SMARTRACK®
SMART FLEET CONTROL BY RCT

SMARTRACK GLOBAL USER GUIDE

www.**smartrackglobal**.com

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Customer Requirements

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SmarTrack® User Guide: Customer Requirements

Thank you for purchasing SmarTrack® Global.

We are confident that your client will find it to be a reliable, easy-to-use fleet management tool that can provide a host of information to assist them in developing a more efficient, effective, and safer fleet.

Before ordering the fleet management system, there are just a few considerations to ensure that your client's expectations are met.

Connectivity

The cellular version of SmarTrack® is just like your mobile phone, it works off the mobile/cellular phone network. Just as you may have experienced with your mobile phone, some areas may have poor or no reception. To ensure that your client's site has adequate connectivity[1], perform the following checks:

- If you are able to access the site, you can use your own mobile phone to check the performance of the cellular network in the area. Please be mindful that the network you use on your phone may not be the same carrier the system will use. You need to check with SmarTrack® support to identify the supported carriers in your region.
- Use of online tools such as the OpenSignal application (https://opensignal.com/apps) to view the collected data at or near the customer's site. The maps can be configured to report specific carriers to check against those that the system will access.
- Check the site location against the coverage map on the RCT website located here: http://rct-global.com/Coverage/.

  This will allow you to identify the operational zone that determines the annual subscription costs. It will also identify regions in which a local SIM will need to be fitted in place of the RCT SIM.
- Contact RCT Support:
  - For enquiries in Western Australia, South Australia, the Northern Territory and Asia regions, call +61 (08) 9353 3819 or email smartracksupport@rct-global.com.
  - For enquiries in Victoria, New South Wales, ACT, Queensland and New Zealand regions, call +61 (07) 3385 0172 or email smartracksupport@rct-global.com.
  - For enquiries in the North American and South American regions, call +1 801 938 9214 or email smartracksupport@rct-global.com.

High-gain antennas can be purchased from RCT for areas that have poor signal strength[1].

The Wi-Fi version of SmarTrack® can be used in areas where cellular reception is a problem, or for sites that already have existing Wi-Fi infrastructure. The success of Wi-Fi is dependent on your customer's ICT department working in collaboration with you to ensure that the connection to the network is always considered. A change in credentials by your customer's ICT department will soon result in no connectivity.

[1] SmarTrack® Global does not require a constant network connection to function. It will store events and upload to the server when a connection is next established.

Website Information

The system is associated with a site, that is then associated with a company. A single company can have many sites; therefore, name the sites carefully so they remain relevant.

Company Name: This is usually the name of the company that owns the site (or sites). There might be a requirement to add additional detail to the name should the customer want to separate reporting into regions, for example, *ACME CORP Malaysia* and *ACME CORP Indonesia*.

Site Name: This is the name selected to represent the physical site best. This could be the name of the city or town, or the type of facility. If there are multiple sites for the same customer in the same country/region, then you may wish to provide further information (such as region, suburb, state, or street).

Language

SmarTrack® can cater for English and two alternative languages for the checklists. It is important that these languages are nominated at the site setup time to ensure that they are available to your client.

Languages currently available are:

- Arabic
- Chinese
- English
- Estonian
- Filipino
- French
- German
- Hindi
- Indonesian
- Khmer
- Korean
- Latvian
- Russian
- Spanish
- Thai
- Ukrainian
- Vietnamese

Site Support

At each of your customer's sites, we highly recommend that one or two people become 'site supports' for the fleet management systems. Site support is responsible for the maintenance and updating of the system. This includes such things as adding and updating operator and licences details, maintaining the checklist and adding more users to the system. This is normally a 'low-effort' function following the initial implementation. Site support is also the main contact person for SmarTrack® related topics—within their own organisation, with your company, and with RCT.

Machine Access Type (PIN/RFID/HID)

The system fitted to the machine can have two levels of login; operator and supervisor. The supervisor access level is used to reset machine logouts in cases of critical checklist questions. This access level is restricted to site supervisors and site support as this access level overrides many normal operator restrictions, for example the supervisor can have the ability to reset the out-of-service function when this feature is enabled.

Web Portal Permissions and Functions

When a user is created for the web portal, the level of access is defined by **'Roles'**. There are five roles available. These roles can be applied to a single site or to all of the company's sites:

- **Reporting:** Provides access to reports and reporting features
- **Checklist:** Provides access to manage checklists for the site
- **Fleet Manager:** Provides access to the operator and machine management features
- **Site Administration:** Highest user role, provides access to features such as user management
- **Zone Manager:** Enables zone management when optional GPS zoning is enabled

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Site Setup

Notes

Site Setup

In order to have a functioning site and SmarTrack Global system, setup is required for the system to work efficiently and effectively.

Note
This guide is intended to be used in conjunction with document *F0401 – Site Setup Checklist*.

SmarTrack® Global Website Address

The SmarTrack Global website can be found at the following address:

https://www.smartrackglobal.com/

SmarTrack® Support Help Section Guides

SmarTrack Global has a robust help section including guides, documentation, forms and videos to help you set up and manage a site.

To use the help section, first log in to the SmarTrack Global website, then navigate to Help > Help.

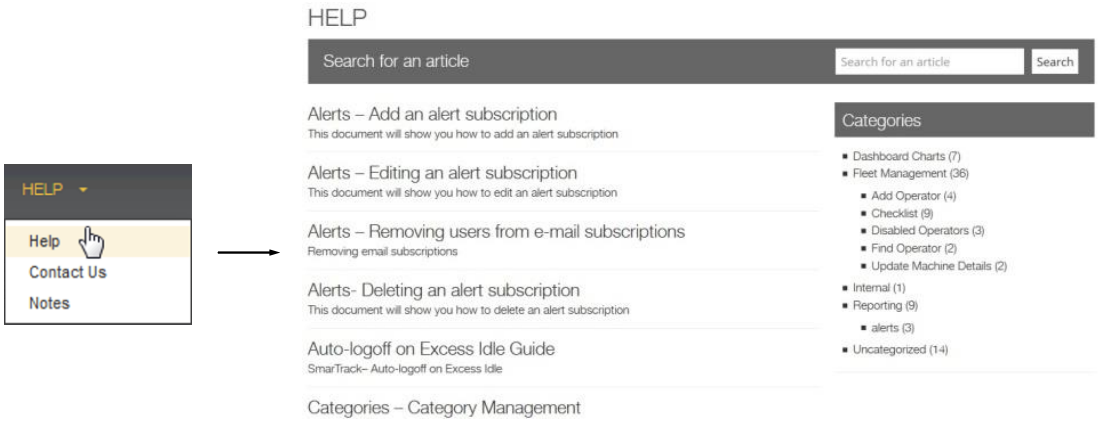

Figure 1 SmarTrack support help section

Set Up New Users (User Listing)

Now that you have identified users who need access to the site, you will need to add them as users and assign them to the required role. You will require each user's email address.

To Add A User

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **User Listing.**
2. Click +.
3. Complete the required fields.
4. Click SAVE.

Departments

Departments are used to split a site into multiple areas. For example, 'Despatch', 'Warehouse', or 'Production'.

To set up departments on a site, consider the following questions:

Do the end-users manage their equipment and/or people via departments?

What departments do they have?

To Add a Department

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Department Management**.

2. Click  .
3. Enter the department name.
4. Click  .

To Delete a Department

Note
Before a department can be deleted, there must be no equipment assigned to that department.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Department Management**.
2. Tick the checkbox under the remove column for the department you wish to delete, then click 

Categories

Categories help customers identify and categorise different equipment types. This assists site setup for areas like checklists, reports, operator access, and better manage your reporting.

What categories will describe your equipment? Here are some examples; LPG forklift, electric forklift, reach truck, order picker, or pallet truck.

To Add a Category

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Category Management**.
2. Click  .
3. Enter the Category name.
4. Click  .

To Delete a Category

Note
Before a category can be deleted, there must be no equipment assigned to that category.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Category Management**.
2. Click  and then click OK to confirm you wish to remove that category.

Bypass Detection

Bypass detection needs to be enabled for each category separately.

Bypass detection works by detecting machine activity (traction through the traction inputs) without an operator logged in.

A ‘Bypass Detected’ alert is shown on the operator screen and the display will beep periodically.

Utilisation is still recorded, the operator that utilisation is recorded under is ‘Bypass’.

Web portal users can sign up for email alerts, which are sent when a bypass event is detected.

Users can also view bypass activity under Reporting > Global Reporting, Custom Reports and Email Reports.

Use of the bypass key will generate a bypass event, provided the SmarTrack device is still functioning, plugged in, and has traction wiring connected and configured correctly.

Bypass detection can be enabled by following the below steps and enabling on each category.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Access Control**.
2. Locate the category to edit and click  .
3. Tick the checkbox to enable **Enable Bypass Detection**.
4. Click  .

Out of Service

Now that SmarTrack® has been configured and the parameters are in place, let us get the most from this powerful fleet assistant and look at one of the advanced features available to you.

The out-of-service feature of SmarTrack is a better way to manage machine breakdown and service events without the need of paper tags. Scheduled out of service can be managed on the machine, or from anywhere in the world through the SmarTrack website. Unscheduled events such as machine breakdown, checklist issues, and machine impacts can be managed easily and with accurate records of when and who is responsible. Reporting on how often and how long machines are out of service enables you to keep track of your fleet health.

Setup

For the out-of-service feature to function, you will need to configure the feature to define and assign reasons to machine categories.

Out-of-service reasons have two types, planned and unplanned. Known events which would cause a machine to be out of service would fall under planned, where unexpected events, such as machine breakdown and machine impacts, would fall under unplanned. Any number of reasons, planned and unplanned, can be added to the system with only eight planned and eight unplanned assigned to any category.

Out-of-Service Operator Experience

When out of service is enabled on a category in which a machine belongs, the operation of SmarTrack changes and the system becomes more interactive with the operator.

Out-of-service tagging allows the selection of planned and unplanned events, with tag activation and removal available on the machine as well as via the SmarTrack website. Up to eight planned and eight unplanned reasons can be applied to each category of machine.

Planned

A planned out of service is an event that is scheduled to occur. An example of a planned reason would be the scheduled maintenance of the truck or a scheduled tyre change for the truck.

Unplanned

An unplanned out of service tag would be applied when a machine fault occurs. A breakdown could occur and an operator may tag the machine out of service, or there was a critical failure detected during the pre-start check. Another event that can create an unplanned tag would be a critical impact to the machine.

Enable Out-of-Service by Category

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Checklist**.

Out of Service can be activated when the answer to a critical question is not as expected. The determination of critical questions is performed via checklist management. To enable:

1. Locate the category to edit and click 

.
2. Check **OUT OF SERVICE on critical question**.
3. Click 

.

Enable out-of-service activation on a critical impact event:

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Impact Configuration**.
2. Locate the category to edit and click 

.
3. Check **OUT OF SERVICE on critical impact**.
4. Click 

.

Add Out-of-Service Reasons

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Out of Service Reasons**.
2. Click 

.
3. Enter the out-of-service reason.

4. Select the type, planned or unplanned.
5. Click 

.

Assign Out-of-Service Reasons

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Assign Out of Service Reasons**.
2. Select the **Category**.
3. Check up to eight planned reasons.
4. Check up to eight unplanned reasons.
5. Use the mouse to click and drag to alter the display order of the reasons.
6. Click 

.

Licence Expiry

Licence is enabled per category; set up categories before configuring licence and permit expiry.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Licence Expiry**.
2. Locate the category and click 

.
3. Select **Enable Licence Expiry** and/or **Enable Permit Expiry.**
4. Click 

.

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Optional Features

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Activate Auto Log Off On Excess Idle Shutdown Mode Setup Guide

This guide is to set up the ability to stop a machine on excess idle. Excess idle occurs when the machine has not detected any traction for a set amount of time.

