Introduction

Welcome to the Contigo Mobile Monitoring system. This guide is intended to lead a new dealer through first exposure to both the dealer portal and an end-user commercial portal. The goal of this guide is to provide dealers with hands-on experience in creating new subscribers, registering beacons to the new subscribers, logging the subscribers into the portal, and performing the initial configuration of the beacons. This is not a comprehensive guide to understanding the Contigo system; online help systems are available from within each portal. This guide provides a walk-through of the system with enough detail to get the dealer up and running.

It is not an absolute requirement that the beacon be physically installed in the vehicle before proceeding with this guide, but having a properly installed beacon in place is helpful in that it will allow you to see immediate results from this tutorial. The steps in this tutorial will also be critical in testing that your beacon is installed properly.

Understanding Portals and Logging In

You should have already been provided with three pieces of information, either directly by Contigo or by your monitoring station. These three pieces of information are:

- Username
- Password
- Portal URL (of the format http://dealername.dp.contigo.com)

These three pieces of information will enable you to log into your dealer portal. In your web browser, access your dealer portal URL. The initial screen will ask you for your username and password. Enter the username and password provided to you and you will be logged into your dealer portal. The dealer portal is your interface for all administrative tasks that are involved in managing your Mobile Monitoring subscriber base. This primarily includes creating new subscriber accounts, managing existing accounts, and registering beacons to accounts.

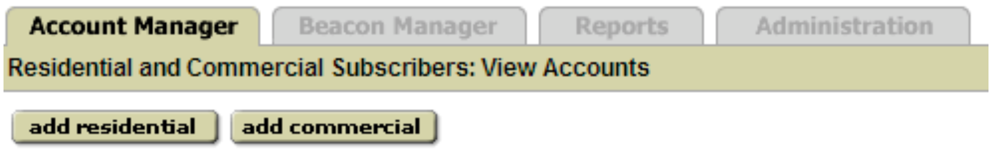
The dealer portal is only accessed by you as a dealer. Subscribers, commercial or residential, would never log into a dealer portal. Subscribers have their own portals which have slightly different URLs from dealer portal URL listed above.

- Residential Subscribers: http://dealername.rp.contigo.com
- Commercial Subscribers: http://dealername.cp.contigo.com

You will see in later sections that when you create a new subscriber, you simultaneously create a username and password for the subscriber. That username and password combined with the appropriate subscriber portal URL above constitute the three pieces of information that a subscriber will require to log in.

Creating a Subscriber

After logging into your dealer portal, you will see a series of tabs across the top of the screen. Click on the "Account Manager" tab. This screen will provide you with a list of all of your existing accounts as well as providing links to create new accounts.

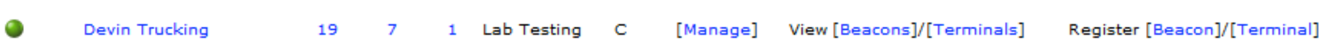


Before creating a new account, you should be certain of whether you want to create a residential account or a commercial account. This choice cannot be reversed later.

Using a commercial account as an example, you would click on the "Add Commercial" button to create a new commercial subscriber. To create a new account, fill in all of the required fields (required fields are those marked with a red "*"). Most of the fields are self-explanatory, however several fields require explanation:

- **CS#** - this is an abbreviation for "Customer Site Number" which is a free-form field that you can (optionally) use to correlate accounts within the Contigo system to some account number that you may already use in your accounting or CRM system. This is a free-form field – you may use it to create any identifier you see fit.
- **Account Name** – this is the display name that will identify the account in the Account Manager.
- **Primary Admin Login Name / Password** – this is the initial login account information that you are creating for the subscriber. This login name and password along with the subscriber portal URL described earlier are the three pieces of information that the subscriber requires to log in.
- **Passcode** – this is the same thing as an alarm passcode or codeword. It is used by the subscriber to identify him or herself to a monitoring station operator over the phone.

Once you have all the required information filled in, click the "save" button to create the account. This will return you to the account list screen where you will see your newly created account listed.



Note: Creating a subscriber account is only done once per subscriber irrespective of how many beacons the subscriber purchases. For example, if you sell 10 beacons to a subscriber, you still only create the account once.

