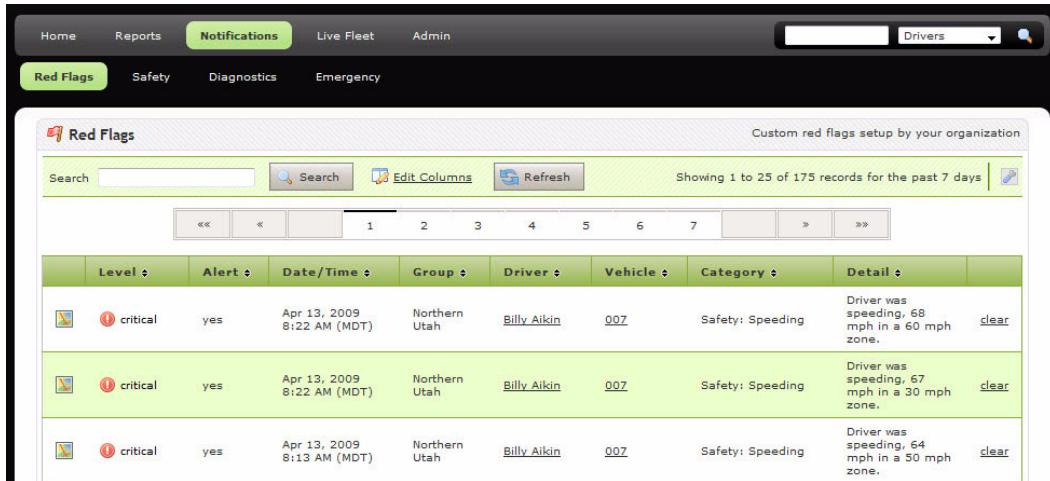
Figure 29: Notifications Page

### 15.3 View Red Flags, Events, or Warnings Reports

View the sub-pages Red Flags, Events, or Warnings to review compliance to the safety standards created when red flags were defined in your system. Red flag reports are initially sorted by severity (such as Critical). Events are initially sorted by date. Warnings are initially sorted by driver. You can click any column heading to sort the list by that category in descending or ascending order.

To view red flags, events, or warnings:

- a. Go to the Red Flags page.



The screenshot shows a software interface for managing vehicle safety. At the top, there are tabs for Home, Reports, Notifications (which is highlighted in green), Live Fleet, and Admin. A search bar and a dropdown for 'Drivers' are also at the top. Below the tabs, there are sub-tabs: Red Flags (highlighted in green), Safety, Diagnostics, and Emergency. The main content area is titled 'Red Flags' and displays a table of 175 records for the past 7 days. The table has columns for Level, Alert, Date/Time, Group, Driver, Vehicle, Category, and Detail. Each row represents a red flag event. The first three rows are shown in detail:

	Level	Alert	Date/Time	Group	Driver	Vehicle	Category	Detail
	critical	yes	Apr 13, 2009 8:22 AM (MDT)	Northern Utah	<a href="#">Billy Aikin</a>	<a href="#">007</a>	Safety: Speeding	Driver was speeding, 68 mph in a 60 mph zone. <a href="#">clear</a>
	critical	yes	Apr 13, 2009 8:22 AM (MDT)	Northern Utah	<a href="#">Billy Aikin</a>	<a href="#">007</a>	Safety: Speeding	Driver was speeding, 67 mph in a 30 mph zone. <a href="#">clear</a>
	critical	yes	Apr 13, 2009 8:13 AM (MDT)	Northern Utah	<a href="#">Billy Aikin</a>	<a href="#">007</a>	Safety: Speeding	Driver was speeding, 64 mph in a 50 mph zone. <a href="#">clear</a>

*Figure 30: Notifications Page*

- b. Click Red Flags, Events, Warnings or Emergency to view a specific list.
- c. Locate specific information on groups, drivers, or vehicles using one or more of the following methods:
  - Use the Search field to search for records by name or vehicle.
  - Sort any column in descending or ascending order by clicking the column heading once or twice.
  - Scroll as needed to bring information into view.
  - Click a driver or vehicle link to view specific information.

## 15.4 Customize Reports, Red Flags, or Admin Pages Columns

- a. Go to Reports, Red Flags, or Admin page.
- b. Click the Edit Column link in the screens toolbar.
- c. In the Edit Columns dialog box, check the columns you want displayed, then click Save.

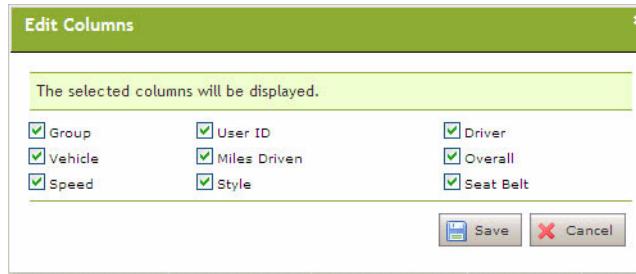


Figure 31: Edit Columns Dialog Box

## 16. Maintain tiwiPRO™ System

### 16.1 Delete a User, Vehicle, or Device

- a. Go to Admin page.
- b. Choose Users, Vehicle, or Device tab to view the fleet list of the selected item.
- c. Scroll through the list (such as the Users list shown in Figure 32), check the boxes of the items you want to delete, then click the Delete button.

