

MDT960 Terminal Guide



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1.MDT960 Overview

The MDT960 is part of the Contigo Messaging Product that provides 2-way messaging, driver status and job management capabilities. The MDT960 is designed to be installed in-vehicle and is attached to the Contigo 6200 beacon. It provides an in-vehicle mobile terminal that can identify drivers and facilitate communication between drivers and dispatchers.

2.MDT960 Keys

The following explains how to use Terminal inputs. Note: it is possible to use an external keyboard if you have the PC keyboard adaptor.

Scroll wheel - can be used to move up or down items in a list or move between characters entered. The scroll wheel can also be pressed to select items.

Keypad – to enter characters using the keypad click the key for the character you want multiple times until it appears. All characters are entered in upper case.

ENT key – used for confirming entries on a list.

CLR key – used to clear entries.

Function 'F' keys – correspond to options that appear at the bottom of the screen

3.MDT960 Menu

The Terminal Main Menu screen provides the following options:

F1 INBOX – for viewing messages received by the terminal including read and unread messages. Unread messages are indicated with a star '*' beside the message subject.

F2 COMPOSE – provides a list of predefined, job and driver status messages as well as an option to compose custom messages.

F3 OUTBOX – for viewing messages sent by the terminal. Note: this includes both messages sent and those waiting to be sent due to lack of coverage.

F5 SETUP – provides options for sound and screen settings as well as system info and power off capability.

F6 LOGOUT

4.Message Types

The Terminal includes a list of predefined, status and job messages that can be used to simply composing and sending messages. It is also possible to create custom messages not included in the predefined messages list.

Driver Status Messages – these are used to indicate your status. Sending a driver status message changes your status on the Web Portal. These are used to calculate time card information. Driver Status messages are indicated with a 'DS:' before the message subject. It is not possible to append information to a driver status message.

Job – job messages are predefined messages that require input from the driver. These are used to indicate Job ID, Job number, customer phone number or other information to be included with a message. Job messages are used to measure Job Start and Job End times and total customer visit times in the Web Portal Messaging & Jobs report. It is not possible to append information to a job message.

Predefined – other messages are available on the Terminal that are neither Job nor Driver Status messages. It is possible to append information to these messages.

5.Coverage

The Terminal requires wireless coverage to communicate with the Web Portal. In cases of no coverage it is still possible to log into the terminal only if the driver logging in has previously logged into the same Terminal. While there is no coverage it is possible to create messages to be sent, however these messages will only be sent once coverage is regained.

6.Auto log out

For security reasons the Terminal automatically logs you out after 4 hours of inactivity.

7.Logging In

Logging into the terminal requires entering your Driver Code and Driver PIN. These should have been provided to you by your Administrator. Once logged in the terminal sends an ON DUTY driver status message and changes your status to Available in the Web Portal.

To Log In:

1. In the Messaging Terminal Login screen **Enter your Driver Code**. This is a 1 to 4 numeric character code used to identify you.
2. **Press ENT**.
3. **Enter your Driver PIN**. This is a 4 character numeric code used to authenticate you.
4. **Press F1 to LOGIN**.

Note: if you make a mistake entering either the Driver Code or Driver PIN **press F6** to **CLEAR** the information.

8. Reading Messages

Messages sent to the Messaging Terminal appear in the Inbox. When a new message arrives the Terminal will **beep** and the **top left MSG light will flash** until the message is read.

To Read a Message:

1. From the Main Menu **select F1** to see the **INBOX**.
2. The Inbox contains a list of messages received by the Terminal. Unread messages are indicated with a star **'**'** to the left of the message. **Select the message** you would like to read by **using the scroll wheel** or **entering the number of the message and press ENT**.
3. Once the message is highlighted **click F1 to READ the message**. This shows the message details.
4. From the message screen you can **press F1 to REPLY**, **F3 to DELETE** the message or **F6 to RETURN** to the **INBOX**.

Note: once the message is read it will no longer show a star **'**'** beside the message subject.

9. Sending a Driver Status Message

Driver Status messages are predefined messages that indicate your status. When you send a driver status message your status displayed to the dispatcher changes. Driver Status messages include: **AVAILABLE, AT CUSTOMER, SOON TO CLEAR, IN TRAFFIC, ON BREAK**. An **ON DUTY** message is sent when you log in. An **OFF DUTY** message is sent when you log out.

To Send a Driver Status Message:

1. From the Main Menu **select F2 COMPOSE**. This opens the compose screen with a list of predefined messages.
2. **Select the status message to send:** AVAILABLE, AT CUSTOMER, SOON TO CLEAR, IN TRAFFIC or ON BREAK. To **select a message** in the list use the **scroll wheel** or **enter the number of the message and press ENT**.
3. **Press F1 SELECT** to **select the message**. This shows the driver status message screen.

Note: you cannot append information to driver status messages.

4. **Press F1 SEND** to **send the message**. The **ACK** light in the top left flashes to indicate that a message is being sent.
5. The terminal shows 'MESSAGE HAS BEEN SENT'. **Press F6 RETURN** to return to the **Compose** screen.

10. Sending a Job Message

A Job Message is a predefined message that requires entering a job number. You can use job messages to associate messages with a specific customer, job or billing number.

