

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 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.

Contigo Dispatch and Navigation is accessed in two ways:

- From the Map View interface.
- From the Dispatch tab.

Contents

Table of Contents

Introduction	1
Contents	2
Overview	3
Dispatcher	4
Map View	4
Send a Job from Map View	4
See Jobs and Job Status on Map	6
Reorder Jobs from Map View	7
Reassign Job from Map View	8
Delete Jobs from Map View	8
Send Message from Map View	9
Dispatch tab	10
View Jobs and Messages in Dispatch tab	10
Selecting Jobs and Messages in Dispatch tab	12
Send Job from Dispatch tab	12
Send a Message to one or more Vehicles from Dispatch tab.	13
Issues with swapping PNDs between Vehicles	14
Delete Jobs from Dispatch tab	15
Jobs Deleted Automatically from Dispatch tab	15
Reassign Jobs from Dispatch tab	16
Reorder Jobs from Dispatch tab	16
Driver	17
View Job List	17
Read, Edit, Delete and Go-to Job	17
Mark a Job as Done	18
View Messages List	18
Read, Reply-to, Delete Message	19
Compose Message	19
Dispatcher Actions	20
Dispatcher FAQ	21
Driver FAQ	23

Overview

This document provides basic instructions for both Dispatchers and Drivers. Dispatchers should be familiar with the basic operation and use of the Contigo web portal prior to reading this document, including basic operation of the portal, assigning beacons to Vehicles, locating and tracking Vehicles, and creating and viewing landmarks.

From this document, Dispatchers will learn:

- › How to send Messages to one or more Vehicles.
- › How to send Jobs to Vehicles, including:
 - Sending from Landmarks, clicking on a map, typing an address or a lat/long.
 - Reordering Job priorities.
 - Reassigning Jobs from one Vehicle to another.
 - Viewing the status of Jobs.
- › How to view Jobs on a map.
- › How to view Jobs and Messages for all Vehicles.

Drivers may learn:

- › How to view and manage Jobs and Messages on the Garmin PND.
- › How to acknowledge and navigate to Jobs.
- › How to respond to Messages.

An FAQ is also provided for Dispatchers and Drivers.

Dispatcher

Map View

From the Home page > Map View pane, select the list of Vehicles you wish to display on the map.

Click **show selected**. The Map View will display, showing icons for each Vehicle selected. Dispatch functions will be available for those Vehicles with PNDs configured.

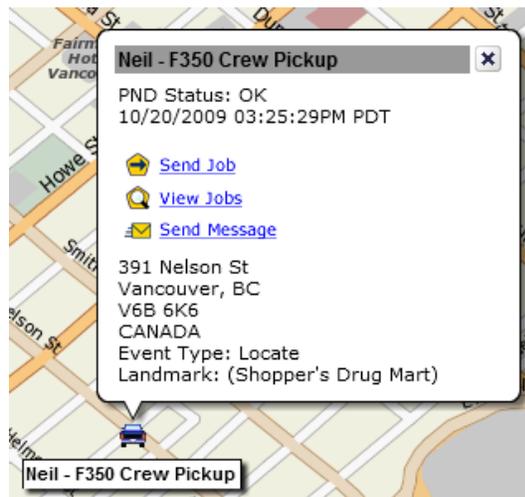
Job icons and status will refresh automatically every minute, but may also be updated using the **refresh** button at the top right corner of the Map View. This only refreshes the status of Jobs, and does not update the Vehicle locations. Vehicle locations will be updated automatically based upon the scenarios you have defined (e.g. every 15 minutes, when a stop or start occurs, etc).

Send a Job from Map View

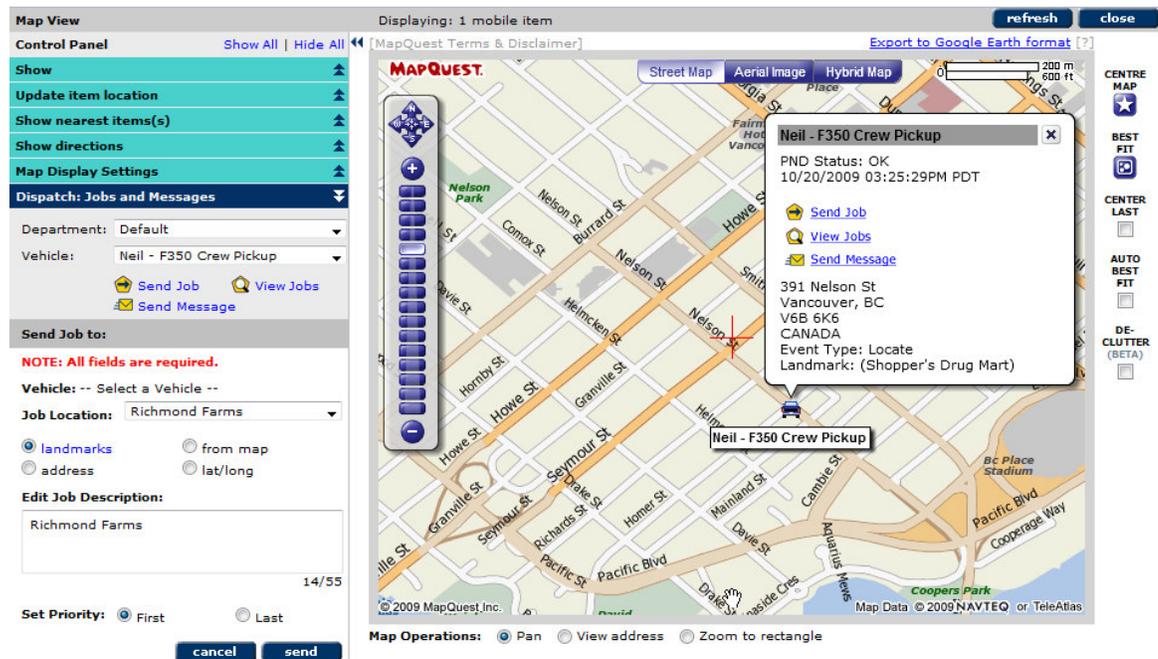
Send a Job to a Vehicle, including the location, the priority of the Job, and a short description.

