

Introduction

Contigo Dispatch and Navigation provides dispatchers and fleet managers with the ability to communicate with Drivers through a Garmin Personal Navigation Device (PND) installed in the vehicle.

Dispatchers may choose destinations for their fleet Drivers, and send those destinations electronically (along with a description of the Job and instructions) to the Drivers' PNDs. Drivers then use PNDs to provide them with turn-by-turn directions to the destination. The Job's status is instantly available to the Dispatcher in a simple map-based interface. Dispatchers and Drivers may also exchange text Messages easily and safely using the Garmin PNDs.

At any time, Dispatchers may view the status of their fleet including all Jobs and Messages exchanged with the vehicles.

To enable Dispatch and Navigation for their fleet Drivers, System Administrators are provided with a set of functions within the Contigo System.

Overview

This guide is intended to provide Contigo partners and dealers with instructions to configure Contigo GPS tracking beacons for Dispatch and Navigation, available for select models of Garmin Personal Navigation Devices (PND).

Instructions include:

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Before You Begin

Be familiar with the following documents:

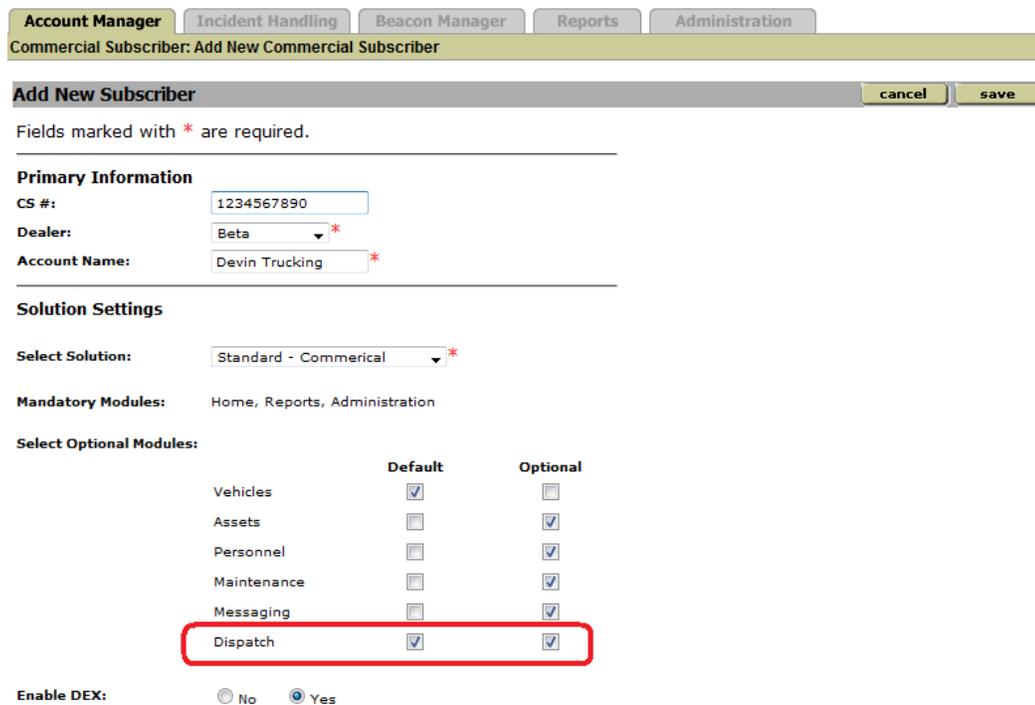
- › Contigo Dealer Getting Started Guide.
- › Contigo Dispatch and Navigation Quick Start Guide.

For Dispatch and Navigation to be deployed, consider the following checklist:

- › 61XX beacon, upgraded to appropriate firmware package¹ and installed in vehicle.
(Note: 6150 beacon also requires an activation code sent to the device over the wireless network)
- › 61XX / Garmin wiring harness installed in vehicle.
- › Garmin nüvi 2x5, 465, 12xx, 13xx, or 14xx series PND, installed in vehicle and connected to 61XX beacon.
- › Ensure you have Service Plans available to you that support the Dispatch add-on service. Contact your Contigo representative for more information.

Enable Dispatch Module in a New Subscriber's Account

1. Review the instructions for creating a Subscriber in the Dealer Getting Started Guide.
2. When configuring the Solution Settings for the new account, ensure that Dispatch is enabled either as an Optional Module, as shown in the image below, or as a Default module:



Account Manager Incident Handling Beacon Manager Reports Administration

Commercial Subscriber: Add New Commercial Subscriber

Add New Subscriber cancel save

Fields marked with * are required.