Registering a Beacon to a Subscriber

Before the subscriber will be able to make use of their new beacon, our system needs to know which beacon you have installed in the subscriber's vehicle. In the Contigo system, the process of defining which subscribers have which beacons is known as "registering" a beacon to a subscriber.

If you click on the "Beacon Manager" tab in your dealer portal, you will see a list of all of the beacons that Contigo has provisioned to you as a dealer. The last column on the right indicates the state of the beacon, such as: whether the beacon has been registered to a subscriber; or if it is unregistered (meaning it's likely either in your inventory or being shipped to you). The beacon may appear in one of the following states:

"Unregistered (Not Activated)":

- Beacon is not registered to either a Commercial or Residential Portal. No active wireless plan is assigned to the device.

"Unregistered (Activated)":

- Beacon is not registered to either a Commercial or Residential Portal, however an active wireless plan has been assigned to the device.

"Registered (Activated)":

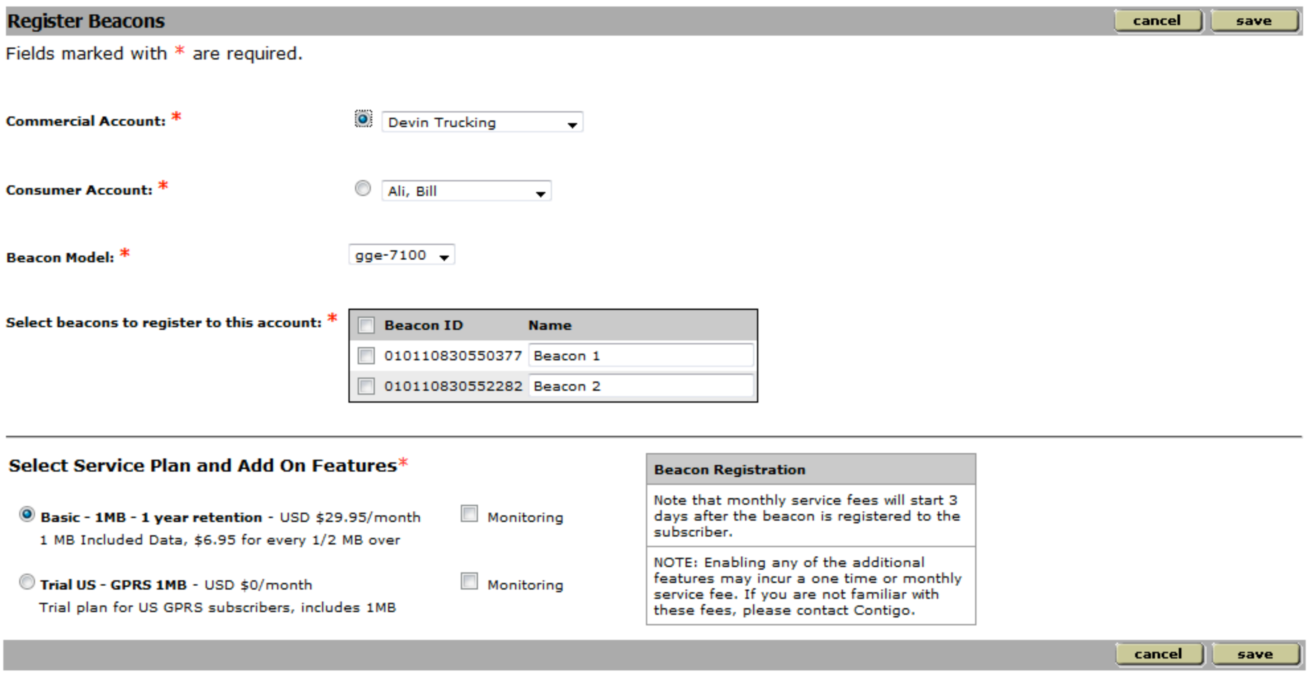
- Beacon has been registered to a Commercial or Residential Portal and an active wireless plan is assigned to the device.

For "Unregistered (Not Activated)" beacons, click on the link to view the beacon details. In the "Status:" row, you may click on "Request Activation". Once Contigo has processed the request on your behalf, the state will change to "Unregistered (Activated)".