To Send a Job Message:

1. From the Main Menu **select F2 COMPOSE**. This opens the compose screen with a list of predefined messages.
2. **Select the Job Message to send** by using the **scroll wheel** or **entering the number of the message and pressing ENT**.

Note: Job Messages are indicated with a 'JOB#' beside the message subject.

3. **Press F1 SELECT** to **select the message**. This shows the Job Message screen.

Note: you cannot append information to driver status messages.

4. **Enter the JOB ID** or Job number.

Note: you cannot append additional information to the Job Message; any information entered is considered to be the Job ID.

5. **Press F1 SEND** to **send the message**. The **ACK** light in the top left flashes to indicate that a message is being sent.

The terminal shows 'MESSAGE HAS BEEN SENT'. **Press F6 RETURN** to return to the **Compose** screen.

11. Sending a Predefined Message

A predefined message is a message that is already included with the terminal. You can use predefined messages to save time creating a new message.

To Send a Predefined Message:

1. From the Main Menu **select F2 COMPOSE**. This opens the compose screen with a list of predefined messages.
2. **Select the Predefined Message** to send by using the **scroll wheel** or **entering the number of the message and pressing ENT**.
3. **Press F1 SELECT** to **select the message**. This shows the message details screen.

Note: you can append additional information to the predefined message.

4. **Press F1 SEND to send the message.** The **ACK** light in the top left flashes to indicate that a message is being sent.

The terminal shows 'MESSAGE HAS BEEN SENT'. **Press F6 RETURN** to return to the **Compose** screen.

12. Sending a Custom Message

You can create a custom message with information not included in predefined messages.

To Send a Custom Message:

1. From the Main Menu **select F2 COMPOSE**. This opens the compose screen with a list of predefined messages.
2. **Select F2 CUSTOM** to enter a Custom Message.
3. **Enter the message body.** You can enter up to 200 characters as the message body.
4. When you are finished **press F1 SEND to send the message.** The **ACK** light in the top left flashes to indicate that a message is being sent.

The terminal shows 'MESSAGE HAS BEEN SENT'. **Press F6 RETURN** to return to the **Compose** screen.

13. Deleting Messages

You can delete messages in the Inbox and Outbox. This deletes the message from the Terminal. Note that the message is not deleted from the Web Portal.

To Delete a message:

1. From the INBOX, OUTBOX, or Message Information screens, **select F3 DELETE**. This opens a confirmation message 'ARE YOU SURE YOU WANT TO DELETE THIS MESSAGE?'
2. **Select F1 YES CUSTOM** to **delete the** message or **F6 RETURN** to return to the previous screen.

After deletion, the terminal shows 'MESSAGE HAS BEEN DELETED'. **Press F6 RETURN** to return to the previous screen.

14. Logging Out

Logging out of the terminal automatically sends an OFF DUTY message and changes your status to Off Duty.

To Log Out:

1. From the Terminal main menu **select F6 LOGOUT**. The terminal displays 'ARE YOU SURE YOU WANT TO LOG OUT AND GO OFF DUTY?'

2. Press **F1 LOGOUT** to log out or **F6 RETURN** to return to the previous screen.

Note: the terminal notifies you if there are still unread or unsent messages when you log out.

15.Viewing Sent Messages

You can see messages that have been sent and are waiting to be sent by using the Outbox.

To view the Outbox:

1. From the terminal **Main Menu** press **F3 OUTBOX**. This opens the Outbox showing all messages sent and waiting to be sent by the terminal.
2. **Select the message** you want to read by using the **scroll wheel** or **entering the number of the message and pressing ENT**.
3. Press **F1 SELECT** to **select the message**. This shows the message details.
4. You can press **F1 RESEND** to resend the message or **F6 RETURN** to return to the previous screen.

16.Changing Options

The Setup option controls Terminal settings.

From the Terminal Main Menu press **F5 SETUP**:

1. **To turn the screen light on or off press 1.**
2. To see diagnostic information press **2. Sys Info**.
3. To change sounds the terminal makes, press **3. Sound**
4. **To change display settings press 4. Contrast.**
 - a. You can change the **brightness** by pressing **F2 UP** or **F3 DOWN**.
 - b. You can change the **contrast** by using the **scroll wheel**.
 - c. Press **F4 SAVE** to save the new settings or **F1 RESET** to return to the default settings
 - d. Finally, press **F6 RETURN** to return to the setup screen.

17.Powering On

Note: if you would like to maintain messages in the Inbox and Outbox it is recommended that you do not power off the unit but rather log out.

To Power On the Terminal press the **scroll wheel**. This **powers on** the Terminal and displays the login screen.

18.Powering Off

When the Terminal is powered off all messages in the Inbox and Outbox are deleted. Note: these are still available on the Web Portal. If you would like to maintain messages on the Terminal it is recommended that you Log off rather than powering off the unit.

To Power Off the Terminal:

1. From the Terminal Main Menu press **F5 SETUP**.
2. Select **5. Power Off**. This will display a warning message.
3. Press **F1 YES** to power off the Terminal or **F6 RETURN** to return to the setup screen.