Primary Information

CS #:

Dealer: *

Account Name: *

Solution Settings

Select Solution: *

Mandatory Modules: Home, Reports, Administration

Select Optional Modules:

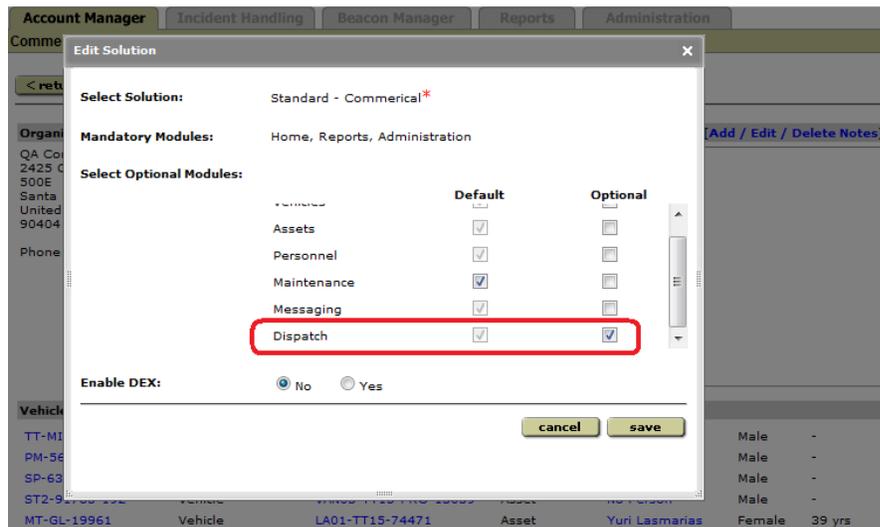
	Default	Optional
Vehicles	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Personnel	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Messaging	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Dispatch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Enable DEX: No Yes

¹ The 6100 firmware release is v52. The 6150 firmware release is v48.

Modify Existing Subscriber Account to Enable Dispatch Module

1. In the Partner Portal, select the Account Manager tab. A list of your registered subscriber accounts will display.
2. Select the account to which you wish to enable Dispatch, and click on the account name. The Commercial Subscriber Details page will display.
3. In the Commercial Subscriber Details page, click on the Enabled Solution name for which you wish to enable Dispatch. The Edit Solution form will appear.
4. In the Edit Solution form, ensure that Dispatch is either checked as a Default or an Optional Module, as shown in the image below:



Module	Default	Optional
Assets	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Messaging	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Dispatch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Register Dispatch-Enabled Beacon to a New Subscriber

1. Follow the instructions for creating a Subscriber in the Dealer Getting Started Guide. See above for instructions to enable the Dispatch Module in the Subscriber's solution settings.
2. Follow the instructions for registering a beacon to the Subscriber account in the Dealer Getting Started Guide. When selecting a service plan, choose a plan that supports Dispatch as an add-on service as shown in the image below:

Beacon Manager: Register Beacons

[< return to list](#)

Register Beacons [cancel](#) [save](#)

Fields marked with * are required.

Dealer: Northern Security

Commercial Account: * Devin Trucking

Consumer Account: * Huo, Kent

Beacon Model: * 6100

Select beacons to register to this account: *

Beacon ID	Name
<input type="checkbox"/> 352023001832068	6100 Fleet 1832068
<input type="checkbox"/> 4352023000677977	6100 Fleet 677977

Select Service Plan and Add On Features*

Basic 1MB with Dispatch US \$40/month Dispatch

Gold SMS Plan - [Contact Dealer] Monitoring Messaging
Gold pricing for SMS-based beacons

Beacon Registration

Note that monthly service fees will start after the beacon is registered to the subscriber.

NOTE: Enabling any of the additional features may incur a one time or monthly service fee. If you are not familiar with these fees, please contact Contigo.

Modify Existing Beacon Record to include Dispatch-Enabled Service Plan

1. In the **Partner Portal**, select the **Beacon Manager** tab. A list of your registered beacons will appear.
2. Locate the beacon record in the list provided. Click on the beacon ID. The **View Beacon** window will appear.
3. In the **View Beacon** page, verify that the Beacon firmware version is correct. If not, the beacon may require a firmware update. Contact your Contigo representative for more information.