Note: Jobs are displayed as Stops on the PND. Contigo uses the term Jobs to avoid confusion with Stop events reported by vehicles.

1. From the Map View, click on the Vehicle icon. The Vehicle information box will display as shown in the image below:



2. Click **Send Job**. The Send Job form appears (left side of Map View, in Control Panel):



3. Complete all fields as indicated:

You may choose from four different methods to select a destination for the job:

(a) Send Job from **Landmark**

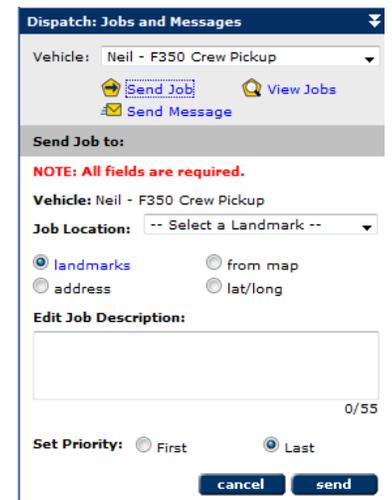
- Choose a landmark from the drop-down list.
- The landmark name will be automatically displayed in the Job Description field. You may edit or delete this text.

(b) Send Job from **Map**

- In the Map Operations section (at bottom of Map View) click **Select destination**.
- Click on the map to select a location, and click **add job**.
 - You may optionally click to **create a landmark** based upon the map location, for future use.

(c) Send Job from **Address**

- Type the destination address in the fields provided.
 - You may optionally click **find** to verify that the address you entered is valid. If multiple candidate addresses are found, they will be displayed for you to review.
 - You may optionally click to **create a landmark** based upon the street address, for future use.
- Clicking **find** (see above) will result in the street address being displayed in the Job Description field automatically. You may edit or delete this text.



(d) Send Job from **Lat/Long**

- Type the latitude and longitude in the fields provided.
 - You may optionally click **find** to verify that the latitude and longitude you entered is valid. If multiple candidate addresses are found, they will be displayed for you to review.
 - You may optionally click to **create a landmark** based upon the latitude and longitude, for future use.
- › Enter a Job description (max 55 characters). **This is the only information that will be displayed to the Driver.**
- › Select whether to make this the Vehicle's first or last priority. You may change this priority at a later time using the **reorder** command.

4. Click **send**.

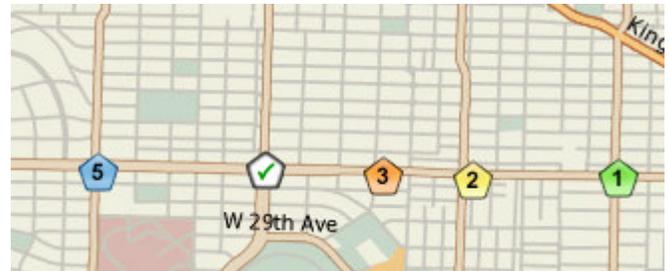
See Jobs and Job Status on Map

View all Jobs for a Vehicle on a map. See the current status of the Job.

1. Click on the Vehicle icon. The Vehicle information box will display.

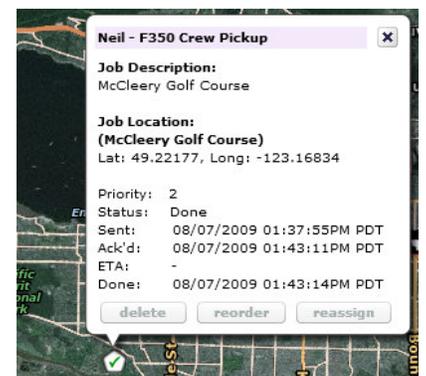
2. Click **View Jobs**. Jobs will display on the map as pentagon icons:

- › **Blue:** **TBD** - (to be delivered) Job was sent by Dispatcher but has not been received by the PND.
- › **Orange:** **Pending** - Job was sent to PND and displayed on the PND, but Driver has not read.
- › **Yellow:** **Acknowledged** - Job was read by Driver.
- › **Green:** **En-Route** - Driver has selected the Job on the PND and is navigating to the destination.
- › **Gray X on icon:** **Driver has deleted** the Job (does not apply to Done jobs).
- › **Checked:** **Done** - Jobs marked as "done" today will display (older "done" Jobs, or Jobs deleted by the Dispatcher may be viewed in the Dispatch tab).



3. Click on a Job icon. The Job information box will display:

- › **Vehicle name:** Vehicle to which Job is assigned.
- › **Job Description:** 55 character description composed by the Dispatcher.
- › **Job Location:** Address, landmark or lat/long of Job location.
- › **Priority:** Order in which the Vehicle is to complete this Job.
- › **Status:** TBD, pending, acknowledged, en-route, done.