Admin: Users						
Users	<input type="button" value="Delete"/>	<input type="button" value="Batch Edit"/>	Search <input type="text"/>	<input type="button" value="Search"/>	<input type="button" value="Edit Columns"/>	Showing 1 to 10 of 106 records
	User ID	Name	User Name	User Group	Role	E-mail Address
	<input type="checkbox"/> 54654	<u>654654_56</u> 654	654651	ACC	customUser	blah@blah.net
						Hawaiian-Aleutian Standard

Figure 32: Users Page

## 16.2 Edit a User

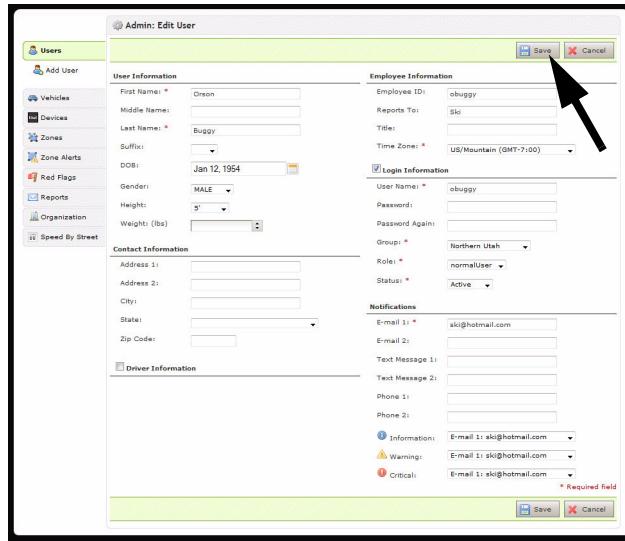
- Go to Admin page > Users tab to view the list of users.
- In the Name column, click an underlined name (a link) of any user that needs to be updated. The User Information page appears
- On the User Information page (Figure 33), click Edit

**Admin: Orson Buggy Details**

User Information		Employee Information	
First Name:	Orson	Employee ID:	obuggy
Middle Name:		Reports To:	Skipper
Last Name:	Buggy	Title:	
Suffix:		Time Zone:	US/Mountain
DOB:	Jan 12, 1954	Login Information	
Gender:	MALE	User Name:	obuggy
Height:	5' 0"	Group:	Northern Utah

Figure 33: Details Page for a Specific User

d. Update the Edit User form as needed, then click Save.



The screenshot shows the 'Admin: Edit User' form. The 'Save' button in the top right corner is highlighted with a red arrow. The form is divided into several sections: 'User Information' (First Name: Olson, Middle Name: , Last Name: Buggy, Suffix: , DOB: Jan 12, 1954, Gender: MALE, Height: 5', Weight: (lbs) ), 'Employee Information' (Employee ID: obuggy, Reports To: Ski, Title: , Time Zone: US/Mountain (GMT-7:00) ), 'Login Information' (User Name: obuggy, Password: , Password Again: , Group: Northern Utah, Role: normalUser, Status: Active ), 'Contact Information' (Address 1: , Address 2: , City: , State: , Zip Code: ), 'Driver Information' (Email 1: skic@hotmail.com, Email 2: , Text Message 1: , Text Message 2: , Phone 1: , Phone 2: , Information: Email 1: skic@hotmail.com, Warning: Email 1: skic@hotmail.com, Critical: Email 1: skic@hotmail.com ), and 'Notifications' (Email 1: skic@hotmail.com, Email 2: , Text Message 1: , Text Message 2: , Phone 1: , Phone 2: , Information: Email 1: skic@hotmail.com, Warning: Email 1: skic@hotmail.com, Critical: Email 1: skic@hotmail.com ).

Figure 34: Edit User Form

### 16.3 Submit Speed-Limit Change Request

At <http://www.tiwigro.com>, we've set up an easy way to for you to notify us if our speed limit data needs to be updated. Our Speed by Street team reviews the information provided on a regular basis, then updates our database as needed.

**SPEED LIMIT DATA IS NOT EXACT.** Speed-by-Street covers millions of streets in the United States. While the information from your tiwigro™ is the most accurate available, we recognize that there will be instances when this data needs to be updated. YOU, as a part of the tiwigro™ community, have a hand in making this information better.

**Note:** Service outside of the United States is not yet available. If your vehicle is driven outside of the United States, the unique safety features of the tiniPRO™ will not be available.

a. Under Admin, click the **Speed by Street** tab. A screen similar to Figure 35 appears.

Figure 35: Speed by Street Change Request Form

b. In the map, select the road and/or sections of road you feel need to be modified.

*Note: To find your area faster, you can type an address in the Search field.*

c. When you are satisfied with your change requests, click Submit Request above the map.

Thank you for your assistance in improving the tiwiPRO™ Speed-by-Street experience.

## Appendix A: OBD-II Connector Location By Make/Model

For the tiwiPRO™ device to read and report vehicle information, it plugs into the vehicle's OBD-II connector, which is sometimes called a Data Link Connector (DLC). Typically, the connector is located on the driver side below the dash, but connector location varies by vehicle make and model.