To register a beacon to a subscriber, click on the "Beacon Manager" tab in the dealer portal. Click on the "register beacons" button. Select the Commercial or Residential (consumer) portal to which you wish to register the beacon(s). Select the beacon model from the drop down list box provided. This will display a list of all the unregistered beacons IDs of the selected type that are currently provisioned to your dealer portal. Choose the beacon(s) you wish to register to the subscriber account from the list.

You also need to assign a service plan to the beacon. The service plan is based on how much data is going to be communicated between the beacon and the Contigo servers. This is most significantly impacted by the frequency of scheduled tracking scenarios that your subscriber configures the beacon to follow. If the subscriber desires a 15 minute tracking interval combined with other typical beacon usage, you can select the lowest volume plan. If your subscriber is going to require frequent scheduled tracking (every five minutes or less), a higher volume or unlimited usage plan may be most appropriate.

Lastly, you will need to select whether or not the beacon will be allowed to notify the monitoring station of events. For any individual beacon you can select whether the beacon will be permitted to send incidents to a monitoring station (for a monitored solution) or not (for an unmonitored or self-monitored solution).



Only data that is transferred between the beacon and the Contigo system is counted towards your service plan allotment. Logging into the system with your web browser and viewing reports does not count towards your data allotment. Data transferred between the Contigo system and the web browser is unlimited.

Once you have selected a service plan, you can click the "save" button to register the beacon to the subscriber account.

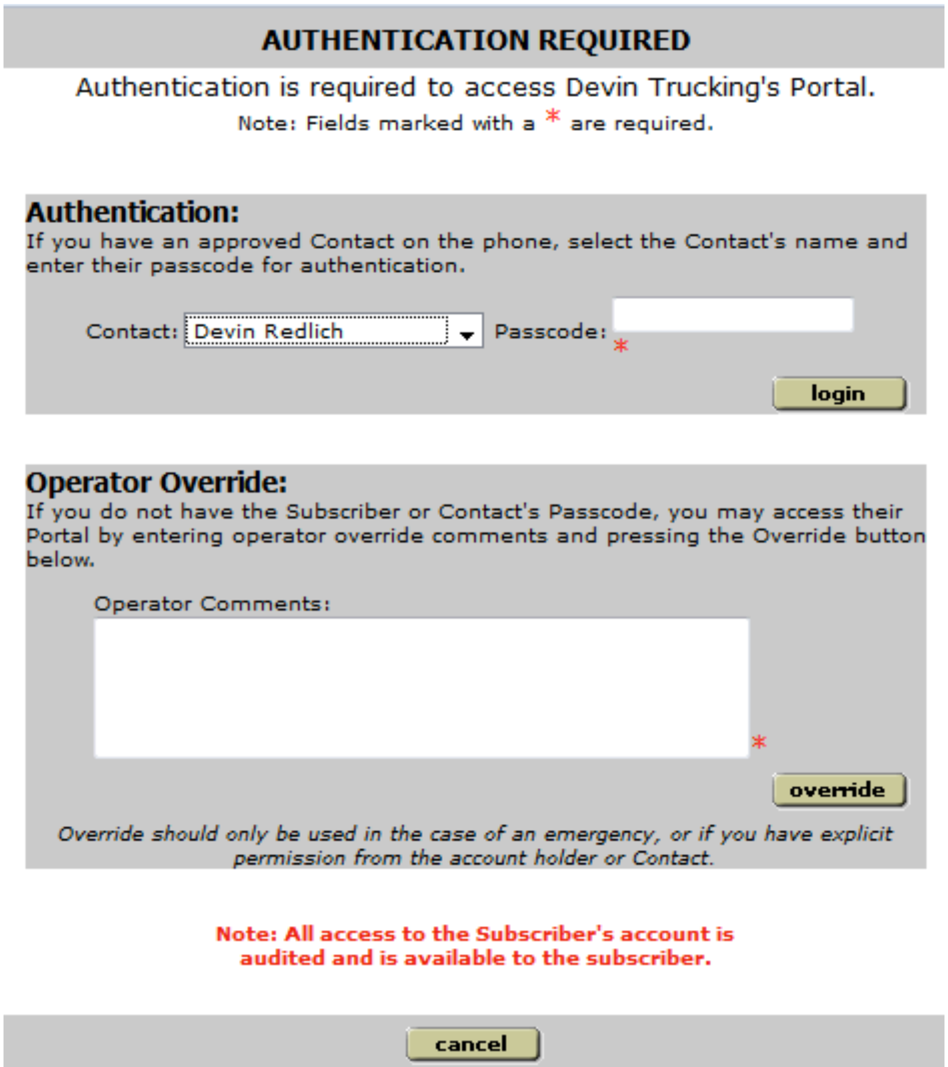
Completing the Subscriber Setup

Creating the subscriber account and registering a beacon are the two main functions of the dealer portal and are all that is required to get the new subscriber up and running. All beacon usage – tracking, reports, etc – is performed from within the subscriber portals.