Applying Critical Output Settings and Excess Idle Settings to Machine Categories

Note
If Critical Output Configuration cannot be seen, contact your local support branch.

1. Go to **ADMINISTRATION** and then **Critical Output**.
2. Click EDIT next to the category with the machines you wish to add critical output to.
3. Check the **Enable Critical Output Detection** tick box.
4. Set the **Output Delay**, **Buzzer Duration** and **Output Period** as desired.

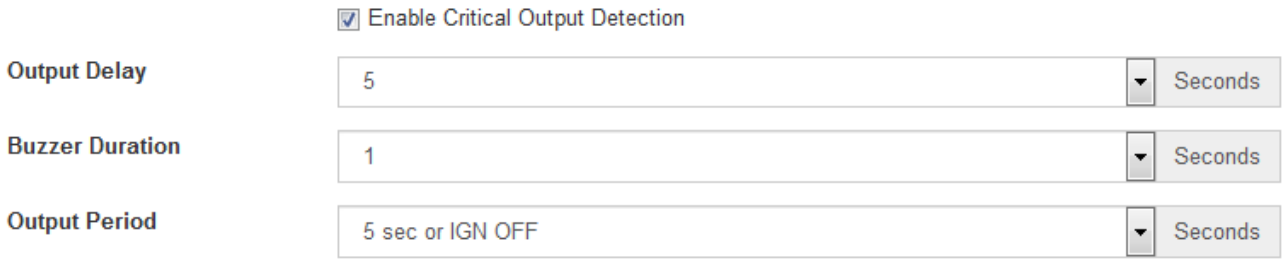


Figure 2 Enabling critical output detection

Note
When you need to enter the 'Output Delay', it is suggested to be a minimum of 60 seconds. This is the warning time before the machine shuts down. If this is set too short and an unlikely event happens where the driver is currently moving the machine and a traction signal wire breaks on the machine, the machine will go into excess idle mode and shut down the machine whilst in operation. This is not desirable. Therefore, setting an output delay of 60 seconds or more gives the driver enough warning and time to park or stop the machine during this unlikely event. The 'Buzzer Duration' should be set to a minimum of three seconds.

5. Carefully read through RCT's safety notice and acknowledge by ticking the checkbox.
6. Click SAVE.
7. **Critical Output On** will now have a blue tick.
8. Go to **ADMINISTRATION** and then **Excess Idle.**
9. Select **Edit** next to the category of machine that you wish to add auto logoff to.
10. In the **Excess Idle Detected By** drop down list, select **No Traction**.
11. Check **Critical Output On Excess Idle** and **Auto-Logoff (Occurs After Critical Period Has Expired**) tick boxes.
12. Click SAVE.
13. **Co On, Co On Excess Idle** and **Auto Logoff** will now have a blue tick.

Changing the Time for Excess Idle

1. Go to **Fleet** then **Machine Management**.
2. Select next to the machine you wish to edit the excess idle time for.
3. Under the **Excess Idle Period (minutes)** heading, select the desired excess idle time from the drop down menu.
4. Click SAVE.
5. When the SmarTrack system does not detect traction for the pre-set time, the system will activate the critical output and auto-logoff.
6. When the machine has been idling for the set time, the Excess Idle Critical Output Alarm warning will appear for five seconds.

7. After the set delay, the critical output will activate.
8. After the critical output, the SmarTrack system will automatically logoff and return to the login screen

The following diagram shows what is happening at each stage the machine is running.

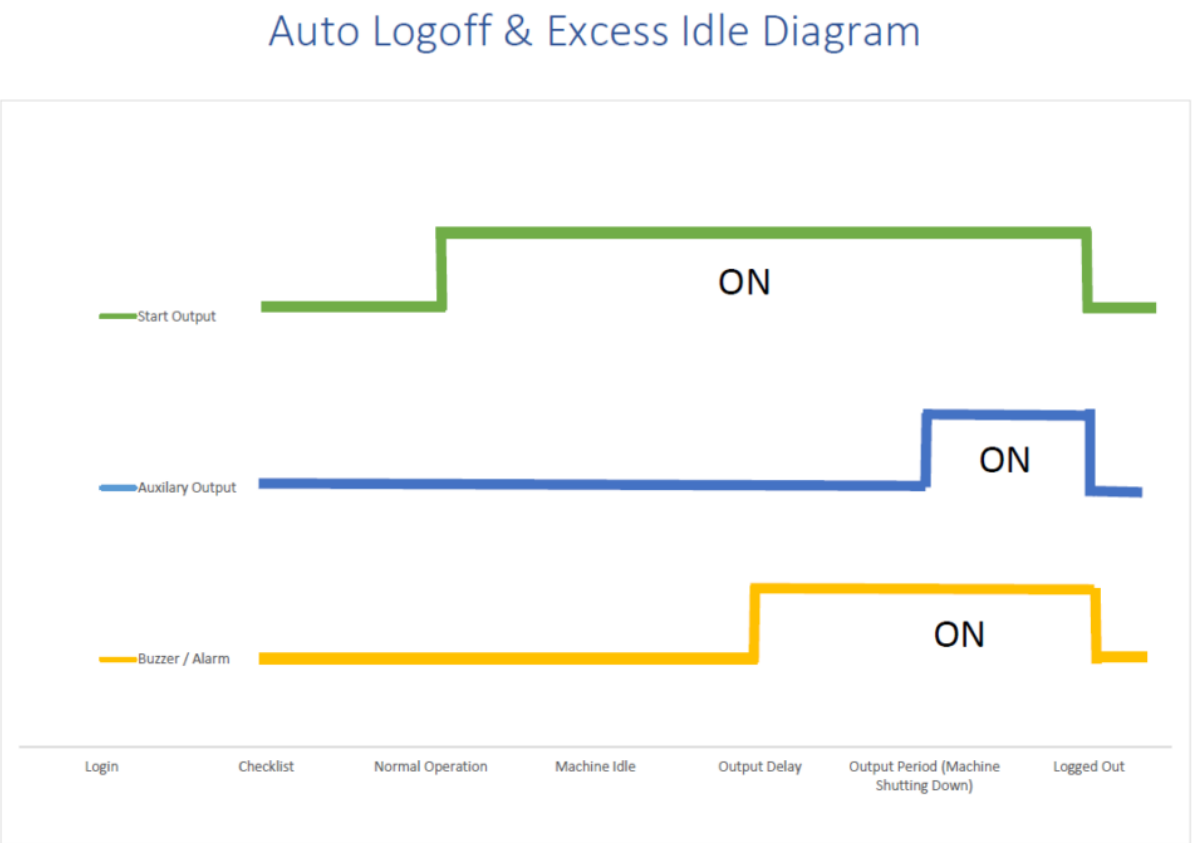


Figure 3 Auto logoff and excess idle diagram

Optional

Your technician may need to wire in the optional AUX output as shown. Basically, this allows the AUX output to cut power to the main ignition wire from the key barrel.

Also, as shown in the following wiring diagram, a separate alarm/buzzer could be wired-in to the AUX output so that it alerts people nearby that a machine is going into Excess Idle Shutdown.

Note
This does not have to be performed if the SmarTrack system cuts the ignition power. It should be performed if the SmarTrack® system only inhibits the start wire.

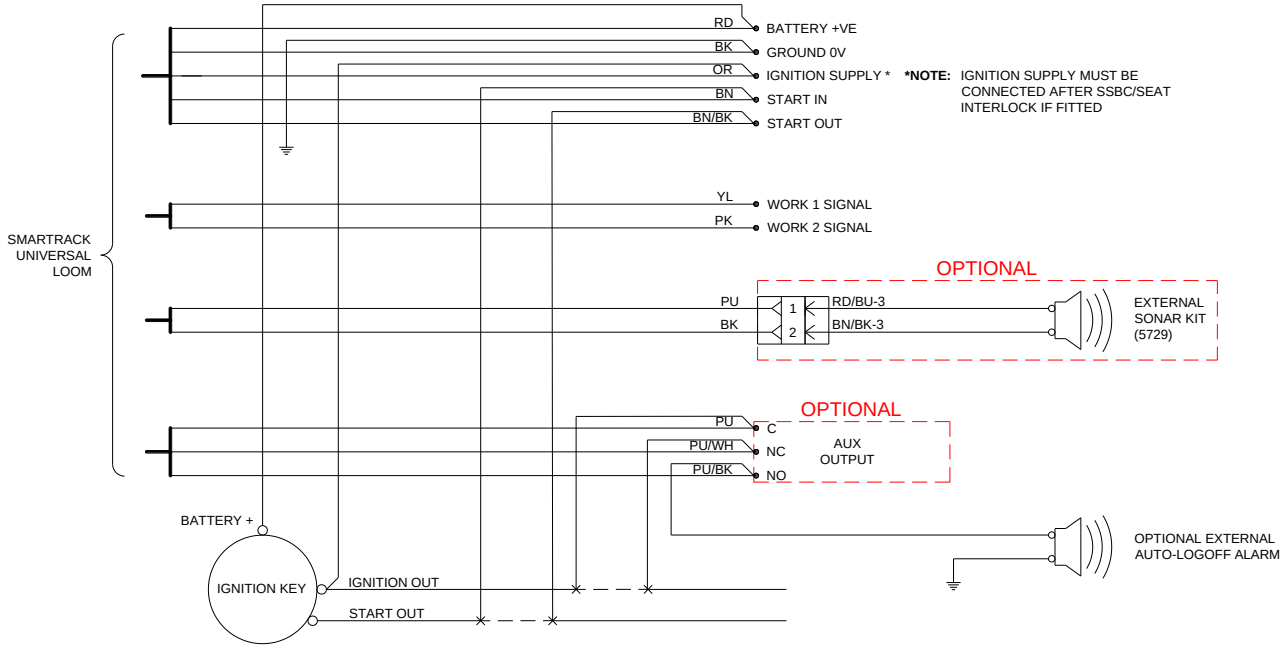


Figure 4 Optional auxiliary output wiring

Battery Monitoring

Battery monitoring can detect a low voltage point, a high voltage point, and a short charge.

Battery monitoring can be enabled by following the below steps and enabling on each category.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Battery Monitoring**.
2. Locate the category to edit and click EDIT.
3. Tick the checkbox next to **Enable Battery Monitoring**.
4. Select **Fleet Controller Voltage**.
5. If monitoring short charge detection, then tick the checkbox next to **Enable Short Charge Detection**.
6. Fill in all the required fields.
7. Click SAVE.

Seat Monitoring

When an operator is driving the machine without sitting on the seat, a warning message will appear on the SmarTrack display and an email alert can be sent.

Seat monitoring can be enabled by following the below steps and enabling on each category.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Seat**.
2. Locate the category to edit and click EDIT.
3. Tick the checkbox to enable ‘Seat’.
4. Set the alert delay threshold.
5. Click SAVE.

Seat Belt Monitoring

When an operator is driving the machine without wearing a seat belt, a warning message will appear and an email alert can be sent.

Seatbelt monitoring can be enabled by following the below steps and enabling on each category.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Seat Belt**.
2. Locate the category to edit and click 

.
3. Tick the checkbox to enable 'Seat Belt'.
4. Set the alert delay threshold.
5. Click 

.

Speed Monitoring

When an operator is driving the machine at an excessive speed, a warning message will appear and an email alert can be sent.

Speed monitoring can be enabled by following the below steps and enabling on each category.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Speed**.
2. Locate the category to edit and click 

.
3. Tick the checkbox to enable 'Speed'.
4. Set the alert delay threshold.
5. Set the speed limit.
6. Click 

.

Load Weight Monitoring

The weight scales are a standard feature of SmarTrack® Global; however, there is a requirement to install the additional pressure sensor to the hydraulic lift line. The weight feature must be enabled, and this is performed through the installation and commissioning wizard. This allows testing of the pressure sensor to confirm operation before calibration is attempted.