Make	Model	Model Year	Connector Location
Acura	CL	1997-1998	Under passenger dash
Acura	CL	1999	Above shifter
Acura	RL	1996-1998	Passenger side, center console
Acura	RL	1999-2000	Front of shifter, behind ashtray
Acura	TL	1996-1998	Behind ashtray
Acura	TL	1999-2000	Below radio, next to seat heater control
Acura	Integra	1996-1999	Under passenger dash
Audi	A6, Cabriolet	1996-1997	Rear ashtray
BMW	3 series, 5 series	1996-2000	Left dash panel, 1/4 turn slot head screw
BMW	7 series	1996-2000	Under stereo control
BMW	X3/M Roadster	1996-2000	Center console, passenger side
BMW	Z3-series	1996-2000	Under passenger dash
Ford	Bronco, F Series	1996	Center console, passenger side
Honda	Accord	1996-1997	Behind ashtray
Honda	CR-V	1997-2000	Under passenger dash
Honda	DelSol	1996-2000	Under passenger dash
Honda	NSX, S2, 000	1997-2000	Under passenger dash
Honda	Odyssey	1996-1998	Console under passenger dash
Honda	Prelude	1996	Above shifter
Honda	Prelude	1997-2000	Under passenger dash
Hyundai	Accent	1996-1998	In coin box
Land Rover	Defender	1997	Under parcel tray, driver side
Land Rover	Range Rover	1996-2000	Under passenger dash
Lexus	ES300	1996	Behind fuse box panel
Lexus	LS400	1996-2000	Above parking brake

Mazda	Miata	1998-1999	Behind fuse box panel
Porsche	All Models	1996	Driver side console
Subaru	Legacy	1996-2000	Behind plastic hinged cover
Subaru	SVX	1996-1997	Steering column, right side
Toyota	Avalon	1996	Behind fuse box panel
Toyota	Camry	1996	Behind coin box
Toyota	Hybrid	2000	Passenger side
Toyota	Previa	1996-1997	Top instrument panel
Toyota	Tercel	1996-1998	Behind fuse box panel
Volvo	850	1997-1998	Front of shifter, under coin tray
Volvo	All, Except S80	1998-1999	Hard brake area
Volvo	C/S/V 70	2000	Back of center console
Volvo	S/V 40	2000	Center console, driver side
Volkswagen	Cabrio, Golf, Jetta	1996-1998	Right side of ashtray
Volkswagen	Eurovan	1996-1999	On dash, behind wiper lever
Volkswagen	Golf, Jetta	1999	Center console, passenger side
Volkswagen	Passat	1996-1997	On dash, behind wiper lever

## Appendix B: Troubleshooting Guide

Use the following table to quickly troubleshoot issues encountered in your tiwiPRO™ system.

Category	Symptom	Possible Solution(s)
<i>Device</i>	<i>Device lights aren't on.</i>	<ul style="list-style-type: none"><li>Verify that the device is plugged in to the OBD-II port. (For a list of common OBD port locations, see Appendix A.)</li><li>If the device is plugged in and the lights are still not on, unplug the device for 30 seconds, then reconnect the device. You should immediately have a green light (power). After 10-15 seconds you should have a blue light (satellite lock).</li></ul>
	<i>Device has no blue light.</i>	<ul style="list-style-type: none"><li>No blue light may indicate no satellite lock. Move vehicle to get clear line of sight to the southern sky (away from tall buildings and tall trees), then re-check.</li></ul>
	<i>Device won't orient.</i>	<ul style="list-style-type: none"><li>Vehicle needs to be on a flat surface and in an area that has a clear line of sight to the southern sky (away from tall buildings and tall trees).</li><li>The blue LED needs to be illuminated before you can orient the device. If the blue LED is not illuminated, you do not have satellite lock, and cannot orient the device.</li></ul>
	<i>When orienting device, device beeps instead of giving an audio confirmation.</i>	<ul style="list-style-type: none"><li>Micro SD Card may not be properly inserted or may be missing. Check slot closest to edge (opposite of power cord). Micro SD Card should sit well below the slot opening. If necessary, press the card in using a key or paper clip.</li></ul>

Category	Symptom	Possible Solution(s)
	<i>Device has no audio.</i>	<ul style="list-style-type: none"> <li>• If lights function on device, but there is no audio, it might be intentional. Contact Technical Support at 1-866-294-8637 ext. 3.</li> </ul>
	<i>I pressed the Call button and nothing happened.</i>	<ul style="list-style-type: none"> <li>• Vehicle may be out of cell coverage area.</li> <li>• Device may be defective.</li> </ul>
	<i>I pressed Call button and got a voice mail instead of a person.</i>	<ul style="list-style-type: none"> <li>• A custom E-Call phone number may not have been set up. Go to Admin &gt; Devices, select a device, click Edit, enter E-Call phone number, and then click Save. <i>Tip: Cell phone access can be unreliable. We recommend entering a landline when possible.</i></li> </ul>
	<i>When changing devices out of vehicles, how do I clean the adhesive off?</i>	<ul style="list-style-type: none"> <li>• On windshields, using rubbing alcohol on a cloth should work.</li> <li>• On plastic or vinyl surfaces, we recommend using a commercial gum removal product, such as Goo Gone ®.</li> </ul>
	<i>When changing devices out of vehicles, how do I set up the device for the new vehicle?</i>	<ul style="list-style-type: none"> <li>• After installing the device in a new vehicle:           <ol style="list-style-type: none"> <li>(1) At the portal, create a new vehicle.</li> <li>(2) Populate the VIN with a 16-digit “dummy” number.</li> <li>(3) Reassign the device to the new vehicle.</li> <li>(4) Orient the device.</li> <li>(5) On the portal, enter the actual VIN.</li> <li>(6) Orient the device again to ensure the VIN is registered to the device.</li> <li>(7) Assign a driver to the device.</li> </ol> </li> </ul>