If the beacon's current service plan does not support Dispatch, you may need to change the assigned plan in order to enable this feature. If so, **proceed to step 4** below. Otherwise, **proceed to step 8**:

4. In the **Service Plan** row, click **[Change Plan]**.
5. Locate the appropriate service plan that supports Dispatch. Click the radio button to select this plan.
6. Check the **Dispatch** option as shown in the image below.
7. Click **save**.

Beacon Manager: Assign Plan

Assign Service Plan to Beacon cancel save

Beacon Information

Beacon ID: 010657001519961
 Current Service Plan: Gold GPRS Plan

Select Service Plan and Add On Features*

6100 Service Plan - CDN Monitoring
 Test

Basic 1MB with Dispatch US **Dispatch**

idle-601-test - CDN
 idle test

Idle Tracking - CDN
 idle tracking

Service Plan Changes

Note that the new Service Plan will take effect immediately.

NOTE: Enabling any of the additional features may incur a one time or monthly service fee. If you are not familiar with these fees, please contact Contigo.

cancel save

8. Beside **Beacon has Navigation Device**, click **[Change]**. The **Enable/Disable Navigation** dialog will appear.
9. Check the box to **Enable Navigation**. Click **save**. This is how billing is controlled for the beacon.
10. For 6150 beacons: If you see "Request Activation Code" appear beside **Beacon has Navigation Device**, click on this text to request an activation code from Contigo. A Contigo customer support representative must send the activation code to the beacon.

Beacon Manager: View Beacon

[< return to list](#)

test beacon start incident test state

Beacon ID:	010657003753451
Registered To:	Northern Security
Beacon Nickname:	Neils 6100 [Change Name]
Serial Number:	010657003753451
IMEI:	89302370200990047732
MIN:	-
Firmware:	32
Dealer:	Beta
Assigned To:	Neil - F250 Crew Pickup
Service Plan:	Basic 1MB with Dispatch US [Change Plan]
Registration Date:	07/27/2009
Installation Date:	- [Change]
Status:	Registered (Activated) [Unregister]
Beacon has Navigation Device:	No (FM11) [Change]

Enable/Disable Navigation Device

Enable Navigation:

Enabling or disabling the Navigation Device will determine if the item associated with this beacon (e.g. vehicle) is visible in the Dispatch interface.

cancel save

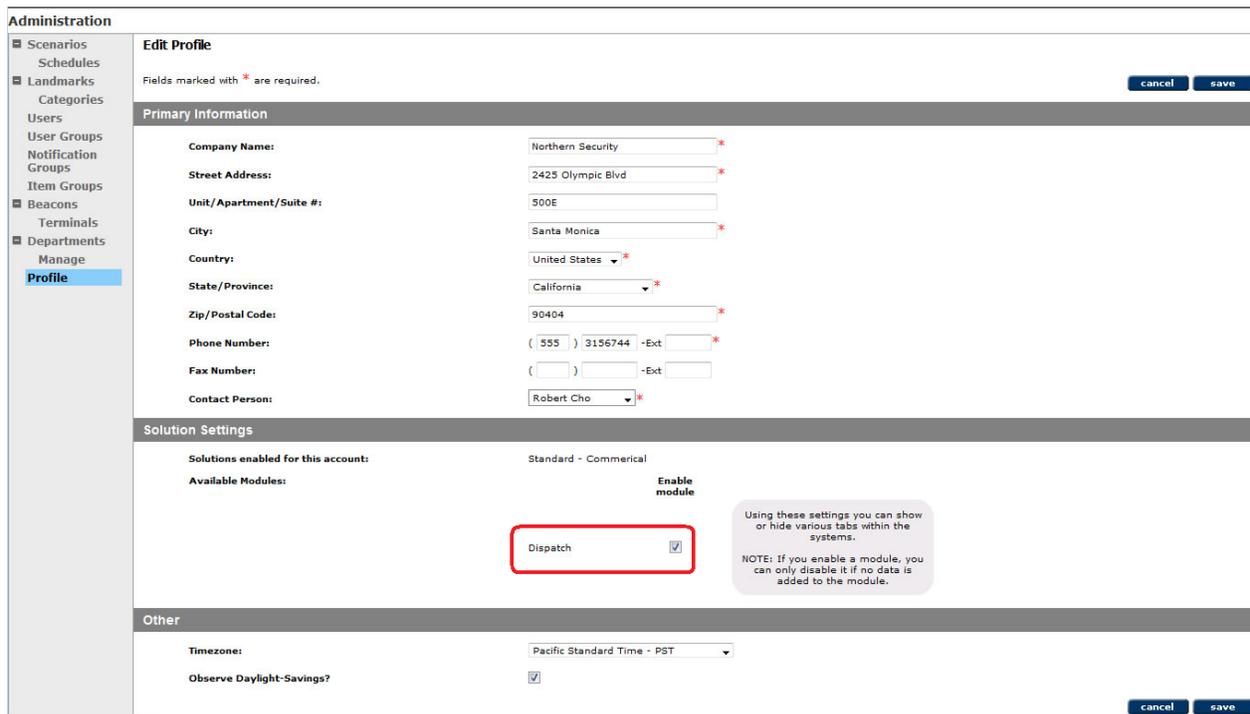
Model Name:	6100	Input
Model#:	6100	Interval Tracking
Type:	Vehicle	Output
Color:	Black	Start & Stop
Description:	Low cost Fleet Management beacon	