A key value to be set during the installation and commissioning wizard is the machine capacity. This value is available on the load plate of the machine itself and takes into account any attachments that affect the overall capacity of the machine. This value is important as all trigger points are a percentage of this value and if not set correctly, will result in erroneous alerts and load counts. For more information on the installation and commissioning wizard, refer to the installation and commissioning wizard guide in the product manual.

Before the scales can be used correctly, they must be calibrated, and the operational parameters need to be set in the SmarTrack web portal. Weight parameters are category based which allows you to tailor your settings by allocating machines into different categories.

When an operator is lifting a load beyond the capabilities of the machine, a warning message will appear and an email alert can be sent.

Load weight monitoring can be enabled by following the below steps and enabling on each category.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Load Weight**.
2. Locate the category to edit and click 

.
3. Tick the checkbox to enable 'Load Weight'.
4. Set the alert delay threshold (seconds) - A time delay, in seconds, applies to both of the thresholds below, this is the amount of time the load or load weight violation must be present before a trigger occurs. The default time delay is two seconds.
5. Set the load weight threshold (percentage) - SmarTrack uses the load weight threshold to send alerts and provide operator warnings when a load weight overload is detected. The load weight threshold is selected as a percentage of the machine capacity (set through the commissioning wizard on the machine) to determine when the alert is triggered. The default setting is one percent; for example, for a forklift with a 2500 kg capacity, the violation would trigger at 2525 kg and the alert released at 2475 kg. This value should be set and used in conjunction with the trigger delay to prevent false alerts.

6. Set the lift threshold (percentage) - The lift threshold is the minimum load weight required for SmarTrack® to register a load. SmarTrack uses this to determine if a load is present on the machine to record utilisation when carrying a load. This value also determines the threshold for the operation of the load sum function. The threshold is a percentage of the forklift capacity and defaults to one percent; for example, for a forklift with a 2500 kg capacity, the minimum load weight to register that there is a load present (load count) would be 25 kg. The weight needs to remain above that value for the trigger delay period to become valid.

7. Click SAVE.

Pedestrian Alert

This input is a digital voltage input to optionally connect to the AusProTec™ Pedestrian Alert System (PAS), such as part number 16947. By connecting this input there are additional visual alerts and alarms when a pedestrian has been detected by the system. In addition to these operator alerts, email alerts and reporting are available via the SmarTrack web portal.

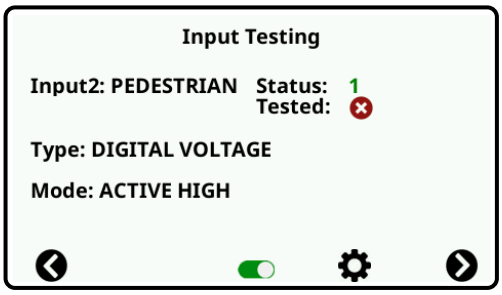
Installation

For installation of the pedestrian alert camera system, please follow the instructions included in the kit.

If the wiring loom does not have a 'PAS Trigger' wire, the connection of the pedestrian alert camera to SmarTrack requires the installation of a pre-terminated (APN 17210) wire into the SmarTrack controller 34-way connector (Pin 2). Please follow the instructions provided with the 17210 wire carefully to ensure the wire is correctly installed into the connector.

Commissioning

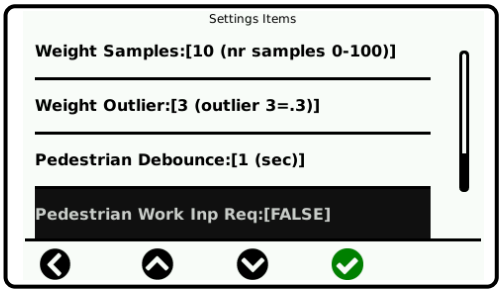
The installation and commissioning wizard must be run to enable and configure the pedestrian alert system on SmarTrack. The pedestrian alert input requires enabling and the settings checked to ensure it is set for digital voltage and active high mode.



Note
The PAS default is active high when it detects a person, but this can be configured via the PAS settings to be active low when it detects a person.

Testing of the input requires the pedestrian alert camera to be functional, when the camera system detects a person the input status will change to 1 (from 0).

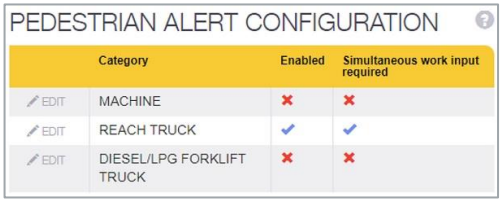
The pedestrian alert input functional status can be checked through the settings menu (technician level access required). This can be performed if the SmarTrack installation has been previously commissioned, and you want to check the current pedestrian settings prior to running the commissioning wizard again.



Web Portal Setup

Enabling the pedestrian alert input will not result in the functioning alerts on the operator display unless the feature is first enabled through the web portal for the category the machine.

On the ribbon bar, select **ADMINISTRATION → Pedestrian Alert.** The current categories for the site will be displayed along with the status of the pedestrian alert for each of those categories.

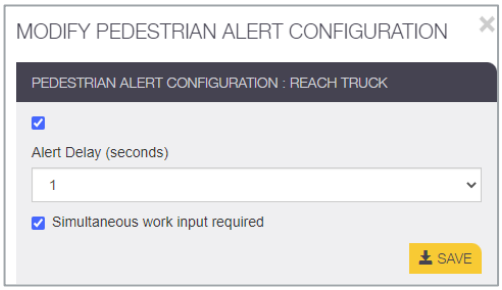


Enabled Status

✕—The feature is disabled
✓ —The feature is enabled

Simultaneous Work Input Required

✕—Pedestrian alerts will be triggered whenever the camera system detects a person.
✓ —Pedestrian alerts will be triggered by the camera system only when the machine is working, that is, an active work input



By selecting EDIT you can enable, disable, and edit the settings for the feature of that category.

Alert Delay

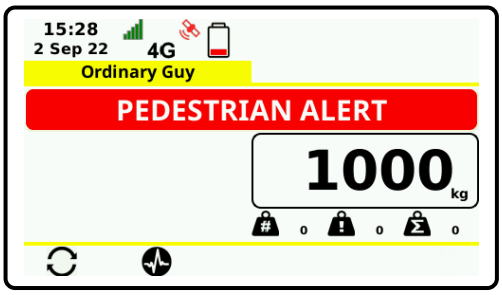
This delay (in seconds) will delay the triggering of the alert on the SmarTrack system. This can be used to limit the alerts to long encounters with pedestrians and not alert or report to brief encounters.

Operator Alert

When configured and enabled, the pedestrian alert on SmarTrack will provide additional alerts to the operator. The display will show the alert and the alarm will beep until the camera system no longer detects the hazard.

Note
The PAS display alert has the highest priority over any other system message including impact alert.

When the alert is triggered, the SmarTrack system will report the event. These events can be used to send an email alert and provide reporting on events based on operators and machines.



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Checklists

Notes

Checklists

Checklist questions;

- are linked to the category of equipment to ensure that the questions are relevant. All checklist questions are stored in a library and can be easily added or removed from equipment categories.
- are worded in such a manner that either a YES or NO response is required. For example, *"Is the flashing light operational?"* Y/N. (**IMPORTANT**: The answer must clearly be a YES or a NO.)
- should be a mixture of *yes* and *no* answers; avoid having all *yes* or all *no* answers.
- can be arranged to be served pre-start or post-start.
- are configurable and able to be served in a random order daily, or at shift start.

Add a Checklist Question

1. From the menu on the ribbon bar, click **CHECKLIST** and then **Question Management**.
2. Click  .
3. Enter your question, be sure to follow the above notes when creating your question. Select the questions expected answer, whether the question is a maintenance issue or a critical issue, and whether the question is to be shown during pre-start or post-start.
4. Click 

.

Edit a Checklist Question

1. From the menu on the ribbon bar, click **CHECKLIST** and then **Question Management**.
2. Click  .
3. Make any changes required.
4. Click 

.

Assign Questions to a Category

1. From the menu on the ribbon bar, click **CHECKLIST** and then **Checklist Management**.
2. Select your category and click  .
3. Select the questions you would like assigned to the category.
4. Questions can either be assigned to a 'full checklist' or 'operator change' checklist.

   The 'full checklist' is completed at the start of each shift by the first operator.

   The 'operator change' checklist is completed when a different operator than the last signs onto the machine.
5. Click 

.

Deactivate a Question

Note
Deactivating questions can only be completed when the question is not assigned to any categories.

1. From the menu on the ribbon bar, click **CHECKLIST** and then **Question Management**.
2. Tick the **Deactivate** checkbox for any question(s) that need to be deactivated.
3. Click 

.

Activate a Question

1. From the menu on the ribbon bar, click **CHECKLIST** and then **Inactive Questions**.
2. Tick the **Activate** checkbox for any question(s) that need to be reactivated.
3. Click 

.

Configuring the Checklist

Different settings for the checklist can be enabled here. You can choose between daily or shift start for when checklists are run, to display questions in a random order, and set day/shift start times.

1. From the menu on the ribbon bar, click **CHECKLIST** and then **Configuration Management**.
2. Select whether the checklist will be run daily or at shift start. Set the time(s) the checklist is to run.
3. Click 

.

All Checklists

This shows all checklist questions assigned to the categories onsite.

1. From the menu on the ribbon bar, click **CHECKLIST** and then **All Checklists.**

5

Fleet

Notes

Fleet Numbers

What will you call your equipment?

Do you have fleet numbers, asset numbers or rental numbers that are easily recognised by the end-user? During installation, the technician has to set the fleet number (or any number that will serve as an identifier) of the machine. Please provide the technician with the identifier you wish to use, otherwise, the default serial number will be used.

Can it be changed? Yes, it can be changed at any time via the SmarTrack® Global website.

To Change or Add the Fleet Number

1. From the menu on the ribbon bar, click **FLEET** and then **Machine Management**.
2. Locate the machine to edit and click  .
3. Modify the fleet number in the **Fleet Number** field.

> **Note**
> There are several other options that can be set on the Machine Management page. Aside from the fleet number, you can also add to each machine the make/model, machine hours, and notes. The Category and/or Department can be set or edited, as can the. Excess Idle Period for the machine.

4. Click 

.

Subscriptions

A subscription is required per SmarTrack controller and provides access to the support systems for SmarTrack Global. These support systems include the web portal, software updates and product support.

The web portal provides several key services such as the storage of data, reporting and alert services, site configuration and administration, and machine and operator administration.

During the subscription period, users are automatically provided with ongoing software updates including new features.

Product support for SmarTrack is available through any of the RCT branches or via email where a dedicated support team is available for assistance.

Viewing subscription expiry

1. From the menu on the ribbon bar, click **FLEET** and then **Machine Management**.
2. Locate the machine, on the far right-hand side column is **Subscription Due.**
3. This column shows the date when the subscription will end. If this date is highlighted in red, then a subscription will be required to be paid.

Notes

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Operators

Notes

Operators

Adding equipment operators is a very important task as it forms part of the site's security that ensures correct operation of the system. Note that this process is part of the maintenance that the site support person will need to ensure they update as required. SmarTrack® makes this task easy as it can import CSV files pre-filled with operator details—use the CSV template described below to prepare a list of the end-user operators and if possible, their licence details and access codes. Alternatively, you can add or remove operators individually.

Card Assistant

Card Assistant is used to add non-SmarTrack branded cards to the SmarTrack website as an operator.

On the machine

Gather all cards, turn machine on and wait for the **Identify Operator** screen.

Swipe all cards one by one, waiting approximately five seconds between each card. The display should show **Operator Unknown** after each swipe.

The order of which cards were swiped first needs to be noted, preferably with the time each was swiped.