Category	Symptom	Possible Solution(s)
<b>Vehicle</b>	<p><i>Where is the OBD port in the vehicle?</i></p> <p><i>Non-critical vehicle dashboard issue: Seat Belt, Idling, RPM, or MPG status is not accurate.</i></p> <p><i>Critical vehicle dashboard systems are behaving strangely:</i></p> <ul style="list-style-type: none"> <li>• <i>Dash lights aren't on.</i></li> <li>• <i>Gauges are making a sweeping motion.</i></li> <li>• <i>A component module (Traction Control, Security, Theft, etc.) is disabled.</i></li> </ul>	<ul style="list-style-type: none"> <li>• For a list of OBD-II port locations, see Appendix A. If your vehicle does not appear on the list, refer to the vehicle's owners manual from your vehicle's manufacturer. <i>Tip: Generally, OBD port is within 18 inches of the center of the steering wheel.</i></li> <li>• (1) Compare VIN number in vehicle to VIN number entered in tiwiPRO™ Portal (go to Admin &gt; Vehicles). (2) <b>If VIN numbers don't match</b>, edit the VIN on the vehicle's page in the Portal, then re-orient vehicle by pressing the Call button on the tiwiPRO™ device. <b>If VIN numbers match</b>, then it may be a hardware problem—Contact Technical Support at 1-866-294-8637 ext. 3.</li> <li>• (1) Unplug tiwiPRO™ device from the OBD. (2) Turn the vehicle Off and then On again. (3) <b>If engine starts</b>, skip to the next step. <b>If engine does not start</b>, pull ground terminal from battery, let it sit for 10 minutes, reconnect ground terminal, then restart vehicle. (4) Compare VIN number in vehicle to VIN number entered in tiwiPRO™ Portal (go to Admin &gt; Vehicles). (5) <b>If VIN numbers do not match</b>, edit the VIN on the vehicle page in the Portal, then re-orient vehicle by pressing the Call button on the tiwiPRO™ device. <b>If VIN numbers match</b>, it may be a hardware problem. Contact Technical Support at 1-866-294-8637 ext. 3.</li> </ul>

Category	Symptom	Possible Solution(s)
Vehicle	<p><i>Vehicle battery is dead.</i></p>	<ul style="list-style-type: none"> <li>• It is possible that the device did not go into low power mode. To avoid having your vehicle battery drained, verify that the LEDs are not illuminated.</li> <li>• Pay attention to where you park the vehicle because the device is extremely sensitive to motion. A strong gust of wind or vibration (such as parking close to a rail road track) can trigger the device to power on after powering down.</li> </ul>
	<p><i>Aggressive Driving is really sensitive.</i></p>	<ul style="list-style-type: none"> <li>• Adjust Aggressive Driving settings in tiwiPRO™ portal:           <ol style="list-style-type: none"> <li>(1) Go to Admin &gt; Vehicles.</li> <li>(2) Select the vehicle, then click Edit.</li> <li>(3) Select the Speed &amp; Sensitivity tab.</li> <li>(4) Click and drag the slider arrow toward the “least” end for Hard Accelerate, Hard Brake, Hard Turn, and Hard Bump.</li> <li>(5) Click Save.</li> </ol> </li> </ul>
	<p><i>Aggressive Driving shows Hard Brakes when it should show Hard Acceleration.</i></p>	<ul style="list-style-type: none"> <li>• Ensure that the device is placed in the vehicle in an up or down position and that the LEDs are facing towards the driver, either up or down. The cable should be pointing away from the driver. The device should <b>not</b> be mounted sideways (i.e. where the cable or LEDs point towards the middle of the vehicle).</li> </ul>
Portal	<p><i>I can't log in.</i></p>	<ul style="list-style-type: none"> <li>• Try the “I forgot my username/password” link. If that doesn't work, contact Technical Support at 1-866-294-8637 ext. 3.</li> </ul>

Category	Symptom	Possible Solution(s)
	<p><i>False events are being reported on Seat Belt, Idling, RPM, and MPG status.</i></p>	<ul style="list-style-type: none"> <li>• (1) Compare VIN number in vehicle to VIN number entered in tiwiPRO™ Portal (go to Admin &gt; Vehicles).</li> <li>• (2) <b>If VIN numbers don't match</b>, edit the VIN on the vehicle's page in the Portal, then re-orient vehicle by pressing the Call button on the tiwiPRO™ device.</li> </ul> <p><b>If VIN numbers match</b>, then it may be a hardware problem—Contact Technical Support at 1-866-294-8637 ext. 3.</p>
	<p><i>I'm receiving errant notifications.</i></p>	<ul style="list-style-type: none"> <li>• Confirm vehicle/driver/unit setup is correct. If no apparent problem is discovered, contact Technical Support at 1-866-294-8637 ext. 3.</li> </ul>
	<p><i>I do not have a RFID card.</i></p>	<ul style="list-style-type: none"> <li>• You will need to manually assign the driver to the vehicle.             <ul style="list-style-type: none"> <li>(1) Ensure the device is assigned to the vehicle.</li> <li>(2) Assign the driver to the vehicle.</li> </ul> </li> </ul>
	<p><i>I got an in-cabin/in-car event, but nothing was reported on the portal.</i></p>	<ul style="list-style-type: none"> <li>• To be reported as an event, it needs to last longer than 10 seconds. Was the in-cabin/in-car event long enough to set off a portal event? Look at coaching events.</li> </ul>
	<p><i>The wrong speed limit is in the system.</i></p>	<ul style="list-style-type: none"> <li>• Speed-by-Street database needs to be updated. Send a change request through the Admin page &gt; Speed By Street tab.</li> </ul>