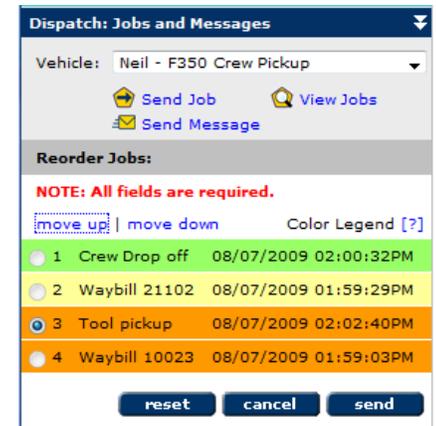


- › **Sent:** Date and time Dispatcher sent Job to Vehicle (this may change if the Job is reassigned or resynchronized).
- › **Ack'd:** Date and time Driver read the Job details.
- › **ETA:** If the Vehicle is en-route to this Job, this is the estimated date and time of arrival.
- › **Done:** If the Vehicle has arrived at the Job, and the Driver has marked the Job as done, this is the date and time of that event.

Reorder Jobs from Map View

Change the order in which Vehicles should complete their Jobs.

1. Click on the Vehicle icon. The Vehicle information box will display.
2. Click **View Jobs**.
3. Click the Job icon you wish to reorder. The Job information box will display.
4. Click **reorder**. The Reorder Jobs form will appear in the Control Panel showing a list of this Vehicle's Jobs.
5. Click **move up** or **move down** to change the priority order of the Job.
 - › Click **reset** to undo your changes, or **cancel** to abandon the reorder process.
6. Click **send** to finalize your changes and send the update to the Vehicle.



The screenshot shows a mobile interface titled "Dispatch: Jobs and Messages". At the top, there's a dropdown menu for "Vehicle" set to "Neil - F350 Crew Pickup". Below this are three buttons: "Send Job", "View Jobs", and "Send Message". The main section is titled "Reorder Jobs:" and contains a red "NOTE: All fields are required." followed by "move up" and "move down" buttons, and a "Color Legend [?]" link. A list of jobs is shown with radio buttons for selection:

Job ID	Job Name	Date/Time
1	Crew Drop off	08/07/2009 02:00:32PM
2	Waybill 21102	08/07/2009 01:59:29PM
3	Tool pickup	08/07/2009 02:02:40PM
4	Waybill 10023	08/07/2009 01:59:03PM

At the bottom of the form are three buttons: "reset", "cancel", and "send".

IMPORTANT NOTE: Drivers do not receive notification of reordered Jobs. They must view the Job list on the PND ("My stops") to see the revised order.

It is advisable to send a Message to the Driver should there be a critical change in Job priorities.

Reassign Job from Map View

Move a Job from one Vehicle's Job list to another.

1. Click on the Vehicle icon. The Vehicle information box will display.
2. Click **View Jobs**.
3. Click the Job icon you wish to reassign. The Job information box will display.
4. Click **reassign**. The Reassign Job form will appear in the Control Panel.
5. Under **To:** select a new Vehicle.
6. Select whether to make this the Vehicle's **first** or **last** priority.
7. Click **ok** to confirm Job reassignment, or **cancel** to undo your changes and hide the form.



The screenshot shows the 'Reassign Job' form. At the top, it says 'Dispatch: Jobs and Messages'. Below that, the 'Vehicle:' field is set to 'Neil - F350 Crew Pickup'. There are buttons for 'Send Job', 'View Jobs', and 'Send Message'. The 'Reassign Job:' section has a red note: 'NOTE: All fields are required.' The 'FROM:' section lists: 'Vehicle: Neil - F350 Crew Pickup', 'Priority: 3', 'Status: pending', and 'Location: 84 W King Edward Ave, Vancouver, BC V5Y 2H7 CA'. The 'Description:' field contains 'Waybill 10023'. The 'TO:' section has a 'Vehicle:' dropdown set to '-- Select a Vehicle --' and 'Set Priority:' with radio buttons for 'First' and 'Last', where 'Last' is selected. At the bottom are 'cancel' and 'ok' buttons.

IMPORTANT NOTE: Drivers do not receive notification of reassigned Jobs. They must view the Job list on the PND ("My stops") to see the revised Job list.

It is possible to reassign a Job from a Vehicle that is already en-route to that job, or a job that the Driver may have opened to view on the PND.

It is possible to reassign a Job to the same Vehicle to which it was originally sent. This may be required in the event that a Job gets locked in the "TBD" state, which may occur if PNDs temporarily malfunction.

It is advisable to send a Message to the Vehicle should there be a critical reassignment of Jobs.

Delete Jobs from Map View

Delete Jobs from a Vehicle's list.

1. Click on the Vehicle icon. The Vehicle information box will display.
2. Click **View Jobs**.
3. Click on the Job icon you wish to delete. The Job information box will display.
4. Click **delete**. You will be prompted. "Are you sure you want to delete the selected job?"
5. Click **OK**. The Job icon will be removed from the map. It will no longer be visible by default in the Dispatch tab. The deleted Job will also be removed from the Vehicle's Job list on the PND.

You may view Dispatcher Deleted jobs in the Dispatch tab by changing your filter settings.

IMPORTANT NOTE: Drivers do not receive notification of deleted Jobs. They must view the Job list on the PND ("My stops") to see that a Job has been removed.

It is possible to delete a Job from a Vehicle that is already en-route to that job, or a job that the Driver may have opened to view on the PND.

It is advisable to send a Message to the Vehicle if you delete a job that has been Acknowledged, or if the Vehicle is en-route.

Send Message from Map View

Send a text Message to a Vehicle and optionally request a response from the Driver. (To send a Message to multiple Vehicles, see "Send a Message to one or more Vehicles from Dispatch tab." on page 13).