Enable Dispatch Module in Commercial Portal Profile

If the Dispatch Module was enabled as an Optional module in the subscriber's account, the subscriber's profile

must be updated to enable the Dispatch Module. This is not necessary if the module was enabled by Default.

1. Follow the instructions in the Dealer Getting Started Guide to log into the subscriber's portal.
2. Click on the **administration** Tab.
3. In the menu bar, click **Profile**.
4. In the **Solution Settings** section ensure that **Dispatch** is listed as an Available Module, as shown in the image below. (This is not necessary if the module was enabled by Default). Click the check box to **Enable Module**, if not already checked.
5. Click **save**.



Administration

Edit Profile

Fields marked with * are required. cancel save

Primary Information

Company Name: Northern Security *
Street Address: 2425 Olympic Blvd *
Unit/Apartment/Suite #: 500E
City: Santa Monica *
Country: United States *
State/Province: California *
Zip/Postal Code: 90404
Phone Number: (555) 3156744 -Ext *
Fax Number: () -Ext
Contact Person: Robert Cho *

Solution Settings

Solutions enabled for this account: Standard - Commerical
Available Modules:

Module	Enable module
Dispatch	<input checked="" type="checkbox"/>

Using these settings you can show or hide various tabs within the systems.
 NOTE: If you enable a module, you can only disable it if no data is added to the module.

Other

Timezone: Pacific Standard Time - PST
Observe Daylight-Savings?