Category	Symptom	Possible Solution(s)
	<p><i>Trips are not following maps.</i></p>	<ul style="list-style-type: none"> <li>The tiwiPRO™ device only sends GPS signals every 15 seconds. On roads with a lot of curves, that could impact how your trip appears on the map.</li> <li>Check for GPS lock. If the device loses GPS lock, it is possible that the trip will show a straight line.</li> </ul>
	<p><i>The portal inaccurately shows a fleet vehicle off the coast of Africa. Why?</i></p>	<ul style="list-style-type: none"> <li>This is a satellite glitch. The system temporarily resets to 0° latitude, 0° longitude. Log another trip in the vehicle to see if the trip appears on the map correctly.</li> </ul>
	<p><i>Mileage of trip in vehicle does not match portal trip.</i></p>	<ul style="list-style-type: none"> <li>Sometimes, the satellites don't track properly, or the device loses satellite lock. That will throw off the trip mileage on the portal.</li> <li>Idling Reports are not as accurate as the trip recorded on the portal. The distance shown on reports is an approximation of the trips shown on the portal, and will not always match the map. If you do not have satellite lock, you will lose mileage on a trip, and you will lose reports for that loss of satellite lock.</li> </ul>
	<p><i>Aggressive driving settings are too sensitive or not sensitive enough.</i></p>	<ul style="list-style-type: none"> <li>Adjust settings on an individual vehicle or device, or edit them collectively. To edit collectively, go to Admin page &gt; Vehicles/Devices tab, then check the applicable boxes and then click Batch Edit button and make your changes. To edit individually, go to Admin page &gt; Vehicles/Devices tab, select a specific vehicle or device, then adjust settings.</li> </ul>

Category	Symptom	Possible Solution(s)
	<i>Miles Per Gallon (MPG) data is wrong. Why?</i>	<ul style="list-style-type: none"> <li>For gasoline, MPG data accuracy is <math>\pm 30\%</math>.</li> <li>For diesel, MPG data is not supported.</li> </ul>
	<i>I'm not getting alerts.</i>	<ul style="list-style-type: none"> <li>You may have configured alerts, but not the contact information, so the alerts aren't being sent anywhere. Check your My Account page to verify the settings.</li> <li>Also, our speed settings have a 1 MPH buffer. If you set your notification for 5 MPH over the speed limit, the event will trigger at 6 MPH over the speed limit.</li> </ul>
	<i>I'm getting excessive zone alerts.</i>	<ul style="list-style-type: none"> <li>Zone may be too small for GPS accuracy. Widen the zone with an approximate 30-foot buffer on all sides of a zone to allow for GPS inaccuracies.</li> </ul>
	<i>I'm getting excessive speeding violations.</i>	<ul style="list-style-type: none"> <li>It may be because device is not secure in vehicle.</li> <li>You might be experiencing GPS inaccuracies that would account for the excessive speeding alert.</li> </ul>
	<i>I'm getting a high number of speeding notifications.</i>	<ul style="list-style-type: none"> <li>Check your speeding sensitivity settings.</li> </ul>
	<i>Live Fleet is not showing all vehicles.</i>	<ul style="list-style-type: none"> <li>Currently, the portal displays a maximum of 100 vehicles.</li> </ul>
	<i>I have a vehicle with multiple drivers logged in to it.</i>	<ul style="list-style-type: none"> <li>You may have two or more drivers associated with one vehicle.</li> <li>You may have moved a driver from one vehicle to another.</li> </ul>

Category	Symptom	Possible Solution(s)
	<i>Multiple trips under same ID.</i>	<ul style="list-style-type: none"> <li>Check to ensure drivers are logging in before starting a trip, or that your driver is logging out after completing a trip.</li> </ul>
	<i>Some vehicles are getting MPG data and some aren't.</i>	<ul style="list-style-type: none"> <li>Related to wrong VIN number. Ensure VIN number in vehicle matches VIN number in vehicle's page in Portal. If any correction is made, then you will have to re-orient the device.</li> </ul>
	<i>Some vehicles are getting notifications and some aren't.</i>	<ul style="list-style-type: none"> <li>The wrong VIN might be associated with the vehicle. Ensure VIN number in vehicle matches VIN number in vehicle's page in Portal. If the VIN is incorrect, re-enter the correct VIN, then re-orient the device.</li> </ul>
	<i>I don't see the changes I've made.</i>	<ul style="list-style-type: none"> <li>You need to press Save before changing pages in the portal.</li> <li>Once you save your changes, log out of the portal, then log back in.</li> </ul>
	<i>Tampering Events are not appearing on the portal.</i>	<ul style="list-style-type: none"> <li>Contact Technical Support at 1-866-294-8637 ext. 3.</li> </ul>
	<i>The end trip is not showing up on the portal.</i>	<ul style="list-style-type: none"> <li>Check for tampering notifications or that the device is unplugged.</li> </ul>
	<i>Trips are not showing up on the portal</i>	<ul style="list-style-type: none"> <li>Check under the vehicle's specific page on the portal. If they are not listed under the vehicle's specific page, contact Technical Support at 1-866-294-8637 ext. 3.</li> </ul>

Category	Symptom	Possible Solution(s)
	<p><i>Events that I set up are not being sent to the portal. Ex. I have a Red Flag set to send a notification for anything 5 MPH over, but my sensitivity settings are set to 10 MPH over on the device.</i></p> <p><i>I'm getting the wrong time stamp.</i></p>	<ul style="list-style-type: none"> <li>• You will not get speeding alerts for Red Flags set BELOW speeding sensitivity, though you will get speeding alerts for Red Flags set OVER the speeding sensitivity.</li> <li>• Check time zone setting:             <ol style="list-style-type: none"> <li>(1) Go to Admin &gt; User.</li> <li>(2) Select an individual driver and then click Edit.</li> <li>(3) Choose new time zone from the drop-down list and then click Save.</li> </ol> </li> </ul>

## Glossary

**Driving Event** – an occurrence of speeding, aggressive driving, not wearing a seat belt or entering/leaving a zone area you set up. The tiwiPRO™ device reports these items and they are displayed in the portal on the Reports page.