Accessing Subscriber Portals

There are two ways to access the subscriber portals. You can access the portal by browsing to the subscriber portal URL and entering a valid subscriber username and password, which is the same way the end user would access the system. The other way to access the subscriber portal is from the dealer portal. Under "Account

Manager", all subscriber accounts are listed. To the right of each account name is a "Manage" link. Clicking on this link will give you the choice to either enter the subscriber's passcode, or to enter an override justification. Note that in order for the Manage feature to work, pop-up blockers must be disabled in your browser. An "override" justification should consist of some descriptive text to justify accessing the subscriber's portal. The override method allows you to circumvent the need for a username and password. This is a freeform field – the system does not validate your justification.



Using this override feature will launch you into the subscriber portal and will also log the override justification in the user's "login summary" report. This logging feature provides an audit trail that allows the subscriber to see who has been accessing their portal and why.

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Subscriber Portal Configuration

The first step in performing subscriber portal configuration is to assign the subscriber's beacon to a mobile item (vehicle, asset, personnel) within their portal. All configuration, tracking, and reporting within the subscriber portal references mobile item names, not beacon names. On the Commercial Portal Home Page, in the System Notices section, a heading will appear titled "New Beacons" any time you register a new beacon to the subscriber portal. Click on the link within the "System Notices" box.

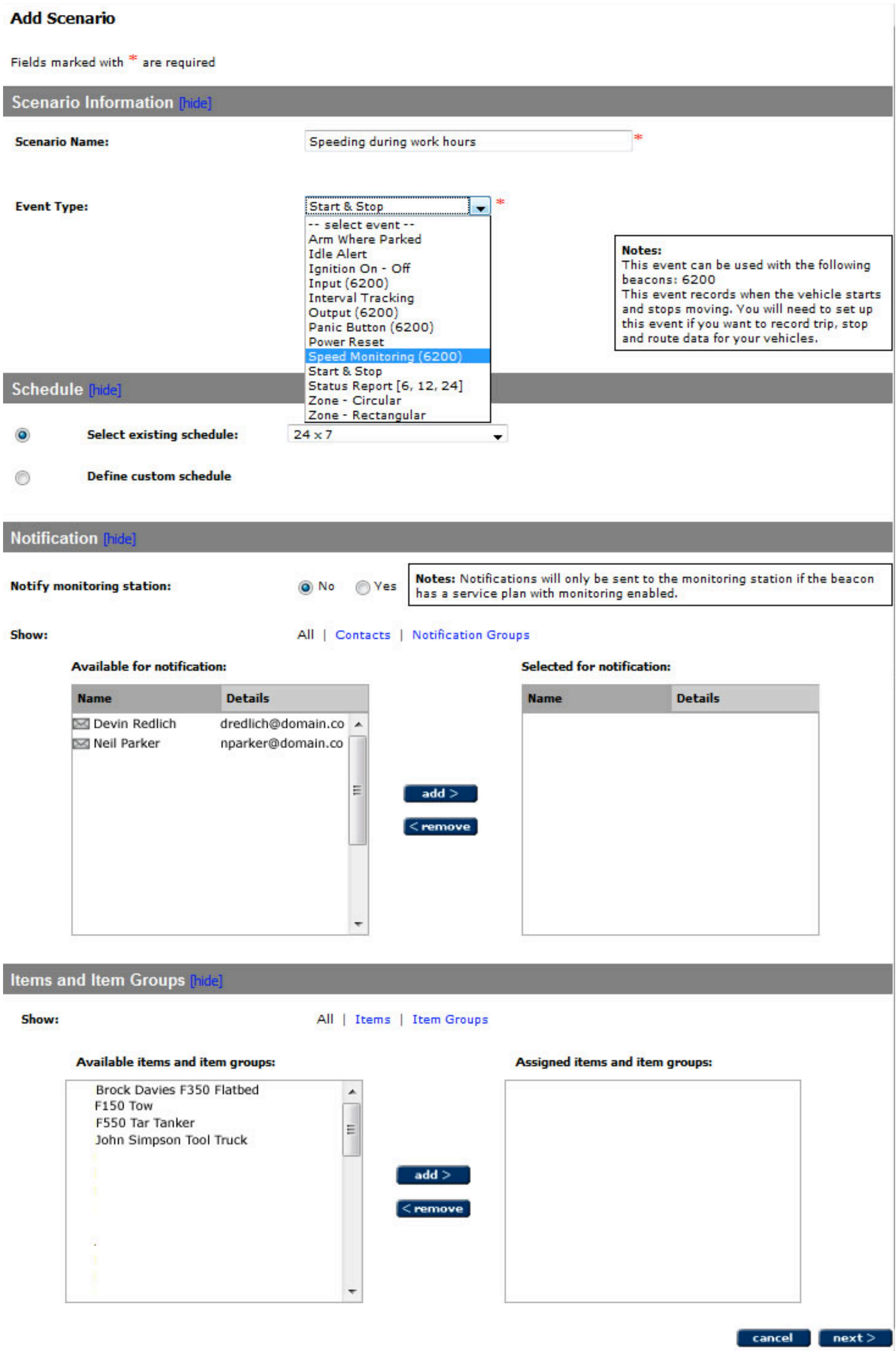
The beacon setup screen will list all beacons that are currently not assigned to a mobile item. For each beacon, you can choose to perform a quick setup or complete setup. Complete setup will ask you for detailed mobile item information, but for the purpose of this guide just choose quick setup. The quick setup will ask you to define what type of mobile item you're creating and to give it a name. Once you define this information and click "Save", the system will create the appropriate mobile item with the name you defined and assign the beacon to that mobile item. This is the minimum configuration necessary to begin using the beacon.