1. Click on the Vehicle icon. The Vehicle information box will display.
2. Click **Send Message**. The Send Message form will appear (left side of Map View, in Control Panel).
3. Complete all fields:

› Type a Message up to 199 characters in length.

› Optionally click to request a response from the Driver: "**OK**" or "**Yes**"/"**No**". When the Driver reads the Message you send, these response options will appear as buttons at the bottom of the Message.

You will not receive notification that a Message has been successfully delivered. To receive notification that your message has been read by the driver, it is recommended to request a Driver response.

Dispatch tab

North American
alarm & security

[James Ro Logged In]

home vehicles assets personnel maintenance reports **dispatch** administration

logout

No Alerts

Dispatch

Jobs & Messages

send message send job reorder job reassign delete filter

Filtered: Vehicle List, This Month
Jobs All, Hide Deleted

Showing 1 - 25 of 36 Jobs Page: 1 of 2 Listings per page: 5 | 10 | 25 | 50 | 100

Type/Status [?]	Date/Time (Pacific)	Vehicle	Description	Job Location	Department
1	07/21/2009 05:46:26PM	Kent - F150 Flatbed	Pick up Lawn crew from Bute M...	1250 Bute Street, Vancouver, ...	Default
33	07/21/2009 05:38:50PM	James - F650 Crew	West Georgia Crew Drop off To...	(West Georgia Crew) Lat: 49.2...	Default
--	07/21/2009 04:31:40PM	Kent - F150 Flatbed	Drop off Couches to Chintz an...	(990 Homer Street) Lat: 49.27...	Default
--	07/20/2009 03:32:38PM	James - F650 Crew	1313 S. Harbor Blvd.	(1313 S. Harbor Blvd.) Lat: 3...	Default
--	07/17/2009 02:13:20PM	James - F650 Crew	990 Homer Street	(990 Homer Street) Lat: 49.27...	Default
21	07/16/2009 11:24:10AM	James - F650 Crew	3818 Commercial Street	(3818 Commercial Street) Lat:...	Default
20	07/16/2009 11:23:51AM	James - F650 Crew	990 Homer Street	(990 Homer Street) Lat: 49.27...	Default
15	07/14/2009 10:49:24AM	Kent - F150 Flatbed	Peace Arch	4999 4 Ave, Delta, BC V4M 3P1...	Default
14	07/14/2009 10:48:44AM	Kent - F150 Flatbed	UBC	4985 W 16Th Ave, Vancouver, B...	Default
13	07/14/2009 10:22:37AM	Kent - F150 Flatbed	Richmond Center	8178 Bennett Rd, Richmond, BC...	Default
12	07/14/2009 10:21:57AM	Kent - F150 Flatbed	YVR	Grant Mcconachie Way, Richmon...	Default
11	07/14/2009 10:20:37AM	Kent - F150 Flatbed	Business Object	309 Helmcken St, Vancouver, B...	Default
10	07/13/2009 11:52:46AM	Kent - F150 Flatbed	990 Homer Street	(990 Homer Street) Lat: 49.27...	Default
9	07/13/2009 09:46:56AM	Kent - F150 Flatbed	This is a test	888 Beach Avenue, Vancouver, ...	Default

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The Dispatch tab is an integrated list of Jobs and Messages. By default, this list is sorted in descending order of date and time.

View Jobs and Messages in Dispatch tab

1. From the Home page, select the **Dispatch tab**.
2. The Dispatch tab refreshes each minute. You may click on the **Dispatch tab** button to refresh it more frequently.
3. Filters can help you quickly drill down to the information you need.

The Dispatch tab displays the following information:

- › Message or Job Type.
 - › Date / Time the Job or Message was sent.
 - › Vehicle.
 - › Description of Job or Message.
 - › Job Location.
 - › Department.
4. Filter and sort the information to your preference:
 - › Click **filter** to choose the items to display.



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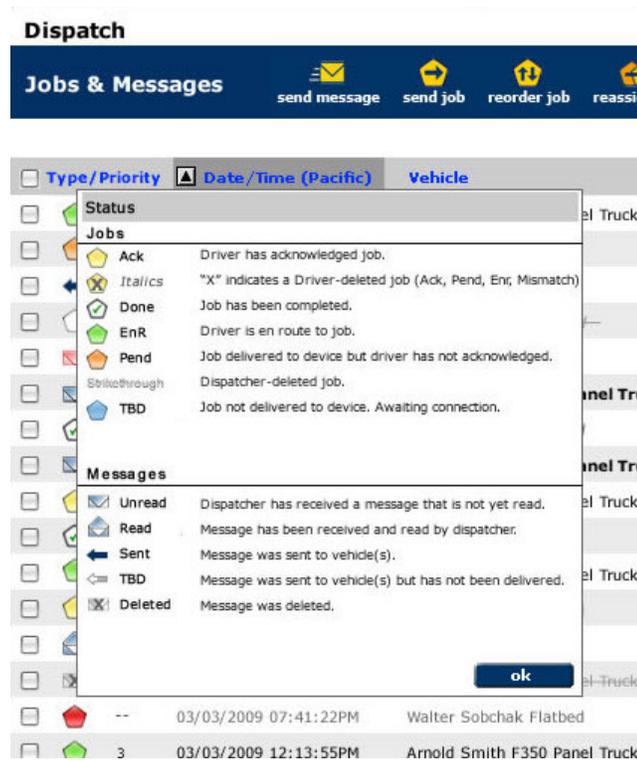
(Defaults filters are shown in **bold** below)

- Select the Department to view a list of Vehicles (**All Departments**).
- Select the Vehicles you want to display (**All Vehicles**).
- Choose whether to show Jobs or Messages, or **both**.
- Select the time period (sent dates) you wish to display (**Today**, yesterday, this week, last week, this month, last month, Last 120 days).
- Select which Job status you wish to display (**all**, TBD, pending, acknowledged, en-route, done).
- Select which Messages you wish to display (**all**, sent, read by Dispatcher, unread by Dipatcher, TBD).
- Choose whether or not to hide dispatcher-deleted Jobs and Messages (**hidden** by default).