On the SmarTrack Website

Using Card Assistant

1. From the menu on the ribbon bar, click **FLEET** and then **Card Assistant**.
2. Select the Machine that the cards were swiped on (in this case M03533).
3. Select the date when the card was swiped, then click  .
4. Now you can check the times and the order that the cards were swiped.
5. The pin code is the number to note down. In the example below, the pin code is 138.
6. When adding an operator, the code must be six digits in length. E.g. in the example below, this code would be 000138.

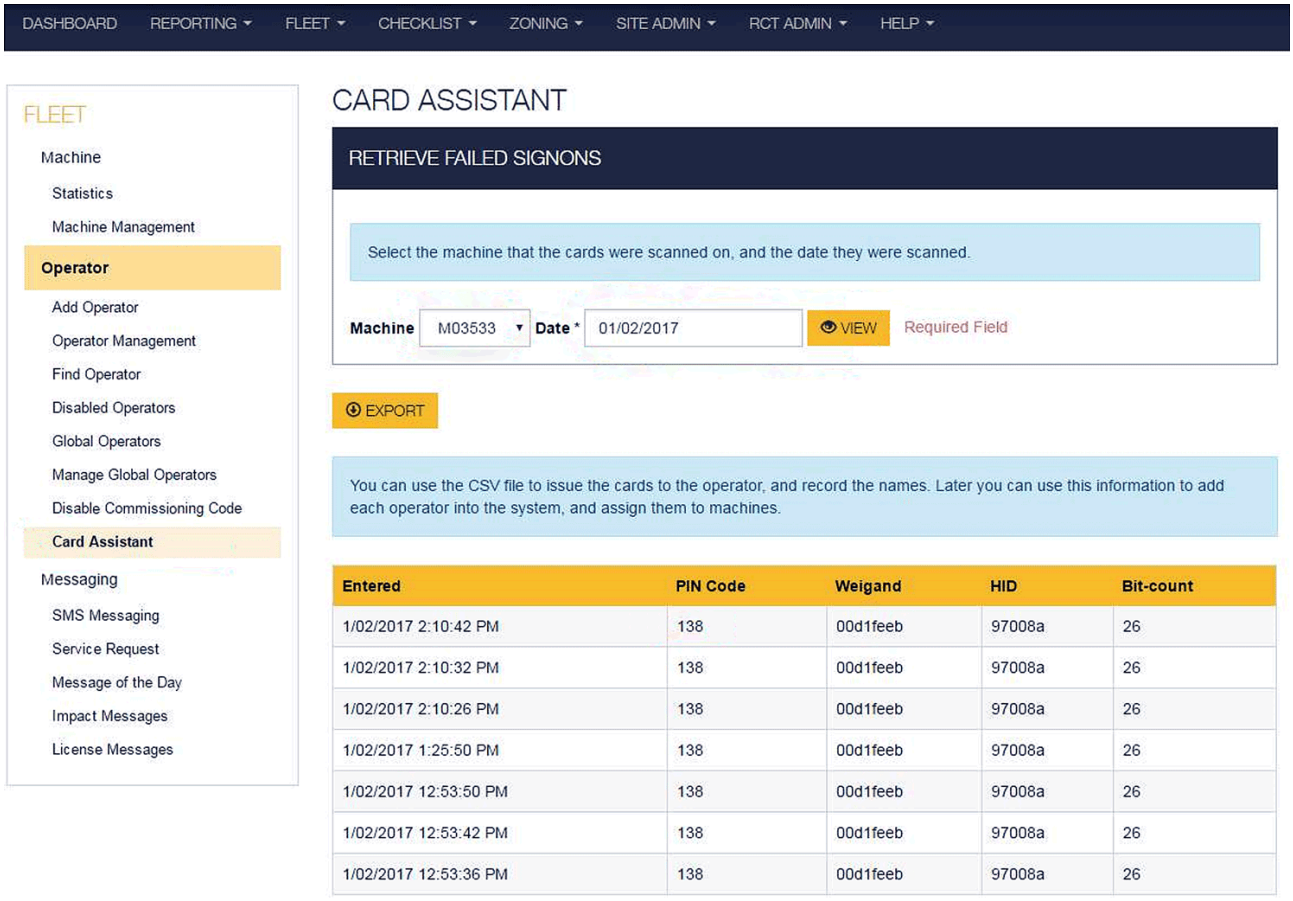

Figure 5 Card assistant screen

Operator Import

Download a CSV Template

1. From the menu on the ribbon bar, click **FLEET** and then **Operator Import**.
2. Click DOWNLOAD A SAMPLE CSV TEMPLATE link.
3. **Save** or **Open** the downloaded file.

Editing the CSV File

Use a spreadsheet application or a text editor to edit the CSV file. Ensure any data you enter follows the following format; otherwise, the import will fail.

Operator Name	Access Code	Role	Licensed	License Expiry	License Notes	Licence	Permit Expiry
First Surname (Max 50 ALPHA characters). DO NOT include commas or brackets.	**6-digit code** (Preceding 0's are not required).	**Operator Administrator** (If blank, will assume operator)	**Yes/No**	**dd/mm/yyyy** (No other format will be accepted. Date must be future)	**Free text field** (255 alpha-numeric only)	**License#** (optional) (20 alpha-numeric, hyphens only)	**dd/mm/yyyy** (No other format will be accepted. Date must be future)
John Doe	**652**	**Operator**	**Y**	**25/05/2016**	**My notes**	**ABC123-XYZ**	**26/05/2017**

Upload the CSV File

1. From the menu on the ribbon bar, click **FLEET** and then **Operator Import**.
2. Click Choose File.
3. Select your CSV file.
4. Click .

Add an Operator

1. From the menu on the ribbon bar, click **FLEET** and then **Add Operator**.
2. Add required information into the fields.
3. Click SAVE.
4. You will then be taken to another screen to assign the operator, refer to the instructions following.

Assigning an Operator

Assign Operators to Machines

Assigning an operator to a machine can be completed in various ways.

1. This button assigns the operator to the selected machines.
2. This button assigns the operator to all machines onsite.
3. This button assigns the operator to all machines under the categories the operator is assigned to.
4. This button assigns the operator to all machines under the departments the operator is assigned to.
5. SKIP This button does not assign the operator to any categories.

Assign Operators and Machines via Departments

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Department Management**.
2. Click  for the department you wish to view.
3. Locate the operator or machine to edit and click 

.
4. Edit details as required.
5. Click 

.

Assign Operators and Machines via Categories

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Category Management**.
2. Click  for the category you wish to view.
3. Locate the operator or machine to edit and click  .
4. Edit details as required.
5. Click 

.

Assign All Operators to All Machines Onsite

1. From the menu on the ribbon bar, click **FLEET** and then **Machine Management**.
2. Click  to complete this operation.
3. Click OK.

Deactivate an Operator

1. From the menu on the ribbon bar, click **FLEET** and then **Operator Management**.
2. Locate the operator(s) to deactivate and tick the checkbox next to the operator(s).
3. Click  .
4. Confirm the operation by clicking OK.

Enable an Operator

1. From the menu on the ribbon bar, click **FLEET** and then **Deactivated Operators**.
2. Locate and press  next to the operator to be enabled.
3. Follow the instructions for **Add an Operator** above.

Delete an Operator

1. First, deactivate the operator you wish to delete.
2. From the menu on the ribbon bar, click **FLEET** and then **Deactivated Operators**.
3. Locate the operator to delete and tick the checkbox next to the operator.
4. Click  .

Notes

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Out-of-Service (OOS) Management

Notes

Out-of-Service Management

The out-of-service status of machines can be managed via the web portal for any user with at least the Machine and Operator Management role. The current out-of-service status of machines is visible along with the reason for the out of service. The status and reasons can be modified, and these changes are updated on the machine.

Current Out-of-Service Status

1. From the menu on the ribbon bar, click **FLEET** and then **Machine Management**.
2. Within the **Actions** column, any machines with the out-of-service feature enabled will have the tag icon displayed  .
3. Any machines which are currently tagged out of service will have a dark icon  .

Place machine in Out of Service

1. From the menu on the ribbon bar, click **FLEET** and then **Machine Management**.
2. Select the tag icon  .
3. Select the planned or unplanned reason.
4. Click  .

Change Out-of-Service Reason

1. From the menu on the ribbon bar, click **FLEET** and then **Machine Management**.
2. Select the tag icon for a machine that is out of service  .
3. **Reason for Out Of Service** displays the current reason.
4. Select the reason to change to from the Planned Reason or Unplanned Reason columns.
5. Click  .

Clear Out of Service

1. From the menu on the ribbon bar, click **FLEET** and then **Machine Management**.
2. Select the tag icon for a machine that is out of service  .
3. Check the **Clear Out Of Service** box.
4. Click  .
5. Click OK.

Notes

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Disable Commissioning Code

Notes

Disable Commissioning Code

The commissioning code is used by technicians to commission and calibrate the machine prior to it arriving onsite.

This code is a simple code that could be guessed by an operator, therefore it should be disabled once the machine is onsite.

To disable the commissioning code follow the steps below

Disable the commissioning code

1. From the menu on the ribbon bar, click **FLEET** and then **Disable Commissioning Code.**
2. Click  next to each machine that has been delivered to site.
3. Confirm by clicking OK.
4. The commissioning code has now been disabled on the machine(s).

Notes

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Messaging

Notes

Messaging

What message information do you need your operators to see?

The display provides information relevant to the equipment operator through the messaging system. In particular, the service request allows operators to initiate a request for a service for an issue on the equipment. The message areas that require configuration are:

- SMS messaging
- Service request
- Message of the day
- Impact messages
- License messages

Messaging

Messaging is enabled per category; set up categories before configuring messaging.

1. From the menu on the ribbon bar, click **ADMINISTRATION** and then **Messaging**.
2. Locate the category and click EDIT.
3. Select **Enable Messaging** and click SAVE.

Message of the Day

An optional message-of-the-day can be displayed on the display with individual messages for Monday, Tuesday, Wednesday, and Thursday. Friday, Saturday, and Sunday share the same message.

Add or Edit a Message

1. From the menu on the ribbon bar, click **FLEET** and then **Message of the Day**.
2. Select the day to edit.
3. Edit or remove the message.
4. Click SAVE.

Impact Messages

In the event of a medium or critical impact, the operator is alerted via a message on the display. This message can be set or edited via the web interface.

Add or Edit Impact Message

1. From the menu on the ribbon bar, click **FLEET** and then **Impact Messages**.
2. Enter or edit the message to be displayed for **Medium** and **Critical** impacts.
3. Click SAVE.

License Messages

When an operator signs into the system with an expired license, they are shown a message on what can be set or edited via the website.

Add or Edit License Message

1. From the menu on the ribbon bar, click **FLEET** and then **License Messages**.
2. Enter or edit the message to be displayed.
3. Click SAVE.

SMS Messaging

Short Message Service or SMS messaging will send a short message to a selected system. A response from the operator can be requested to acknowledge receipt of the message.

Send a Message

1. From the menu on the ribbon bar, click **FLEET** and then **SMS Messaging**.
2. Click  .
3. Complete the message fields.
4. Optionally, select **Response Required**.
5. Select expiry time using the Expiry Period drop down list.
6. Select the **Machines** to receive the message.
7. Click 

.

View Sent Messages

1. From the menu on the ribbon bar, click **FLEET** and then **SMS Messaging**.
2. Select the **Date.**
3. Click  .

Export Messages

1. From the menu on the ribbon bar, click **FLEET** and then **SMS Messaging**.
2. Click  .
3. **Open** or **Save** the file.

Service Request

Do you want your operators to report equipment issues?

Service request can assign up to 30 messages per category for the operator to select from. This feature will allow operators to report issues outside of the normal checklist. For example, during a shift the operator notices a hydraulic leak that has developed.

Add a request message

1. From the menu on the ribbon bar, click **FLEET** and then **Service Request**.
2. Click  .
3. Enter the request message (up to three lines).
4. Select the **Category**.
5. Click 

.