**International Mobile Equipment Identity (IMEI)** – the IMEI is a unique number assigned at manufacturing time to every GSM and UMTS cell phone device. This number is associated with the device, not the subscriber, and can be used by us, the manufacturer, to disable the device in the event it is stolen.

**tiwiPRO™ Portal** – an Internet access point where supervisors visit to build their fleet database and make associations between tiwiPRO™ devices, vehicles, and drivers. Here they set up driver mentoring preferences as well. Supervisors and individual team members can log in to this portal to review their personal performance and compare it to their group statistics.

**Zone Alert** – specified settings that notify you by telephone call, text message and e-mail when your driver enters or leaves a Zone. This is different from alerts you receive by default for speeding, aggressive driving and failure to wear a seat belt when driving at unsafe speeds.

**Zone** – a geographical area that you specify in order to track a driver's arrival and departure within the zone. This helps you monitor driver movement into areas at specific times of day. For example, you may want to know if your driver leaves or arrives at a destination.

**VIN** – abbreviation for Vehicle Identification Number that identifies a specific vehicle. Typically the VIN is located on the lower driver side corner of the dashboard or on a sticker adhered to the panel inside the driver door.

**Click** – indicates using a mouse to perform an action (ex. Click **Save**. The data is saved to your account.)

**Press** – indicates using a keyboard to perform an action (ex. Press **Enter**. The command executes.)

**Select** – indicates a series of items to be clicked in order to achieve an end goal (ex. **Select Admin > Users > Add User**.

## **Limited Warranty**

This Limited Warranty is offered by inthinc, inc. (“inthinc”) for its tiwiPRO™ driver mentoring/vehicle monitoring systems.

### What this Limited Warranty covers

This Limited Warranty covers defects in materials and workmanship under normal use of a tiwiPRO™ in-cab device (the “Device”) for a period of one (1) year from the date of purchase, or until such date as purchaser breaches (without proper cure) any agreement with inthinc, whichever is the shorter (the “Warranty Period”). inthinc, at its sole discretion, will repair the Device or will replace the Device with a new or refurbished unit (a “Replacement Device”). Devices replaced under this Limited Warranty become the property of inthinc. Replacement Devices are warranted to be free from defects in materials and workmanship for 90 days or the remainder of the Warranty Period, whichever is longer.

### What this Limited Warranty does not cover

This Limited Warranty does not cover defects or damage caused by accident, misuse, abuse, neglect, fire, water, other acts of nature, power surges, unauthorized or improper modifications or repairs, improper maintenance, usage not in accordance with the Device instructions or specifications, improper installation, or usage or storage in unsuitable physical or operating environments. This Limited Warranty does not cover damages or defects caused by local environmental conditions or that result from any failure in services provided by a third party (e.g. failure of the communications network). Opening, dismantling or repairing of the Device by anyone other than an authorized inthinc representative or technician will void this Limited Warranty.

Without limiting the generality of the foregoing, the following are specifically excluded from coverage under this Limited Warranty:

- 1) periodic maintenance and repair or replacement of parts due to normal wear and tear;
- 2) batteries;
- 3) finishes or physical damage to the surface of the Device;

- 4) installations or defects resulting from installation;
- 5) damage caused by (i) shipping, misuse, abuse, negligence, tampering, moisture, liquids, proximity or exposure to heat, or improper use; (ii) disasters such as fire, flood, wind, and lightning; (iii) unauthorized attachments or modifications to the Device;
- 6) service performed or attempted by anyone other than an authorized inthinc service provider; and
- 7) any product, components or parts not manufactured by inthinc.

## LIMITATIONS OF LIABILITY

THE DEVICE IS PROVIDED “AS IS AND WITH ALL FAULTS”. EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, INTHINC HEREBY DISCLAIMS ALL WARRANTIES AND CONDITIONS, WHETHER EXPRESS, IMPLIED OR STATUTORY. ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE PERIOD OF THE EXPRESS WARRANTY.

REMEDIES UNDER THIS LIMITED WARRANTY ARE LIMITED EXCLUSIVELY TO REPAIR OR REPLACEMENT, AT THE OPTION OF INTHINC. INTHINC SHALL NOT BE LIABLE TO PURCHASER OR ANY OTHER PERSON FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DAMAGES RESULTING FROM DELAY OR LOSS OF USE, LOSS OF DATA, BUSINESS INTERRUPTION, BREACH OF THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTY EVEN THOUGH CAUSED BY NEGLIGENCE OR OTHER FAULT OF INTHINC OR NEGLIGENT USAGE OF THE PRODUCT.

THE ENTIRE LIABILITY OF INTHINC SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID FOR THE DEVICE.

This Limited Warranty is not transferable.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply. This Limited Warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

## **Privacy Policy**

We at inthinc take your privacy very seriously. This Privacy Policy describes how we handle personally identifiable information (“Personal Information”) and other information that we collect or receive through the operation of inthinc products and services, any websites, portals, telecommunications, technical or customer service support or information and as part of any of our other business activities. “Personal Information” in this context is information that is identifiable to a particular person, including when the information is combined with other information about that individual. We endeavor to carefully guard and protect the privacy of any Personal Information that we collect or otherwise receive.