› Click on column headers to **sort** the data.

› Click on a Job or Message description to view the details for these items.

› Click the **[?]** symbol in the "Type" column to learn about the icons and symbols used.



Selecting Jobs and Messages in Dispatch tab

- Click the checkbox beside a Job to:
 - Send another Job to the same Vehicle.
 - Reorder the Job.
 - Reassign the Job.
 - Delete the Job.



Send Job from Dispatch tab

- From the Dispatch tab, in the Jobs and Messages tool bar, click on the **send Job** icon. The Send Job form appears.
- Complete all fields.
 - Select the **Department** containing the Vehicle to which you want to send the Job.

› Select a **Vehicle** from the list.

› You may select from three different methods to select a destination for the job:

(a) Send Job from **Landmark**:

- Choose a landmark from the drop-down list.
- The landmark name will be automatically displayed in the Job Description field. You may edit or delete this text.

(b) Send Job from **Address**:

- Type the destination address in the fields provided.
 - You may optionally click **find** to verify that the address you entered is valid. If multiple candidate addresses are found, they will be displayed for you to review.
 - You may optionally click to **create a landmark** based upon the street address, for future use.
- The street address will be automatically displayed in the Job Description field. You may edit or delete this text.

(c) Send Job from **Lat/Long**:

- Type the latitude and longitude in the fields provided.
 - You may optionally click **find** to verify that the latitude and longitude you entered is valid. If multiple candidate addresses are found, they will be displayed for you to review.
 - You may optionally click to **create a landmark** based upon the latitude and longitude, for future use.

› Note: Send Job from **Map** is **not supported** from the Dispatch tab.

› Enter a Job description (max 55 characters).

› Select whether to make this the Vehicle's first or last priority. (You may reorder jobs later using the **reorder** command.)

3. Click **send**.

Send a Message to one or more Vehicles from Dispatch tab.

(Sending a single Message to more than one Vehicle is not available from the Map View. This function is only available from the Dispatch tab)

1. Click **Send Message**. The Send Message form will display.

2. Complete the following fields:

› Select the Department that contains the Vehicles to which you want to send the Message.

- **Note:** You may only send a Message to multiple Vehicles if they are all in the same Department.

› Select a **Vehicle** from the list or click **Add recipients** to send to multiple Vehicles.

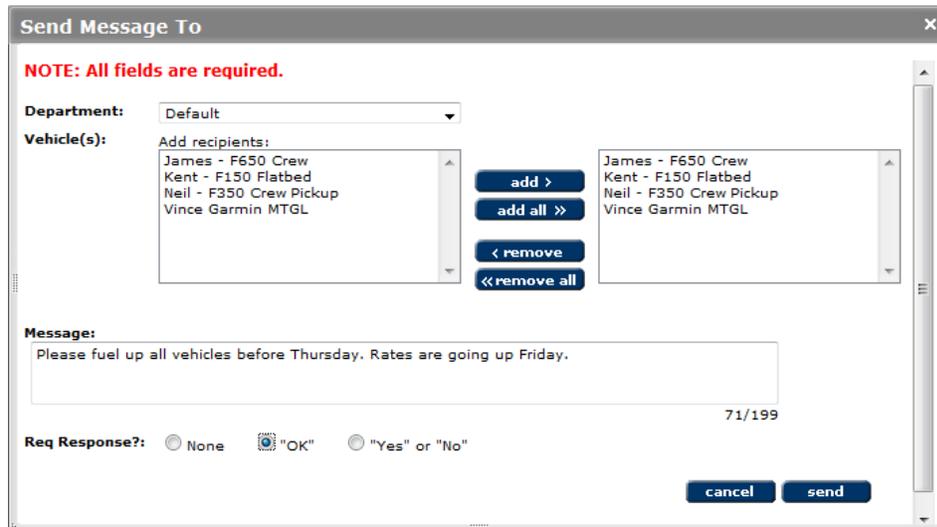
› Select which Vehicles you wish to Message. Click **add**.

› Type a Message up to 199 characters in length.

Optionally click to request a response from the Driver: "OK" or "Yes"/"No". When the Driver reads the Message you send, these response options will appear as buttons at the bottom of the Message.

You will not receive notification that a Message has been successfully delivered. To receive notification that your message has been read by the driver, it is recommended to request a Driver response.

3. Click **send**.



Issues with swapping PNDs between Vehicles

IMPORTANT NOTE

Once installed, do not intentionally swap PNDs between Vehicles. Always use the same PND in the same Vehicle.

In the Contigo system, Jobs and Messages are assigned to Vehicles, not to drivers or PNDs.

In the event that PNDs are swapped between Vehicles, Jobs and Messages that were sent out to one Vehicle could accidentally appear on the PND of the other which is not an acceptable condition. In such a case Jobs and Messages are considered to be **mismatched** between the PND and the Contigo system.