Manage Service Requests

1. From the menu on the ribbon bar, click **FLEET** and then **Service Request**.
2. Click  .
3. Select the **Category** and click  .
4. Select and deselect messages.
5. Click 

.

Delete a Message

The message to be deleted must not be applied; use **Manage Service Request** to deselect message

1. From the menu on the ribbon bar, click **FLEET** and then **Service Request**.
2. Locate the message and click  .

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Reporting

Notes

Reporting

Now that SmarTrack® has been configured and the parameters are in place, let's get the most from this powerful fleet assistant and look at the range of reports available to you.

Global Reporting

Global reporting is a graphical reporting feature with the ability to display data beyond a single site. The resulting report data from multiple sites becomes very powerful for comparisons and exception detection. There is a comprehensive set of tools to filter and sort the data sets along with export ability to transfer the results into other applications.

There are five key metrics global reporting can display:

- Fleet Overview
- Checklists
- Utilisation
- Impacts
- Concurrent Logins

To Display Global Reporting

1. From the menu on the ribbon bar, click **REPORTING** and then **Global Reporting**.
2. Global Reporting will open

Tools and Summary

Global reporting contains a tools and summary pane. This allows not just the selection of the metrics to display but also the tools to manipulate the data.

Report Selection Tool

This tool is a drop down list that allows the selection of the key metric report.

Date Selection Tool

This tool allows the selection of the start and end dates of the data. Clicking on a date will display a calendar to allow the selection of the start and finish dates. Selecting a finish date or selecting a region outside of the calendar will complete the selection.

Sort Order Tool

This tool allows the selection of the sort field and the direction of the sort. This can be ascending or descending.

Filter Management Tool

This tool is for the update and removal of the selected filters. See the filters section for more information on applying filters.

Filter Summary

This displays all the totals for the data in the graphs. As the data is filtered, the values are updated.

KPI Total

This displays the totals of the KPI indicators. As the data is filtered, these totals are updated

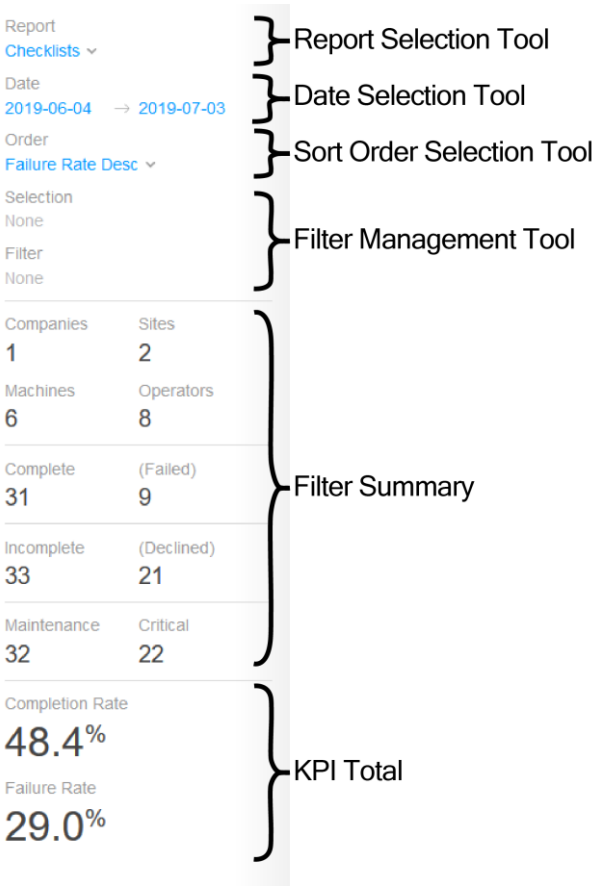

Figure 6 Global reporting tools and summary

Global Reporting Charts

The Global Reporting charts are interactive to allow the selection of data for filtering. Use the scroll bar to view data on graphs with large amounts of information.

The scale on the left of the graph is for the bar graphs. The scale on the right of the graph is for the KPI indicators.

Mouse Over

By hovering the mouse over a bar, the values of the bar graph are displayed automatically.

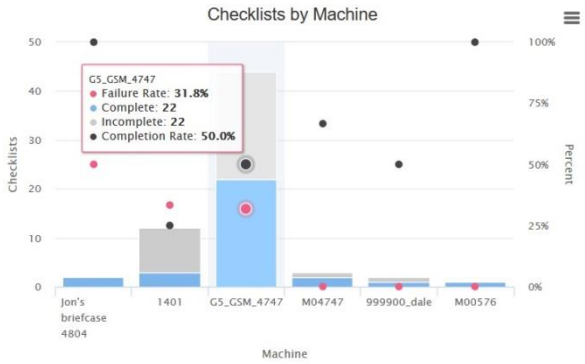

Figure 7 Global reporting - mouse over

KPI Points

Within each bar chart, up to two KPI points are displayed and are seen as coloured dots. The value is typically calculated as a percentage and provides a direct comparison to other KPI points in the same graph, irrespective of the value within the bar.

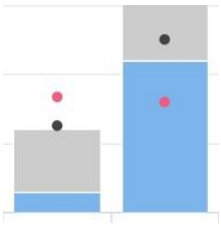

Figure 8 Global reporting – KPI points

Filter Selection

Clicking on a bar within the graph will select that data for filtering. A selected bar will be shown with a black border around the bar and KPI points. Clicking on a selected bar will de-select it, and multiple items can be selected before applying the filter.

Once the selections have been made, use the filter management tool to apply the filter to display only the selected data. Filtering can be performed multiple times to isolate the data of interest.

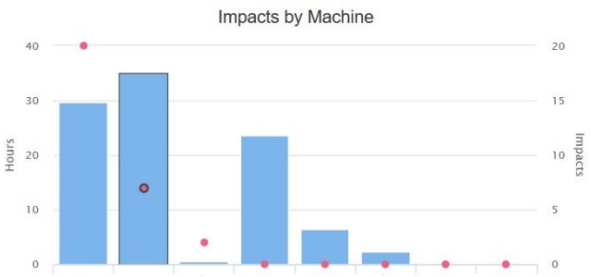

Figure 9 Global reporting – filter selection

Export Tools

The top right of each graph contains a menu icon which, when selected, allows the export and/or printing of the graph. The export feature includes the CSV file format or the raw data, which can then be used in a spreadsheet application. Also available are graphical formats such as PNG.

Figure 10 Global reporting – export tools

Custom Reports

The website features a comprehensive list of reports which are referred to as custom reports. These reports can be customised to adjust the reporting period, equipment being reported, and the title of the report. In total, up to 19 different reports are available:

- Machine Category Daily Hr Utilisation
- Machine Category Weekly Hr Utilisation
- Machine Checklist Summary
- Machine Health Status
- Machine Idle Summary
- Machine Impact Summary
- Machine Load Weight Summary
- Machine Load Weight Violation Summary
- Machine Metric
- Machine Seat Belt Violation Summary
- Machine Set Violation Summary
- Machine Speed Violation Summary
- Machine Summary
- Operator Idle Summary
- Operator Impact Summary
- Operator Load Weight Summary
- Operator Load Weight Violation Summary
- Operator Summary
- Out of Service Summary

Custom reports are available either as summary or detailed reports. Detailed reports focus on a single piece of equipment, while summary reports cover multiple pieces of equipment.

The availability of reports is dependent on the machine integration (i.e. weight reporting cannot function without the weight sensor being installed).

To Add a Custom Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Custom Reports**.
2. Click  .
3. Choose **Summary** or **Detailed** Report.
4. Select **Report** from the report dropdown list.
5. Change the **Title** (optional).
6. Add the **Description**.
7. Select your reporting **Period** from the dropdown list.
8. For **Detailed** reports, select the machine.
9. Click 

.

To Edit a Custom Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Custom Reports**.
2. Locate the report and click  .
3. Make your changes.
4. Click 

.

To Delete a Custom Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Custom Reports**.
2. Locate the report to delete.
3. Click  .
4. Click OK to confirm.

To View a Custom Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Custom Reports**.
2. Locate the report and click  .

Email Alerts

The system tracks events and delivers alerts via email to a maximum of 10 recipients. Email alerts provide site and fleet managers with rapid notification of an event when it occurs. In total, up to 16 email alerts are available.

- Bypass Detection
- Checklist
- Excess Idle
- Impact
- Induction Expiry
- License Expiry
- Load Weight
- Low Battery Voltage
- No Communications
- Out of Service
- Pin Hack
- Seat
- Seat Belt
- Service Due
- Service Request
- Speed

The availability of reports is dependent on the machine integration (i.e. weight alert cannot function without the weight sensor being installed).

To Add an Email Alert

1. From the menu on the ribbon bar, click **REPORTING** and then **Email Alerts**.
2. Click  .
3. Select **Alert Type** from the alert type dropdown list, then click  .
4. Add the **Title** (optional).
5. Set the parameters as required.
6. Enter the recipient email addresses, separated by a semi-colon (**;**).
7. Select the **Machines** that activate the alert.
8. Click 

.

To Edit an Email Alert

1. From the menu on the ribbon bar, click **REPORTING** and then **Email Alerts**.
2. Locate the report and click  .
3. Make your changes.
4. Click 

.

To Delete an Email Alert

1. From the menu on the ribbon bar, click **REPORTING** and then **Email Alerts**.
2. Locate the alert to delete.
3. Click  .
4. Click OK to confirm.

Email Reports

You can subscribe to reports and have them delivered via email daily, weekly, or monthly. The selection of reports is the same as those available through **Custom Reporting**, in both summary and detailed reports.

To Add an Email Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Email Reports**.
2. Click  .
3. Choose **Summary** or **Detailed** report.
4. Select **Report** from the dropdown list.
5. Change the **Title** (optional).
6. Add the **Description** (optional).
7. Enter the recipient email addresses separated by a semi-colon (;).
8. Select your delivery schedule from the **Delivered** dropdown list.
9. Select your reporting **Format** from the dropdown list.
10. For **Detailed** reports, select the machine.
11. Click  .

To Edit an Email Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Email Reports**.
2. Locate the report and click  **.**
3. Make your changes.
4. Click  .

To Delete an Email Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Email Reports**.
2. Locate the report to delete.
3. Click  .
4. Click OK to confirm.

To View an Email Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Email Reports**.
2. Locate the report and click  .

To Test an Email Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Email Reports**.
2. Click  .
3. Check your email to confirm delivery of the report.

Current Activity

This provides a list of machines that are currently in use on the site. Also provided are two pie charts with one representing the use of machines on site, and the other representing the utilisation of the machines in use.

A chart of the top 10 impacts of the last 24 hours is displayed below the pie charts.

Checklist Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Checklist Report**.
2. Select the types of checklists to be included in the report.

ALL	Will include all checklist types
Full Checklist	Will include only full checklists i.e. the type that is completed at the start of a shift.
Operator Change	Will only include operator change checklists i.e. these are completed (if selected) to run when a different operator signs onto a machine.

3. Select the machine to report.
4. Select a date by clicking in the date box and using the date picker.
5. Click  to display the report.
6. Click  to view the full checklist as a PDF document.

Checklist Issues

1. From the menu on the ribbon bar, click **REPORTING** and then **Checklist Issues**.
2. Select the types of checklists to be included in the report.

Operator Change	Will only include operator change checklists i.e. these are completed (if selected) to run when a different operator signs onto a machine.

3. Select the machine to report.
4. Select a date by clicking in the date box and using the date picker.
5. Click  to display the report.
6. Nothing will display unless there was a reported checklist issue on the selected machine and day.
7. Click **View Issues** to view the failed checklist question.

Machine Activity Report

This is a tabular report, which opens with the previous seven days of utilisation. A date picker is provided to allow this report period to be adjusted.

To Display the Machine Activity Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Machine Activity Report**.