### **General**

This Privacy Policy is intended to cover collection and use of Personal Information by inthinc and any of its affiliates. This Privacy Policy does not apply to any company or business outside the care or control of inthinc. This privacy statement applies solely to information collected by us in whatever format and through any medium including websites, telephones, portals, products and any other source. inthinc is not responsible for the privacy policies of, or the handling or protection of Personal Information by third parties, including but not limited to third parties who are acting on behalf of or together with inthinc, as well as third party websites linked to any inthinc website or portal.

inthinc does not require that you register or otherwise provide any Personal Information in order to visit or browse its website or communicate with the company. However, inthinc does collect certain Personal Information if and when you request information from us through a website or make a purchase through a website.

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## **Information Collection**

### **A. Website Use Information**

When you or other customers visit an inthinc website, we collect your Internet Protocol (“IP”) address (the unique set of numbers used to identify a visitor’s computer) and your registered domain or home server. We do this with “Web beacons” (also known as “Web Bugs”) but this information does not identify you as an individual, but only the computer that is being used to view the site. We use this information for internal statistical analysis only, such as, to analyze trends, administer the site, track users’ movement, and gather broad geographic and demographic information for aggregate use. We do not link the information automatically logged by such means with any Personal Information. IP addresses and domain names are not linked to any personally identifiable information. We do not place Web beacons that link to Personal Information on other sites, nor do we permit third parties, other than those working on inthinc’s behalf, and only for purposes related to the third parties’ work for inthinc, to place them on any of inthinc’s sites.

### **B. Information Collected Through Web “Cookies”**

“Cookies” are small pieces of data stored by your browser on your computer’s hard-drive. The cookies we use do not collect any personally identifying information about you or provide us with any way to contact you, and the cookies do not extract any information from your computer. We use cookies on our websites in conjunction with the automatically collected unique anonymous identifiers referred to above for web traffic statistics purposes only. Many commonly available browsers permit you to reject cookies from our sites, and you may use our sites with that feature of the browser enabled, by following the instructions on the “Help” menu bar of the browser. However, if you choose to reject all cookies, you may be unable to use some of the features and content on the websites.

### **C. Information Automatically Collected Through inthinc Products**

inthinc services are provided using in-vehicle or attached electronics, wireless communication, global positioning satellite, internet and other technologies. We may thereby collect information regarding the vehicle’s location and speed, seat belt usage, aggressive driving or operating behavior, accidents or crashes, and other similar information. This information is not itself Personal Information; however, it may be associated with the Personal Information you provided at the time of registration or activation of the inthinc product used to collect it.

The information automatically collected through an inthinc product is associated with the vehicle in which the inthinc product is placed.

Upon activation of an inthinc product, you may have to provide us with the name of an individual, including yourself, who will be the designated operator of the associated vehicle. Our records will reflect such designation until you communicate a different designated operator. Accordingly, to ensure accuracy of our records at all times, you are responsible for notifying us of any changes to the designated operator so as to indicate the actual operator of the vehicle or asset at any particular time.

#### **D. Information You Submit to Us**

When you request information from us through any websites, telecommunications, technical or customer service support or as part of any of our other business activities, or if you use those features of the site that allow you to communicate with us by electronic mail or otherwise, we collect some of your Personal Information to respond to your request. You are under no obligation to provide us with this information, but without it, we may not be able to take the action requested.

You will always have the option to unsubscribe from further receipt of inthinc electronic communications on each occasion that we contact you by email.

We also collect certain of your Personal Information if you purchase an inthinc product. To process your purchase and deliver the product, we collect your name, address, and any credit or debit card information you may use for the purchase. When you activate the product, we collect your name, e-mail address, telephone number, vehicle make, model, year and Vehicle Identification Number (“VIN”). We safeguard such Personal Information with strict security protections to ensure its confidentiality, consistent with this Privacy Policy.

#### **Uses of Information**

If you order inthinc products or services or activate the product through this website, an inthinc portal, by sending us an e-mail, or in any other way, we will use the e-mail address and any other information that you provide, including credit/debit card or other financial information, in order to process your order.

This information may be used by us or one of our inthinc affiliated companies (our “Affiliates”) to provide the requested services or products and to contact you in the future to convey information about our or our Affiliates’ products and services.

Once you have purchased an inthinc product, we may use your Personal Information in a number of ways, including: (a) to allow you to use the inthinc product, and to allow us to deliver inthinc services to you and to bill you for such uses of the inthinc product and inthinc services (including sharing that information with roadside assistance providers, emergency service providers or others); (b) to communicate with you about your inthinc account; (c) to check, maintain, or update your inthinc hardware and software; (d) to help you to maintain the vehicle or asset based on diagnostic information; (e) to evaluate and improve inthinc’s

products and services; (f) to enforce the terms and conditions of any user agreement or license between you and inthinc or any of its affiliates; (g) to prevent fraud or misuse of inthinc products and services; (i) to comply with legal requirements, court orders or criminal investigations; (j) to develop and offer you new or additional products or services; (k) to confirm your eligibility for car insurance discount programs, if applicable and available; and (l) to perform market research.

Any Personal Information we receive from you in applying for a job at inthinc will be used only for the internal application review process. Unless you ask us not to, if your application is not successful for a particular job, we will retain the application for a period of time in the event that a suitable new vacancy arises in which you might be interested.

## **Information Sharing & Disclosure**

We may share Personal Information with our agents, affiliates or advisors who help us operate and improve inthinc's business and who act pursuant to confidentiality commitments and under the protection terms of this Privacy Policy. We may disclose or sell Personal Information in conjunction with a merger or sale of the equity of inthinc to a third party or in conjunction with the sale of all or a portion of inthinc's assets.