If a Job or Message mismatch is detected by the Contigo system:

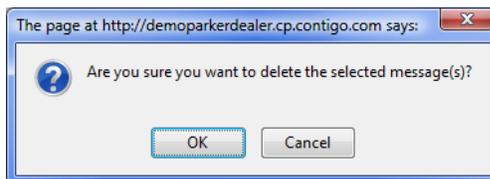
- **Mismatched Jobs and Messages on the PND will be automatically deleted when the PND reconnects.**
- **Mismatched Jobs and Messages on the Contigo system will be automatically deleted when the PND reconnects.**
- **Jobs and Messages will be deleted, recreated and sent to the PND based upon the Vehicle it's installed in.**

- Dispatchers will note that Jobs and Messages for a particular Vehicle (on which the swap has been detected) are automatically deleted by the system and resent to the correct Vehicle. This may take a few minutes. The dispatcher may not stop this process. The Dispatch tab and Map View will be updated automatically.
- Jobs that will be resent: TBD, Pending, Acknowledged, En-Route
 - Jobs that are resent to the Vehicle will lose the status they held prior to the swap. They will move to a TBD or Pending state until the driver Acknowledges the job.
 - Done jobs are not resent.
- Jobs that are deleted as a result of a PND swap will appear as "Deleted ... by Mismatch"
- Messages that will be resent: all Dispatcher-initiated messages (both read-, and un-read-by-driver)

Delete Jobs from Dispatch tab

The **delete** command will move Jobs and/or Messages to deleted status. They are not removed from the system, and may be viewed by de-selecting (un-checking) the "Hide Dispatcher Deleted" option in the Filters menu.

1. Click on a checkbox to select one or more Jobs for a single Vehicle. The **delete** button will appear at the top right of the Dispatch tab menu bar.
2. Click the **delete** button. A warning will appear:



3. Click **OK** to delete the items. A confirmation box will appear listing the items that you have deleted.
4. Click **OK** to dismiss the confirmation box.
5. Jobs deleted by the Dispatcher are hidden from view by default. (Driver-deleted Jobs are not hidden by default.) Click "Filters" and un-check the "Hide Dispatched Deleted" checkbox.

Jobs Deleted Automatically from Dispatch tab

Jobs may be deleted automatically by the system in the event of a PND Mismatch (see "Issues with swapping PNDs between Vehicles"). These will display as "Deleted ... by Mismatch" in the Job description box.

When a Job is reassigned from one Vehicle to another, a new Job is created. The original Job is deleted by the

system. These will display as “Deleted ... by Dispatcher” in the Job description box.

Reassign Jobs from Dispatch tab

The **reassign job** command provides you with the ability to assign a Job from one Vehicle to another. This feature works the same way as the reassign command provided on the Map View. The reassign command may be also used on Jobs that are:

- › Deleted by Dispatcher.
- › Deleted by Driver.

Using this command, you may reassign Jobs to the correct Vehicle when a Driver has deleted the Job by mistake. When a Job is reassigned from one Vehicle to another, a new Job is created. The original Job is deleted by the system. These will display as “Deleted ... by Dispatcher” in the Job description box.

Reorder Jobs from Dispatch tab

The **reorder job** command is available from the Dispatch tab, and use a similar interface as available on the Map View.

1. Select the Job you wish to reorder by checking the Job's checkbox.
2. Click **reorder job**. The Reorder Jobs form will appear, showing a list of this Vehicle's Jobs.
3. Click **move up** or **move down** to change the priority order of the Job.

Click **reset** to undo your changes, or **cancel** to abandon the reorder process.
4. Click **send** to finalize your changes and send the update to the Vehicle.

IMPORTANT NOTE: Drivers do not receive notification of reordered Jobs. They must view the Job list on the PND (“My stops”) to see the revised order.

It is advisable to send a Message to the Driver should there be a critical change in Job priorities.

Driver

IMPORTANT NOTE

Once installed, do not intentionally swap PNDs between Vehicles. Always use the same PND in the same Vehicle.

View Job List

View Jobs as they are delivered to the PND. View and navigate a list of Jobs.

Note: Jobs are known as “Stops” in the Garmin Dispatch interface.

- From the Garmin Navigation screen (map), tap on the new Job icon that appears,
 –or–
- Tap **MENU** and select **Dispatch > My Stops**. The list of your Jobs will display. First priority Jobs appear at the top of the screen. Jobs status is as follows:
 - › **Checkmark:** Job has been marked as done.
 - › **Green Arrow:** En-route: currently navigating to this Job.
 - › **White Flag:** Read: Job has been read.
 - › **Yellow Flag:** Job has not been read.
- Tap **up arrow** to scroll to top of list (first priorities) or **down arrow** to scroll to bottom of list (last priorities).
- Tap **Back** to go back to the Dispatch screen.
- Tap **Delete** to delete **all** Jobs in the list. Jobs deleted on the PND will also be marked as deleted on the web portal.

➔	Waybill 12330	0.0: N
✓	McCleery Golf C	4.4: SW
⚑	Beach Cleanup	0.6: W
⚑	PNE	3.9: E
⚑	Fairview Slopes	1.0: SW
Back		Delete ▲ ▼

Read, Edit, Delete and Go-to Job

- From the My Stops screen, tap on any Job to view details.
 - › **Date and Time:** Shown in upper right corner. Shows date and time received by the Garmin unit.
 - › **Job Description:** Text appears in the centre of the screen as typed by the Dispatcher. Up to 55 characters.
 - › **Back** – Tap to return to list of Jobs
 - › **Edit** – Tap to **Mark as Done, Mark as Not Done** (See below), or **Delete** the Job (each status change will be displayed to Dispatcher).
 - › **Go** – Tap to navigate to a Job (Dispatcher will see you as En-route to Job).