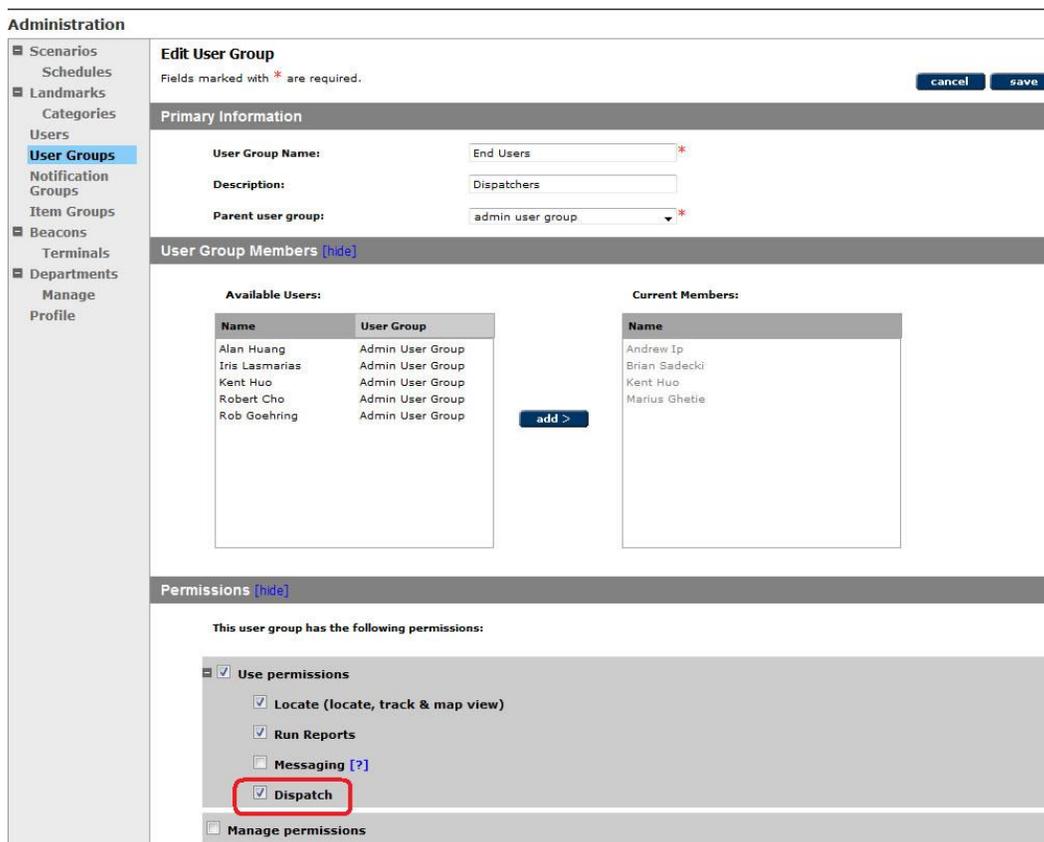
cancel save

Enable Dispatch Permissions in Commercial Portal User Group

Ensure that the customer's users have permission to access the Dispatch functions.

1. If not already logged on, follow the instructions in the Dealer Getting Started Guide to log into the subscriber's portal.

2. Click on the **administration** Tab.
3. In the menu bar, click **User Groups**.
4. Click on the name of a user group to which you wish to provide access to the Dispatch functions.
5. In the **Permissions** section, under the **Use Permissions** heading, ensure that **Dispatch** is checked as shown in the image below.
6. Click **save**.



Administration

- Scenarios
- Schedules
- Landmarks
- Categories
- Users
- User Groups**
- Notification Groups
- Item Groups
- Beacons
- Terminals
- Departments
- Manage
- Profile

Edit User Group

Fields marked with * are required. cancel save

Primary Information

User Group Name: End Users *
Description: Dispatchers
Parent user group: admin user group *

User Group Members [\[hide\]](#)

Available Users:		Current Members:
Name	User Group	Name
Alan Huang	Admin User Group	Andrew Ip
Iris Lasmarias	Admin User Group	Brian Sadecki
Kent Huo	Admin User Group	Kent Huo
Robert Cho	Admin User Group	Marius Ghetie
Rob Goehring	Admin User Group	

[add >](#)

Permissions [\[hide\]](#)

This user group has the following permissions:

- Use permissions**
 - Locate (locate, track & map view)
 - Run Reports
 - Messaging [?]
 - Dispatch**
- Manage permissions

Test the Beacon and PND

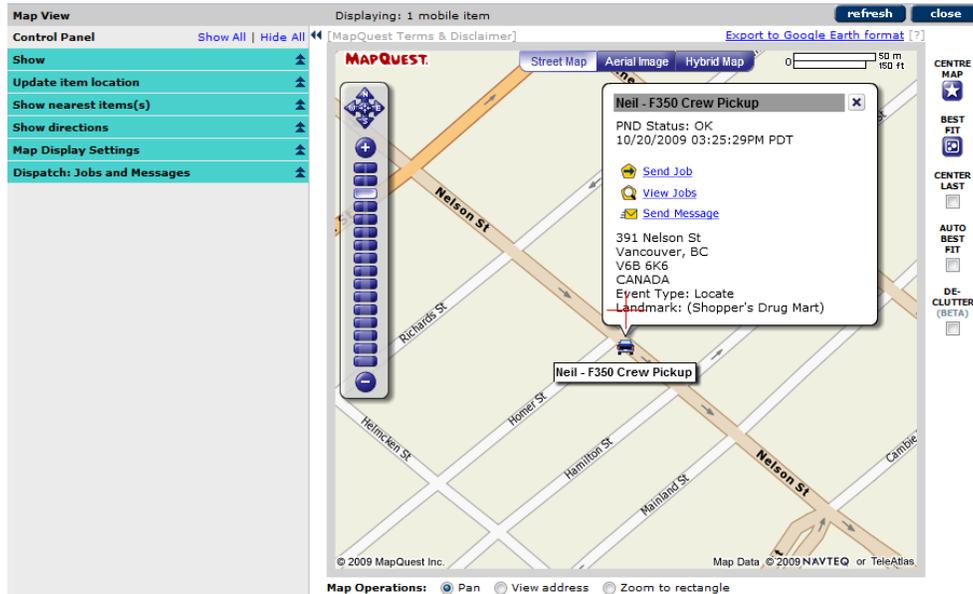
Once the beacon and PND have been installed into the vehicle, take the following steps to test and verify that Jobs and Messages may be sent to the vehicle from the Map View interface. If necessary, obtain assistance from a colleague who can verify that the vehicle's beacon and PND are powered and working properly, and who can verify receipt of messages at the PND.