Scenarios

The GPS beacon device does not report back any information on its own. It will respond to live tracking requests made through the appropriate mobile items section of the website (vehicles, assets, or personnel) but it will not proactively report any data. To configure the beacon to report data back to our server on a scheduled basis, you must configure scenarios. To define a scenario, choose the "Administration" tab from the top of the screen, then choose the "Scenarios" option from the options in the left pane. To add a scenario, click the "add scenario" button.

- Scenario Name - A free-form text field you may use to identify each scenario you create.
- Events - occurrences that trigger the beacon to report. Examples of events are:
  - Ignition on / off
  - Vehicle start / stop
  - Interval tracking
  - Speed violations
  - Zone (geofence) violations
  - Panic button
  - Auxiliary input
- Schedules – time periods and frequencies that determine when a scenario is active
  - You may define schedules in one of two ways:
    - Create a custom schedule within your event (which you may save to use later with other scenarios)
    - Use a schedule created and saved previously (see Schedules below)
- Notifications – lists of contacts who will be notified when an event occurs, and how
- Items and Groups - lists of individual beacons, or groups of beacons, to which the scenario should apply

Note: Tracking with Interval scenarios are suspended when the vehicle's ignition is turned off. This is to avoid wasted data usage by repeatedly reporting the same point.

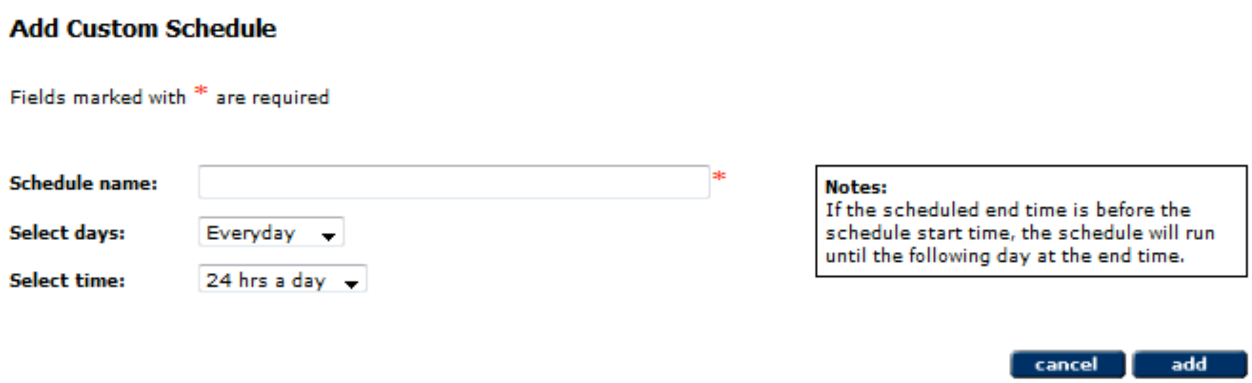

Add Scenario
Fields marked with * are required
Scenario Information [hide]
Scenario Name: Speeding during work hours *
Event Type: Start & Stop *
-- select event --
Arm Where Parked
Idle Alert
Ignition On - Off
Input (6200)
Interval Tracking
Output (6200)
Panic Button (6200)
Power Reset
Speed Monitoring (6200)
Start & Stop
Status Report [6, 12, 24]
Zone - Circular
Zone - Rectangular
Notes:
This event can be used with the following beacons: 6200
This event records when the vehicle starts and stops moving. You will need to set up this event if you want to record trip, stop and route data for your vehicles.
Schedule [hide]
Select existing schedule: 24 x 7
Define custom schedule
Notification [hide]
Notify monitoring station: No Yes
Notes: Notifications will only be sent to the monitoring station if the beacon has a service plan with monitoring enabled.
Show: All | Contacts | Notification Groups
Available for notification:
Name Details
Devin Redlich dredlich@domain.co
Neil Parker nparker@domain.co
add >
< remove
Selected for notification:
Name Details
Items and Item Groups [hide]
Show: All | Items | Item Groups