To Adjust the Date Range

1. Click in the start date box and select the start date using the date picker.
2. Click in the end date box and select the end date using the date picker.
3. Click  to display the results.

Print View

1. Click  to display a print friendly view of the report.
2. Use your browser's print function to print to a printer.

Export

1. Click  to export a CSV file of the data to use in a spreadsheet.

Detail

1. Click  next to a machine to view the detailed data of that machine for the selected date range.
2. The resultant report is divided into trips per operator.
3. Any events that occurred during the trip can be viewed by selecting the **Trip Events** icon.

How Machine Trips are Calculated

The basics are these:

1. **Trip Duration** = Logout Time − Login Time

   Example: Operator logs in at 9:00 a.m. ,then logs off 10:00 a.m. Trip duration is then 1 hour (10:00 a.m. – 9:00 a.m).

2. **Trip Duration** increments the **Hour Meter**.
3. Operational events will happen inside the **Trip Duration**, such as 'work time' and 'idle time' which sum together to = **Trip Duration**.
4. All hours are aggregated for reporting period purposes. See graph below.

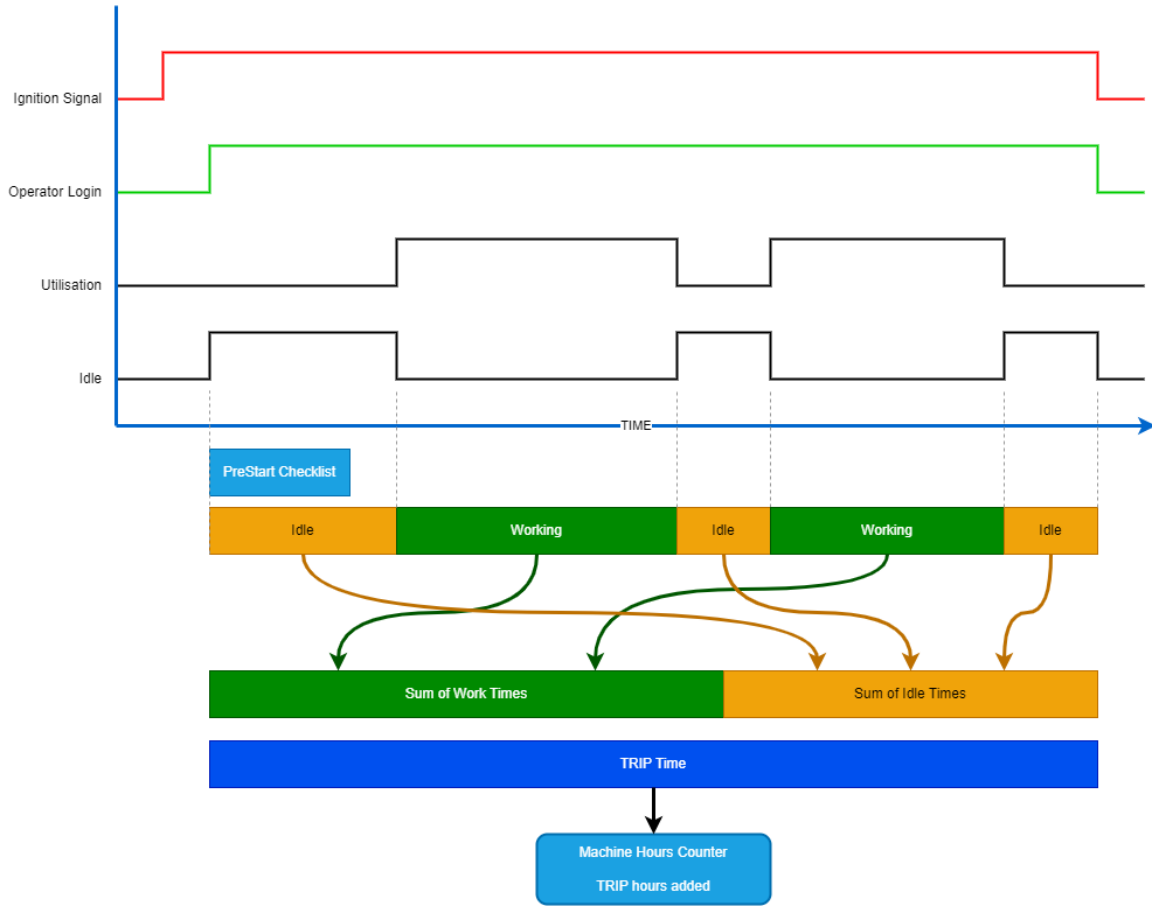

Figure 11 Machine trips chart

Machine Activity Timeline

1. From the menu on the ribbon bar, click **REPORTING** and then **Machine Activity Timeline**.
2. Select the machines you wish to view from the available list.
3. Select a date by clicking in the date box and using the date picker.
4. Click to display the timeline graphs.

Machine Utilisation

1. From the menu on the ribbon bar, click **REPORTING** and then **Machine Utilisation**.
2. The utilisation graph is displayed for the last seven days by default.

To Adjust the Date Range

1. Click in the start date box and select the start date using the date picker.
2. Click in the end date box and select the end date using the date picker.
3. Click to display the results.

Low Usage Detailed Report

1. Check the **Low usage only** checkbox and the utilisation graph will only show those machines whose usage is below average.
2. Uncheck the box to return to the previous view.

Machine Out-of-Service (OOS) Report

SmarTrack provides Out-of-Service reporting with filtering on the type of event and date range selection. The reporting also provides an export function to export all out-of-service data in a CSV format.

Display the OOS Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Machine OOS Report**.
2. Select the **Start** date of the report.
3. Select the **End** date of the report.
4. Select a **Filter** to filter the results to a particular event type.
5. Click  to display the report.

View Event Details and Add/Edit Comments

Further details of the out-of-service event can be viewed, providing information around the clearing of the event, as well as more information about the machine. In addition to this, there is the provision for comments to be added or edited for the event

1. From the menu on the ribbon bar, click **REPORTING** and then **Machine OOS Report**.
2. Select the **Start** date of the report.
3. Select the **End** date of the report.
4. Select a **Filter** to display events by planned, unplanned, or impact type.
5. Click  to display the report.
6. Locate the event to view and click  .
7. To add/edit the comments (impact events only), click in the comment field and add or edit the comment.
8. Selecting 

will exit the window and any changes to comments will not be saved, and the user details will not be logged.
9. Selecting 

will save the comments and log the details of the current user.

Out-of-Service Report Export

1. From the menu on the ribbon bar, click **REPORTING** and then **Machine OOS Report**.
2. Select the **Start** date of the report.
3. Select the **End** date of the report.
4. Select a **Filter** to filter the results to a particular event type.
5. Click  to display the report.
6. Click  to export all event data in a CSV format.

Machine Diagnostics

Machine Diagnostics is used to view information about the SmarTrack Global system onsite. The information viewable is the module's serial number, fleet number, category, last trip, last report, operators updated, operators pending, and last location.

1. From the menu on the ribbon bar, click **REPORTING** and then **Machine Diagnostics.**

Commissioning Report

1. From the menu on the ribbon bar, click **REPORTING** and then **Commissioning Report**.
2. The commissioning reports are only available for SmarTrack Global modules, the report will also only be available after the module has been commissioned.
3. Press 

next to the machine you wish to view the commissioning report for.

Operator Utilisation

1. From the menu on the ribbon bar, click **REPORTING** and then **Operator Utilisation**.
2. The utilisation graph is displayed for the last 7 days by default.

To Adjust the Date Range

1. Click in the start date box and select the start date using the date picker.
2. Click in the end date box and select the end date using the date picker.
3. Click  to display the results.

Below Average Detailed Report

1. Check the **Below average trips only** checkbox and the utilisation graph will only show those machines whose usage is below average.
2. Uncheck the box to return to the previous view.

Operator Licences

1. From the menu on the ribbon bar, click **REPORTING** and then **Operator Licences**.
2. A list of operators and licence details are displayed

To Edit an Operator

1. Click  next to the operator that you wish to edit.
2. Refer to the section in this manual on how to edit an operator.

Concurrent Operator Login

1. From the menu on the ribbon bar, click **REPORTING** and then **Concurrent Operator Login Report**.
2. Any concurrent logins for the last 24 hours will be displayed.

To Change the Report Period

1. Select one of the available options, **Last 24 Hours**, **Last 7 Days**, **Last 30 Days**.

11

Zoning

Notes

Zoning

Zoning is an optional feature used to slow machines down in certain zones. This will require a wiring modification to the machine to function if not already completed.

Site Map Configuration

This will detail the steps needed to set up the location for your site map.