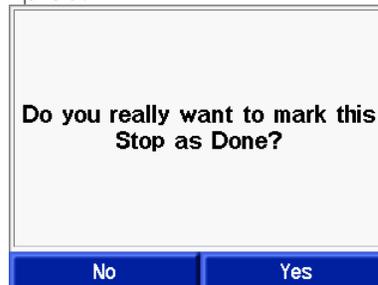


Mark a Job as Done

When you arrive at a Job location to complete the Job, there are two ways you may alert the Dispatcher of your arrival.

1. Manually:

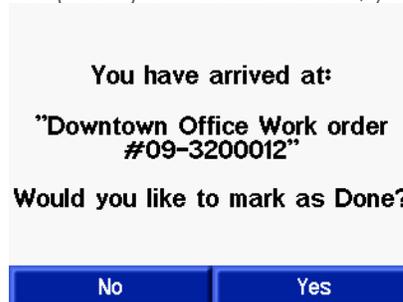
- › From the My Stops screen, tap on any Job to view details.
- › Tap the **Edit** button.
- › Tap **Mark as Done**. You will be prompted:



- › Tap **Yes**.

2. Upon Arrival:

- › When your Vehicle is within 165 yards (150m) of the destination, you will be prompted:



- › Tap **Yes** or **No**. If you tap **No** you may mark the Job as done at a later time.

In both cases, tapping **Yes** to mark a job as done will notify the Dispatcher (by changing the Job icon on the Map View and Dispatch tab).

View Messages List

1. From the Garmin Navigation screen (map), tap on the new Message icon that appears,

–or–

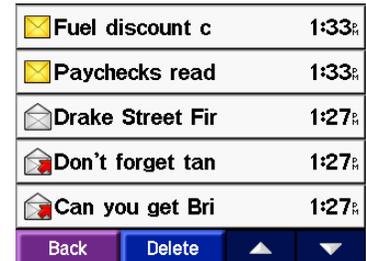
2. Tap **MENU** and select **Dispatch > Messages > Inbox**. The list of your Messages will display. The most recently received Messages appear at the top of the screen. Message



status is as follows:

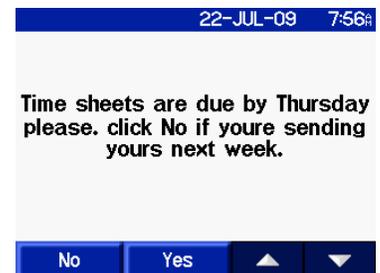
- › **Unread** – Closed envelope icon.
- › **Read** – Open envelope icon.
- › **Replied-to** – Open envelope with red arrow.

3. Tap **up arrow** to scroll to top of list (most recently received) or **down arrow** to scroll to bottom of list (oldest Messages).
4. Tap **Back** to go back to the Dispatch screen.
5. Tap **Delete** to delete **all** Messages in the list. Messages deleted on the PND are not deleted on the web portal.



Read, Reply-to, Delete Message

1. From Messages screen, tap **Inbox**.
2. From the Inbox, tap on a Message to open and read it.
 - › Date and Time: Shown in upper right corner. Shows date and time received by the Garmin unit.
 - › Message Description: Text appears in the centre of the screen as typed by the Dispatcher. Up to 199 characters.
3. If a reply has been requested tap **Yes** or **No** to reply to the Dispatcher. This reply will be sent from your PND.
4. If no reply has been requested:
 - › Tap Back to return to your Message list.
 - › Tap Delete to delete the Message.



Compose Message

DO NOT COMPOSE MESSAGES WHILE OPERATING YOUR VEHICLE OR MACHINERY OF ANY KIND. ALWAYS OBEY LOCAL MOTOR VEHICLE LAWS.

1. From Messages screen, tap **Create Message**.
2. Using the alphanumeric keypad on the Garmin screen, compose your Message. A maximum of 80 characters may be transmitted.

Note: The Garmin will allow you to type up to 90 characters, however only 80 will be transmitted with your Message.

Dispatcher Actions

IMPORTANT NOTE: The Dispatcher may take actions through the Contigo portal that impact your Job list on the PND without you being notified.

The Dispatcher may:

- ›reorder Jobs in your Job list.
- ›reassign Jobs from your PND to another Vehicle's PND.
- ›delete Jobs from your PND.

These changes may be made even if you are en-route to a Job or viewing the details for a job.

It is advisable to check the list of Jobs displayed in the My Stops list prior to commencing a Job.

Dispatcher FAQ

› **Q:** What's the difference between a Message and a Job?

› **A:**

- A Message is a 199-character text message sent to one or more Vehicles, with or without a canned response (like Yes/No or OK). A Message may be sent from the Map View or Dispatch tab, but may only be viewed in the Dispatch tab.
- A Job consists of a destination, a 55 character message and a priority sent to one Vehicle. A Job may be sent from the Map View or Dispatch tab. Jobs may be viewed in either the Map View or the Dispatch tab. Jobs appear on the map with a pentagonal icon.
- Messages and Jobs may be viewed together in the Dispatch tab.

› **Q:** How do I refresh the Dispatch tab?

› **A:** The Dispatch tab refreshes each minute. You may click on the **dispatch** tab button to refresh it more frequently.

› **Q:** How do I refresh the Map View? Can I do it manually?

› **A:** The Map View refreshes each minute. You may click on the "refresh" button in the upper right corner to refresh it manually. This refreshes the Job status icons. Vehicle locations are not updated when clicking the "refresh" button.

› **Q:** How do I view the Jobs for more than one Vehicle on the map at one time?

› **A:** You may only view the Jobs for one Vehicle on the map at one time.

› **Q:** Does the address or lat / long location for a Job get sent to the Vehicle?