Available items and item groups:
Brock Davies F350 Flatbed
F150 Tow
F550 Tar Tanker
John Simpson Tool Truck
add >
< remove
Assigned items and item groups:
cancel
next >

Schedules

Schedules define when the scenario is going to be active. In addition to creating schedules within individual scenarios, you may create and save schedules for later use.

To create a schedule that you may use for multiple scenarios, choose the "Administration" tab from the top of the screen and then choose the "Schedules" option in the left pane. Click the "add schedule button" to create a new schedule. There are three fields required:

- Schedule name – a free text field you may use to identify each schedule you create
- Select days – specify which days of the week on which the schedule should be active
- Select time – specify the time of day during which the schedule should be active



Tracking Your Vehicles, Assets or Personnel

There are two ways you can track the beacons assigned to vehicles, assets or personnel. One is by configuring the beacon to report its location periodically (using the scenarios described earlier). The other is by using the subscriber portal to request a current location of the beacon.

Here, we'll use the example of a fleet vehicle scenario:

To request a current location of your vehicle, click the "Vehicles" tab at the top of the screen. This gives you a list of all the vehicles you have configured in your portal. To the right of each vehicle in the list is a "Locate / Track" link. These are actually two separate links, one for "Locate" and one for "Track". Locate will request a single current location of the vehicle and plot the current location on a map. Track will put the vehicle into a continuous tracking mode and will update the map with a new location every 15-120 seconds (depending on the beacon model), plotting the breadcrumb trail of the vehicle on the map. The tracking session will run for 5 minutes, then prompt you to cancel or continue.

The Locate / Track features make use of pop-up windows to plot the new points on a map. If your system has pop-up blocker software installed, you'll have to configure the software to allow pop-ups from your portal URL.

Reporting

The system provides a number of reports that enable you to view the activities of your vehicles through historical reporting. All data points that are communicated to our server (from a scenario or from live locates / tracking) are stored in the database and can be reported on. To view reports, click on the "Reports" tab at the top of the screen.

There are four categories of reports that may appear. The appearance of these reports depends on the modules purchased and activated within your system.