1. In the navigation panel, open the **ZONING** drop down menu and select the **Site Map Configuration** option.

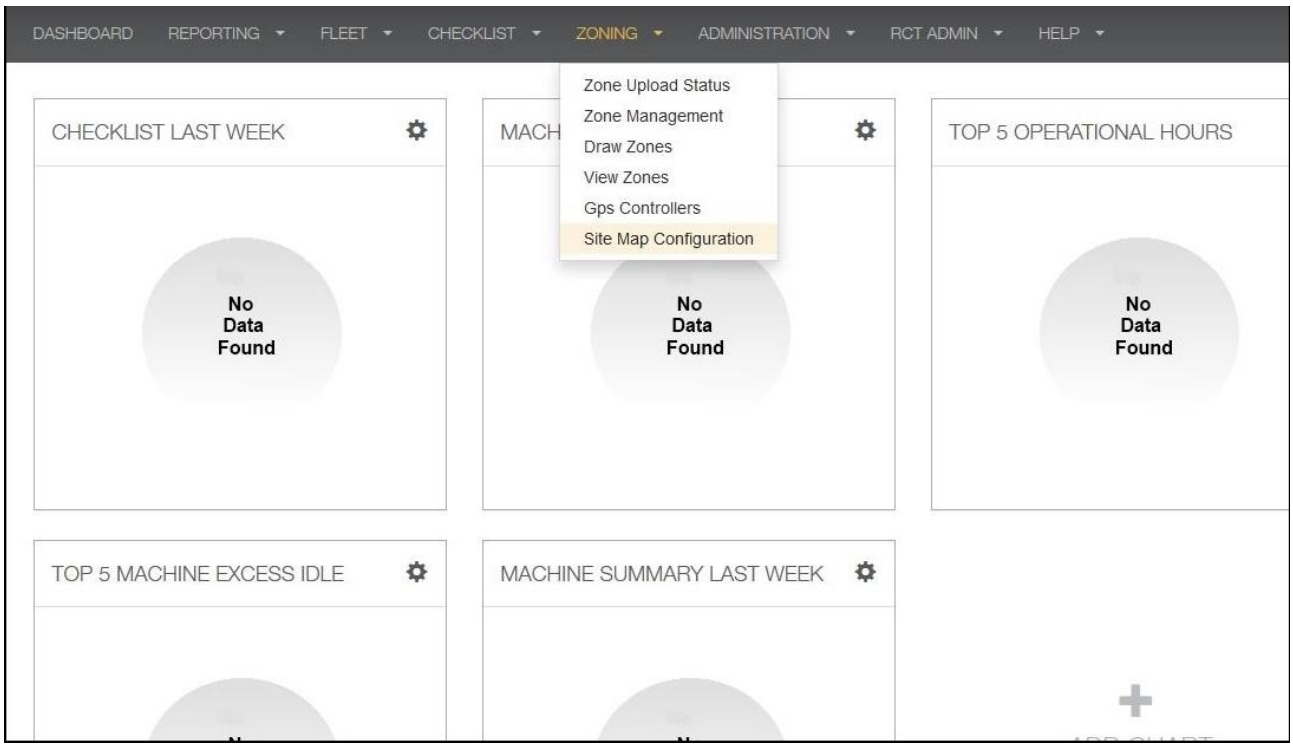

Figure 12 Zoning – site map configuration

2. The Site Map Configuration window will open and currently saved GPS coordinates will be shown with a map below them.

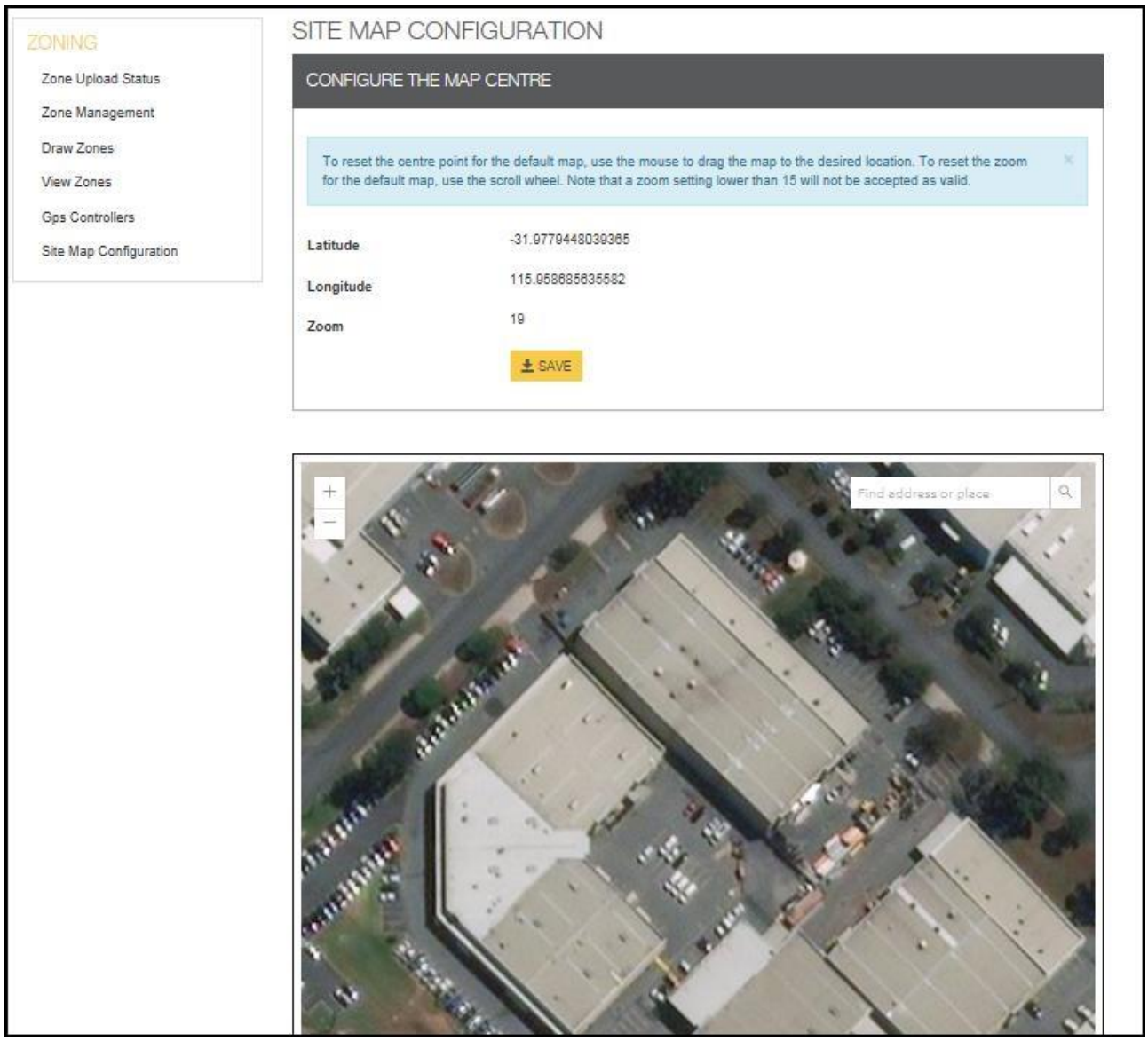

Figure 13 Zoning – GPS coordinates

3. If the map is showing the correct area, you can use your mouse to drag the picture to adjust however you wish.

   To zoom in or out, you can use the **+** and **-** in the top left corner or through the use of the scroll wheel if your mouse has one.

   If the map is not showing the correct location, use the search bar in the top right and enter the address of the site you wish to set up. In the example below, we want to show RCT's Perth branch, which is located at 511 Abernethy Road, Kewdale. The search bar will attempt to automatically complete your search as you write, simply click the correct address when it is shown.

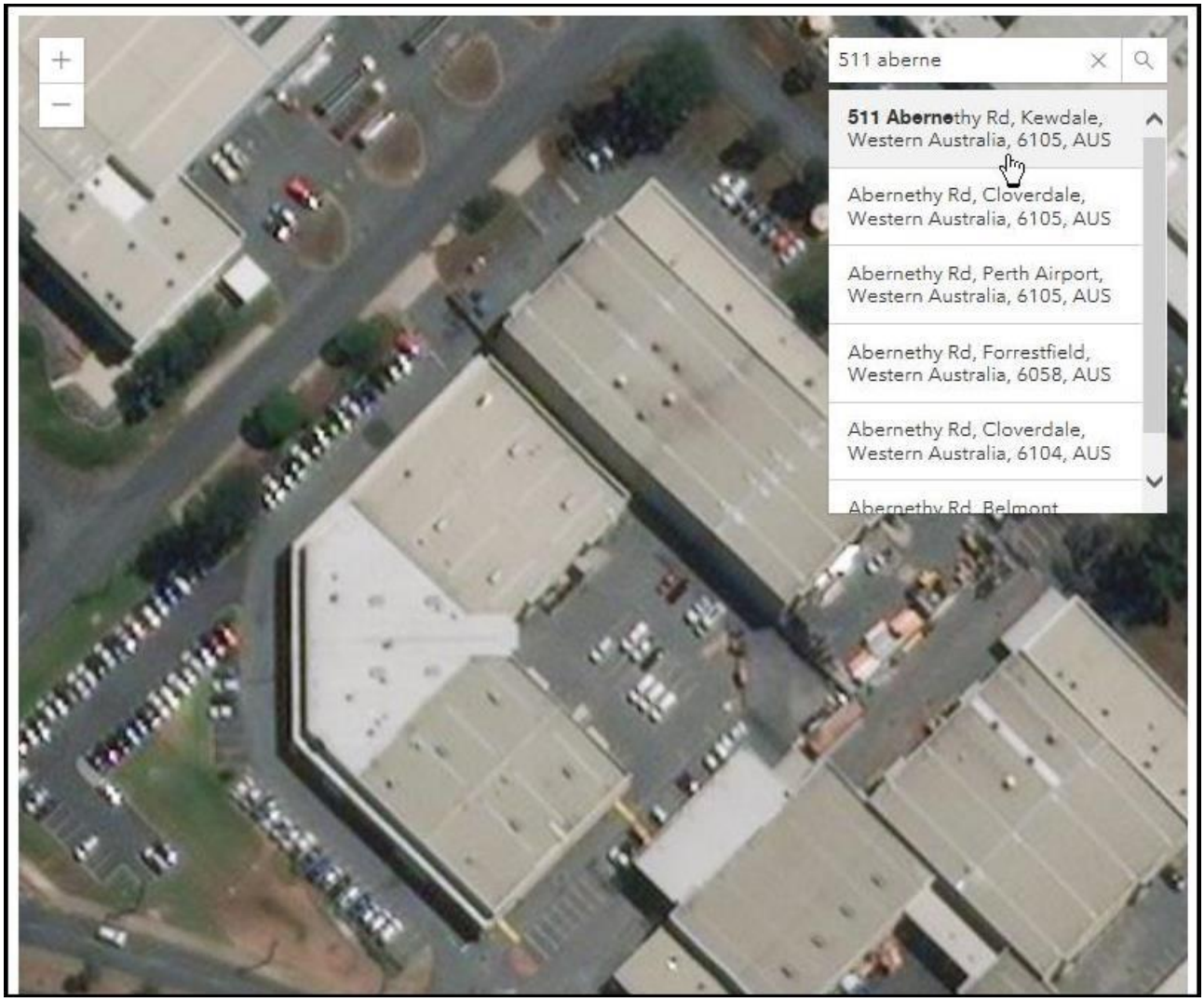

Figure 14 Zoning – searching an address

4. Once the search has been completed, your selected location will be shown. Adjust the image using your mouse until you are satisfied the image is calibrated to your needs. Once you are happy with the displayed image, click the **SAVE** button located just under the GPS coordinates.

Note
The zoom setting of the image must be set higher than 15 otherwise it will not be accepted.

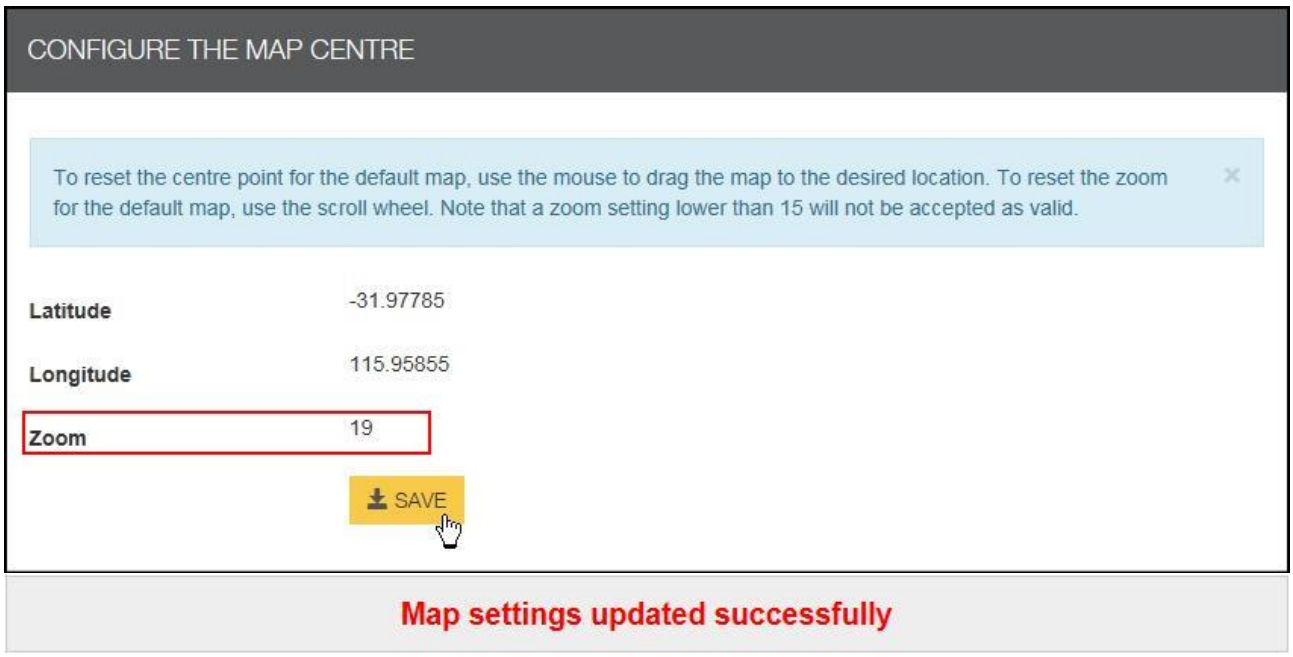

Figure 15 Zoning – configure the map centre

Draw Zones

This article will detail the steps you need to follow to draw the zones required on site.

Note
A video on drawing zones is available under the help section on the SmarTrack website.