Other than Personal Information, inthinc may license, sell, or otherwise share aggregated information collected through the use of inthinc products and services to third parties, including insurers. This aggregated information may include information, about a type of vehicle or asset's performance, the driving experience of particular age group, or other reported events on an aggregated basis that is completely anonymous and not identifiable to any individual.

We may respond to subpoenas, court orders, legal process and other official demands and may use information to enforce or exercise our legal rights or defend against legal claims.

We may share information in order to investigate, prevent or take action regarding illegal activity, suspected fraud, situations involving potential threats to the physical safety of any person, violations of inthinc's terms and conditions, or as otherwise required by law.

## **Confidentiality, Security & Retention**

Except as otherwise provided in the Privacy Policy, we limit access to your information to employees, agents, affiliates or advisors who we reasonably believe need such information in order to provide products and services to you.

In addition, inthinc takes every reasonable precaution to protect the confidentiality of your information using currently available physical, electronic and procedural safeguards and any sensitive information submitted via the website is protected both online and off-line. We use a variety of physical, technical, and procedural safeguards to guard against loss, misuse, and alteration of collected information. In addition, we require customers to use user identification and passwords to access Personal Information. Similarly, when visitors to the Web site conduct payment card transactions with inthinc, we employ procedures required by the Payment Card Industry Data Security Standards.

We cannot guarantee the security of any information collected from the website or the use of inthinc products and services. Although we take reasonable steps to secure such information, there remains the possibility that it could be accessed, disclosed, altered, made unavailable to you, or destroyed by a breach of inthinc's physical, technical, and procedural safeguards. If inthinc learns that your Personal Information has been disclosed without authorization, we will attempt to notify you of such security breach at your last known email and address.

If a users' personally identifiable information changes (leg. zip code), or if a user no longer desires our service, we will endeavor to provide a way to correct, update or remove that users' personal data provided to us. This can be done by sending us a letter via postal mail to: Director of Customer Care at 4225 West Lake Park Blvd. Suite 100, West Valley City, UT 84120 USA. We maintain the Personal Information we collect from registration or activation of an inthinc product for as long as the product is registered for use and for any period during which there is a dispute between us and the person in whose name the product is registered. We maintain aggregated information collected from the use of inthinc products and services at our discretion.

## **Your Responsibility to Others When You Activate an inthinc Product**

As noted above, the information acquired automatically by or in connection with the use of inthinc products is associated with the vehicle or asset monitored by the activated inthinc product. Other than through the Personal Information provided to us by the person who purchases, registers or activates a inthinc product, inthinc maintains no direct relationship or means of communication (other than through automatic messages conveyed by the inthinc product concerning vehicle or asset behavior) with individuals who may operate or otherwise occupy or use a vehicle or asset monitored by the inthinc product. Accordingly, inthinc necessarily disclaims responsibility for informing or satisfying the expectations or demands of any individuals, other than inthinc customers, regarding Personal Information or privacy protection.

If you activate an inthinc product, you assume full responsibility for meeting the privacy expectations and demands of all individuals who may operate or otherwise occupy or use the vehicle or asset monitored by the inthinc product and its related inthinc services.

## **Your Right to Opt-out of Receiving Offers and Solicitations**

If you do not want to receive offers or solicitations from inthinc or its affiliates, you may “opt-out” of such communications by either sending an email to [optout@inthinc.com](mailto:optout@inthinc.com) or sending a letter to inthinc, Director of Customer Care at 4225 West Lake Park Blvd. Suite 100, West Valley City, UT 84120 USA.

## **Enforcement**

If you believe that your rights as described in this Privacy Policy have been violated by inthinc, you should e-mail our Director of Customer Care at [privacy@inthinc.com](mailto:privacy@inthinc.com) or send a letter to inthinc, Director of Customer Care at 4225 West Lake Park Blvd. Suite 100, West Valley City, UT 84120 USA. We will attempt to resolve your complaint as quickly as possible.

## **Amendments To This Privacy Policy**

inthinc reserves the right, at its sole discretion, to change, modify, add to, or remove any portion of this Privacy Policy, in whole or in part, at any time. We will include such amendments on the version of this Policy that is posted on the inthinc website ([www.inthinc.com](http://www.inthinc.com)) and, for those customers for whom we have e-mail addresses, we will notify customers by e-mail that the Privacy Policy has been amended. Amendments to the Privacy Policy will take effect immediately upon being posted to the website. A customer’s continued use of the inthinc website or any inthinc products or services after inthinc posts an amendment constitutes the customer’s acceptance of and consent to the amendment. If a customer does not accept such an amendment, the customer must notify inthinc within 30 days after being notified of that amendment that the customer is electing to terminate use of inthinc’s products and services. We will not charge a customer a termination fee for such termination of use.

## **Contact Us**

For more information about our Privacy Policy and practices, e-mail us at [privacy@inthinc.com](mailto:privacy@inthinc.com) or call 1.888.776.0452.

## **Acknowledgment**

By using any of the inthinc™ products or services or the inthinc website, you acknowledge that you have read and accepted this Privacy Policy. If you do not accept this Privacy Policy, please do not use any inthinc product or service or the inthinc website.





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West Valley City, UT 84120



NEED HELP WITH INSTALLATION,  
MAINTENANCE OR SERVICE?  
Contact inthinc, inc. Customer Service  
at 1-886-294-8637 extension 3.  
[www.inthinc.com](http://www.inthinc.com)

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