Important Note: Some reports require the existence of certain scenarios in order to work. For example:

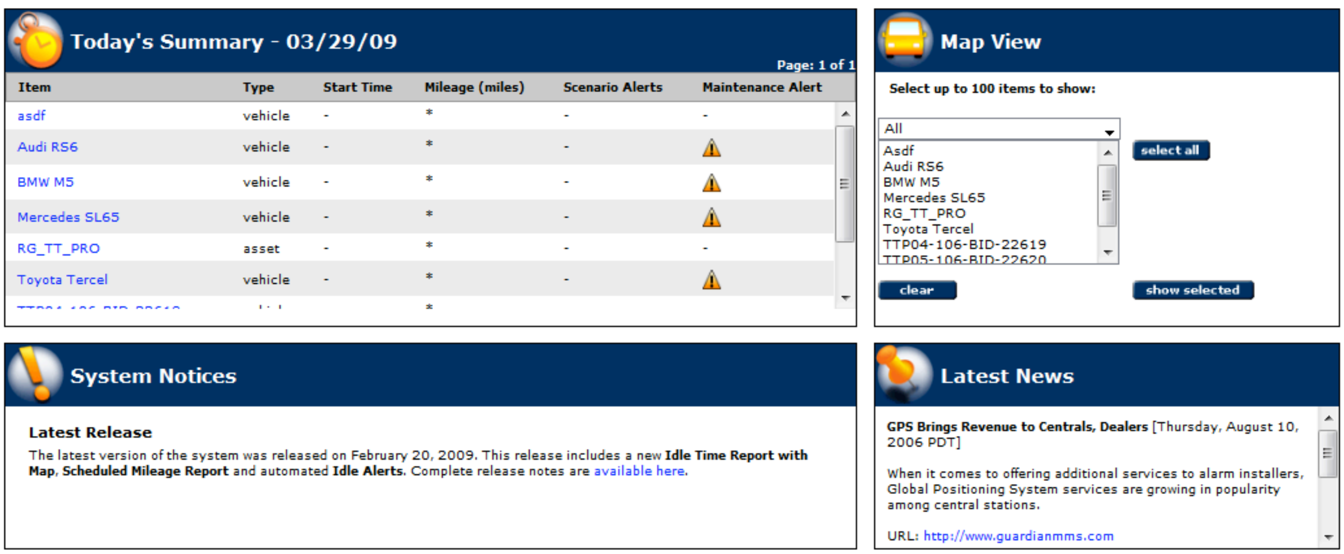
Report	**Requires Scenario:**
Idle Time (with or without Map)	Ignition On-Off, Start & Stop
Landmark Summary	Start & Stop
Engine Hours Report	Ignition Sense
Speed Violation	Speed Monitoring
State-by-State Mileage Summary	Interval tracking (more frequent intervals improve the accuracy of this report)
Stop Report (with or without Map)	Start & Stop

All reports have configurable date and time ranges. To view a report, select the report you want to see then select the vehicle(s) you're interested in, the timeframe and any other parameters applicable to the report then choose "create report". The report will appear on screen. You also have the option to export the report by choosing the "Export" option in the upper right of the results screen.

Note:	**Not all report types allow for reporting on multiple vehicles within a single report.** **Data is retained in the Contigo System for a maximum of 120 days.**

Map View

Map View offers the ability to view multiple vehicles on a single map. To access Map View, click the "Home" tab at the top of the screen. This will return you to the portal home page where you will see "Map View" to the right of the screen.



The "Map View" box lists all the vehicles you have configured in your portal. You can select up to 100 vehicles from the list (hold down the CTRL key and click with your mouse to make multiple selections) and click "Show Selected" to bring the selected vehicles up on a map. This will launch a pop-up window that will display the last known locations of your selected vehicles. Launching Map View does not automatically request a new current location from the beacons – it relies on scenario based points coming into the system automatically. As new points come in from the vehicles, Map View refreshes (every minute) to ensure it is always displaying the most recent possible data.

There are a number of dispatching options down the left side of Map View. You can show vehicles that are closest to a particular address or landmark (if you have defined any landmarks in the "Administration" section), stops for the day, or most recent location. The Map View map is also resizable, so you can resize the window to show a larger area or to accommodate multiple simultaneous Map View windows (to keep track of different fleets within the same organization, for example). You can hover your mouse pointer over any vehicle point on the map to get address, time, and speed information for the specific vehicle.

Moving Forward

At this point you should have enough hands-on expertise with dealer and subscriber portals to begin experimenting with the system and testing out the various reports, scenarios, and other features. Using the system on a daily basis to manage your own fleet of vehicles is the best way to familiarize yourself with the system and to figure out how to best position the product to your customers.