› **A:** No. The Driver will only see the Job description, and turn-by-turn directions to the destination – as calculated by the PND. The PND does not display a destination address to the Driver when he is en-route. Note that when you are sending a Job to a Vehicle, the system will automatically place the Landmark name or a typed Street Address into the Job Description field for you. You have the option to modify or delete this information before sending the Job.

› **Q:** What do the different colors of the Job icons mean?

› **A:** You can view a legend in the Dispatch tab > Type column. Click on the **[?]**.

- Blue: TBD: To be delivered to the Vehicle.
- Orange: Pending: Received at PND but not acknowledged or read by Driver.
- Yellow: Acknowledged: Read by Driver.
- Green: En Route: Vehicle is En Route to the Job's destination
- White with Green Check Mark: Done: The Job has been marked as Done by the Driver.
- Gray **X** through an icon: Driver has deleted the Job.

› **Q:** Can I send a Message to all of my Vehicles?

› **A:** You may send a Message to all PND-equipped Vehicles in a single Department at one time from the Dispatch tab. If you want to send the Message to all Drivers across all departments, you must repeat the Message for each department.

› **Q:** I cannot see the icon of a Job that I created. Where is it?

› **A:** Select the Vehicle from the list of Vehicles in the Control Panel and click **View Jobs**. If the Landmark icon is also displayed, the Job icon may be hidden. Use the De-clutter feature on the **Map View** interface to expose the hidden icons.

- › **Q:** Why can't I see Done jobs on the map anymore?
- › **A:** Jobs with the status of "Done" will only show on the map during the calendar day in which they were completed. The next day, and subsequently, Done jobs are visible on the Dispatch tab, but are removed from the Map View to prevent clutter.
- › **Q:** Can I delete a Job while the Vehicle is en-route?
- › **A:** You may delete a Job while the Vehicle is en-route. The Job will be deleted from the Vehicle's list on the PND, but the Driver will not be notified with an on-screen icon or audible tone. Please send a Message to the Driver to confirm the deletion.
- › **Q:** Jobs and Messages are being automatically deleted and sent to different Vehicles. Why?
- › **A:** Once installed and used in a Vehicle, PNDs should not be swapped between Vehicles. In the event that a driver moves a PND to a new or different Vehicle, the system will detect the mismatch, delete Jobs and Messages from the PND, and reassign Jobs and Messages assigned to the different Vehicle. These Jobs and Messages will appear to be deleted automatically from the Dispatch and Map View interface. Please see the section titled "Issues with swapping PNDs between Vehicles" in this document.
- › **Q:** Can I reassign or reorder a Job while the Vehicle is en-route to the Job?
- › **A:** You may reassign and reorder a Job while the Vehicle is en-route. The Job list will be updated on the Vehicle's PND, but the Driver will not be notified with an on-screen icon or audible tone. Therefore it is very likely he won't see the change unless he reviews his Job list in detail. If the Vehicle is en-route to a Job and you make a change, it is highly advisable to send a Message to the Driver to confirm the change.
- › **Q:** How long are the text messages that I can include with Jobs and Messages?
- › **A:** Jobs: 55 characters. Messages: 199 characters.
- › **Q:** When I click on the vehicle icon in the Map View, it shows "PND: Disconnected". What does this mean?
- › **A:** This means that the GPS beacon cannot detect the presence of a PND. In this state, Jobs and Messages may not be sent to the PND, and any change to a Job state on the PND is not communicated to the web portal. Driver Messages may not be sent from the PND. This Disconnected state may be due to the PND power and/or data cables being disconnected from the unit. The PND may be operating on its internal battery (not supported). Contact the Driver to troubleshoot the PND and Beacon. Troubleshooting tips are provided in the Garmin / 6100 Installation Guide available on the Contigo Partner Resource Centre.
- › **Q:** Some of my Jobs and Messages don't seem to be reaching my Vehicles. Why?
- › **A:** Jobs and Messages may appear to be sent, but may be lost when a PND temporarily or permanently loses its connection to the beacon. This may happen without the driver's (or your) knowledge. You may notice that Jobs remain in the TBD State (blue icon), even if Jobs and Messages sent later are successfully delivered. Contact the driver to ensure that the PND not operating on its internal battery. The Driver can try powering off the PND, disconnecting power/data cables and reconnecting. Troubleshooting tips are provided in the Garmin / 6100 Installation Guide available on the Contigo Partner Resource Centre. To resend the TBD Jobs, reassign them to the same vehicle

Driver FAQ

› **Q:** I'm not getting my stops or Messages delivered to my PND.

› **A:** The PND will be disconnected when running on its internal battery. It may be disconnected from the cable harness, or may not be able to detect the presence of the GPS beacon. First, ensure that external power is supplied to the PND. Turn off the PND power. Remove the power and/or data cables. Wait a minimum of 30 seconds. If the PND has separate power and data cables, reconnect the power, then the data cable (in that order) and then restart. Note that the disconnection icon only shows in the top right corner of the Map (Navigation) screen as shown in the image below. This displays when the PND senses that it is disconnected from the beacon.



› **Q:** The "Stop" and "Detour" buttons remain on the Garmin screen, even after all my stops are "done", "inactive" or "deleted".

› **A:** This is a known issue. Driver should tap the "Stop" button to clear this state.

› **Q:** How do I type an address myself on the Garmin, once Dispatch is enabled?

› **A:** tap the **Dispatch** button. Then tap **Find Location**. You may enter an address or search for a point of interest.

› **Q:** The Message I typed on my Garmin was partially cut off when the Dispatcher read it. Why?

› **A:** The Garmin allows for a Message length of 90 characters; however the GPS Beacon limits the maximum transmitted length to 80 characters. Drivers should limit their Messages to a maximum of 80 characters.