1. **Verify with the installer that the Dispatch function has been enabled properly on the PND installed in the Vehicle. It is very important that this step is verified prior to commencing a test.** The **Dispatch** option must appear on the Garmin menu screen as shown in the image to the right.

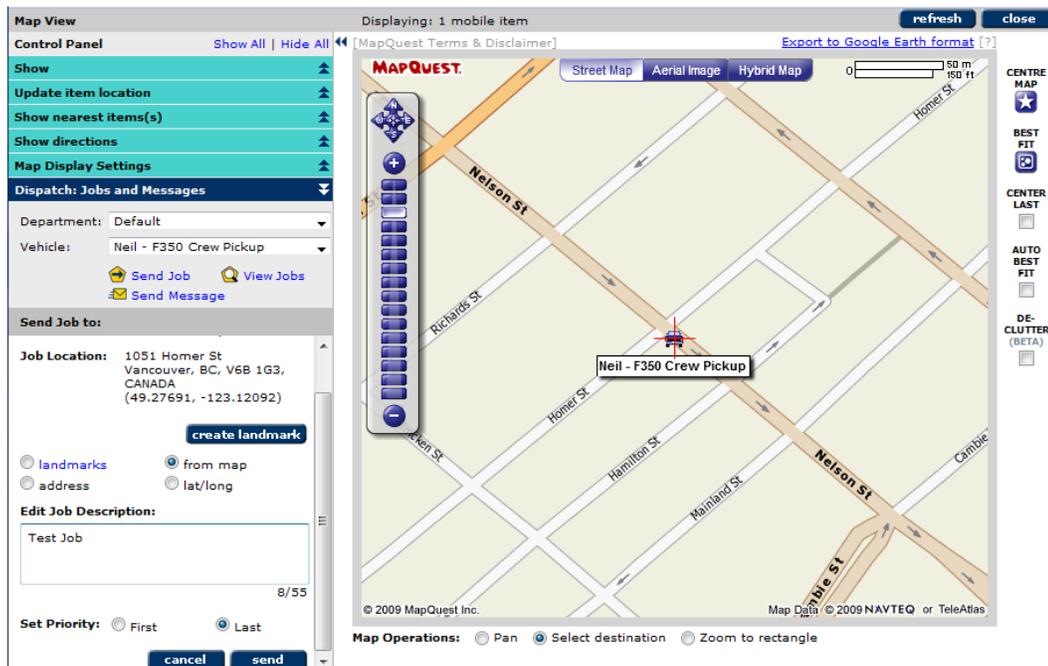
- **NOTE:** See the appropriate 61XX / Garmin Contigo Installation Guide for troubleshooting steps.



2. If not already logged on, follow the instructions in the Dealer Getting Started Guide to log into the subscriber's portal.
3. Locate the vehicle: From the home page > Map View pane, locate the PND-enabled vehicle and click **show selected**. **Do not attempt any dispatch functions until a valid location point has been retrieved from the vehicle.** To ensure that the location point is current, click on the vehicle icon and ensure that the vehicle's location is labeled with a current date and time (after Dispatch was enabled for the vehicle).
4. Once a valid location point has been retrieved, click on the vehicle icon in the map. The vehicle information box will display. This should include dispatch functions such as **Send Job**, **View Jobs** and **Send Message**. If these options do not display, re-verify the preceding steps.



5. Click **Send Job**. The Send Job dialog will appear.



6. Select a location for the Job and click **send**. A blue Job icon will appear on the map.

7. Click **send**. Within a minute, the Job should arrive at the PND in the vehicle. If the Job is received correctly by the PND, the Job icon on the map will change from blue to orange when the Map refreshes (click the

refresh button or wait one minute for an automatic refresh.) **If the Job icon does not change, review the Troubleshooting section of the Garmin / 61XX Installation Guide available from the Contigo Partner Resource web site.**