1. In the navigation panel open the **ZONING** drop down menu and select the **Draw Zones** option.

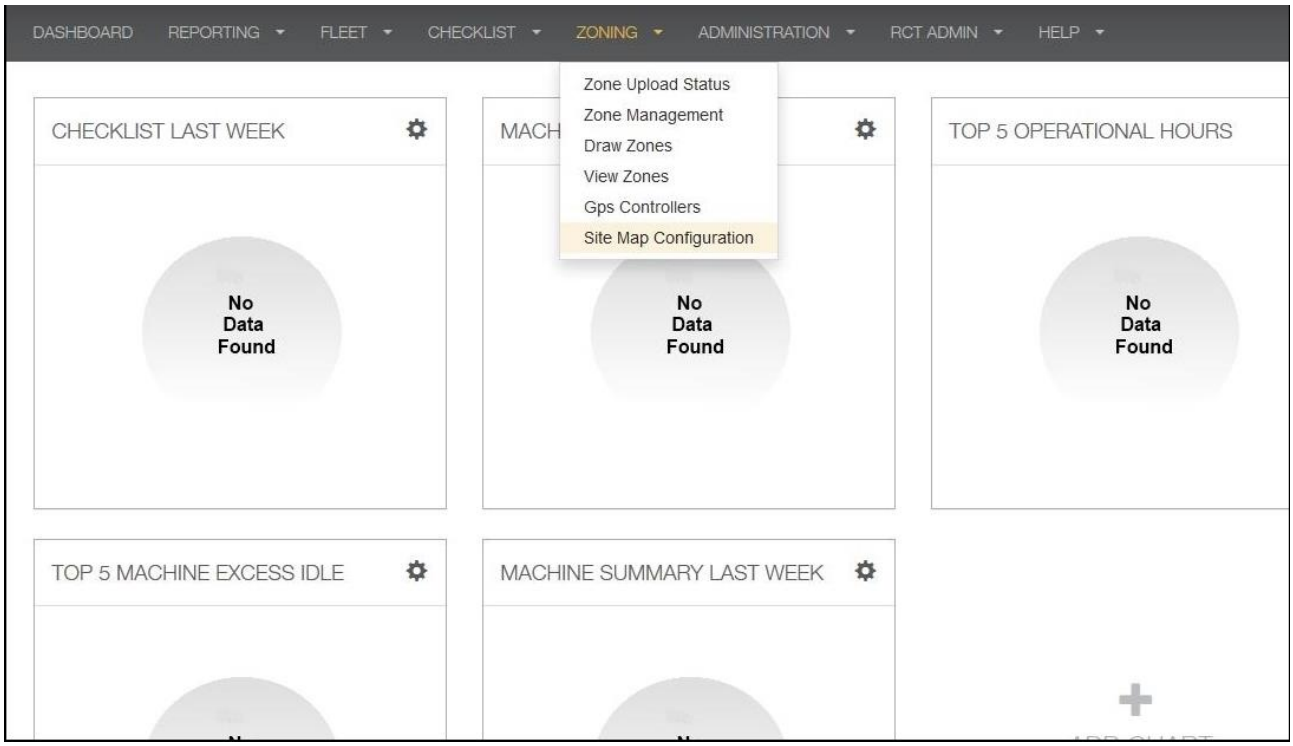

Figure 16 Zoning – drawing zones screenshot 1

2. The Draw Zones window will open.
3. To correctly set up the zoning, the site will need one large, fast zone to cover the whole site and within this zone, there will need two smaller, slow zones.

   The fast zone is set with the output description of output 2 and, when drawn, it will be outlined green.

   The slow zone is set with the output description of output 1 and, when drawn, it will be outlined red.
4. In the top right-hand corner of the map, select the **Draw Polyline** icon.

Figure 17 Zoning – drawing zones screenshot 2

5. Left click the mouse on the map at the points desired. A red line will link the clicked points.

Note
If you make a mistake, you can press the ‘Z’ key on your keyboard to undo the last point.

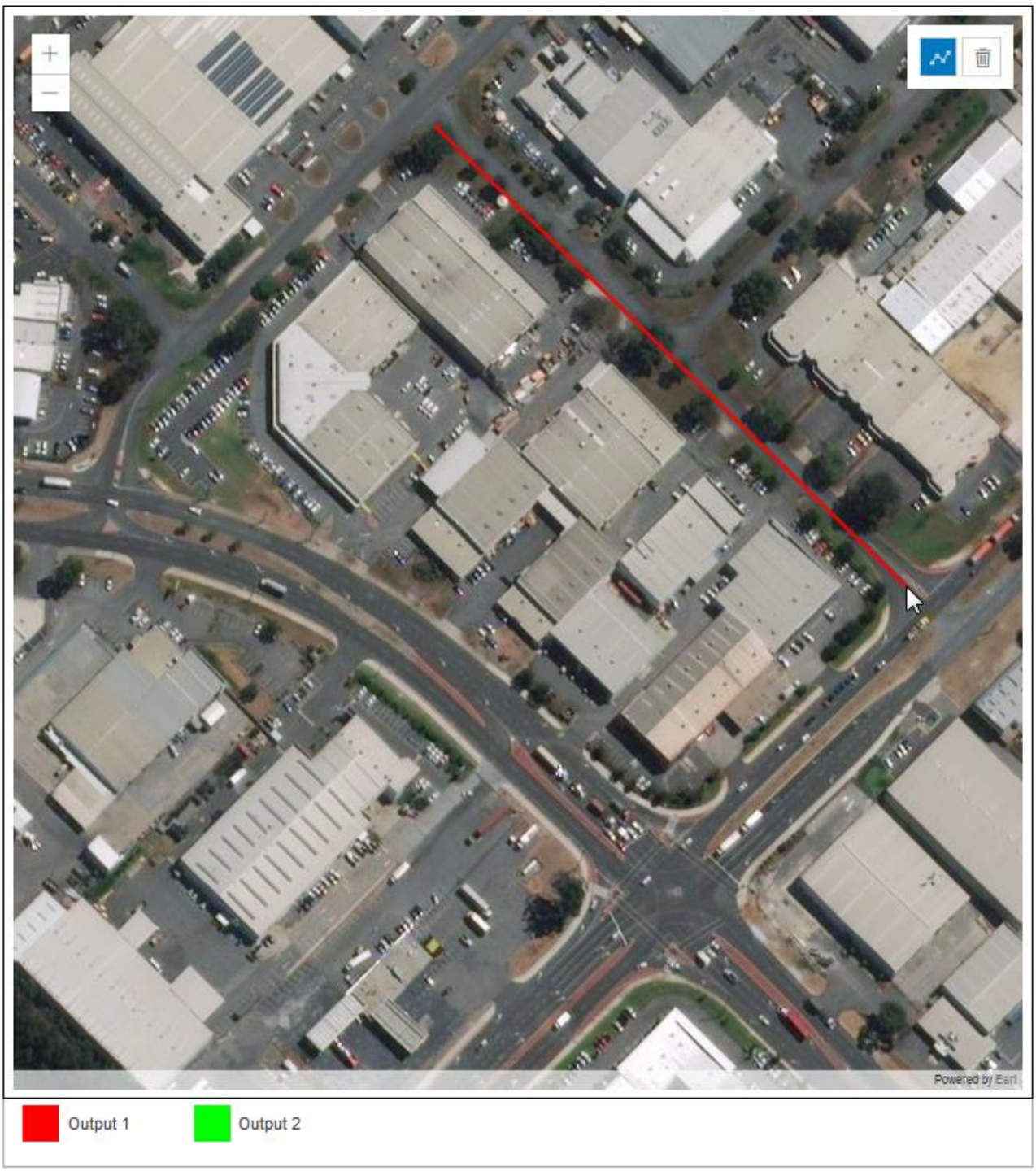

Figure 18 Zoning – drawing zones screenshot 3

6. Draw the first three out of four sides for the desired zone.

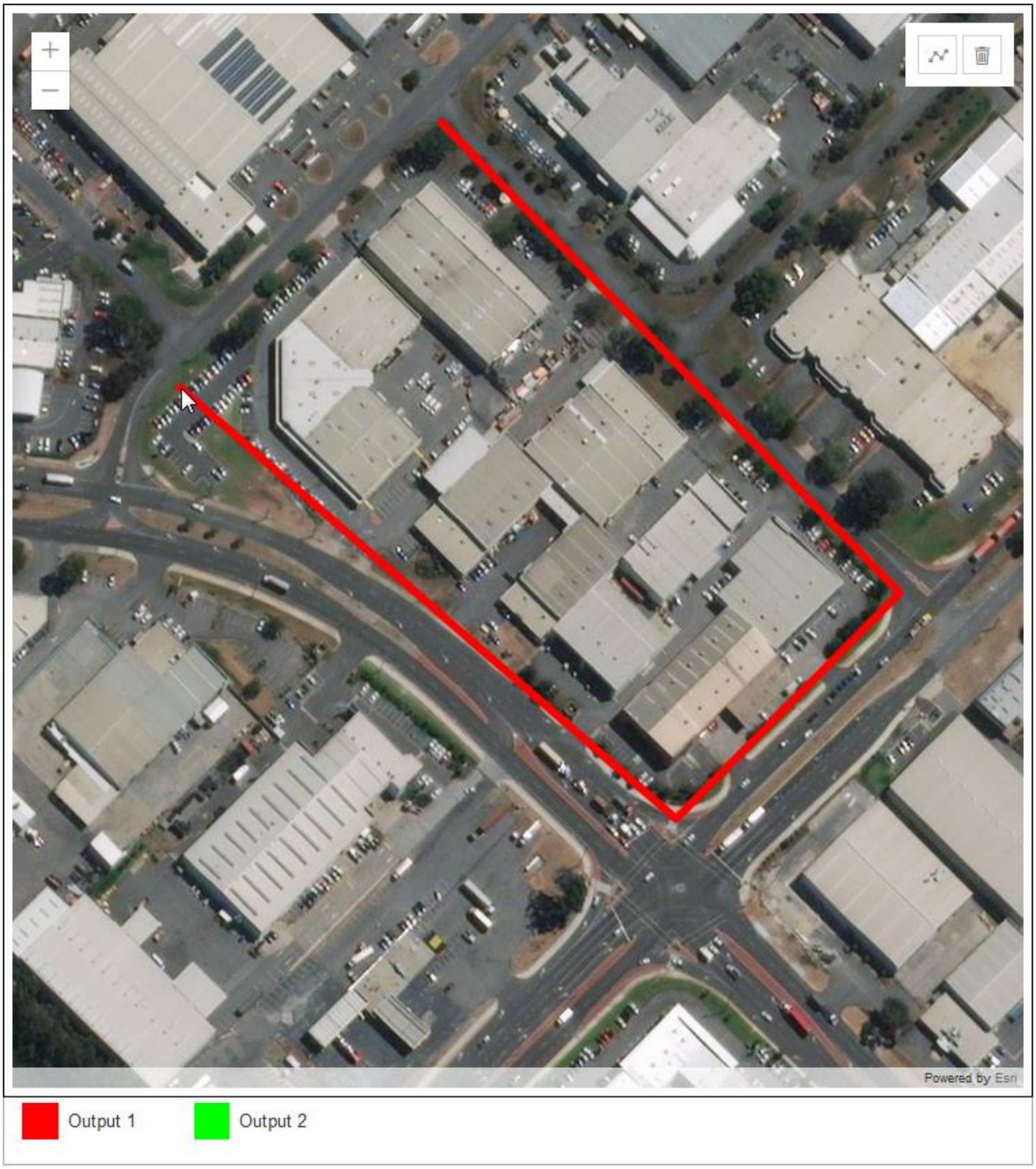

Figure 19 Zoning – drawing zones screenshot 4

7. Draw the fourth side almost to the first point and single left-click the mouse. Double-click the left mouse button on the first point that was made, or press the C key on your keyboard to complete the drawing and exit drawing mode. After the zone is saved, the fourth side will join to the start point.

Note
If you draw the zone incorrectly, click the trash icon and any graphics you have added will be removed. You are then able to start over.

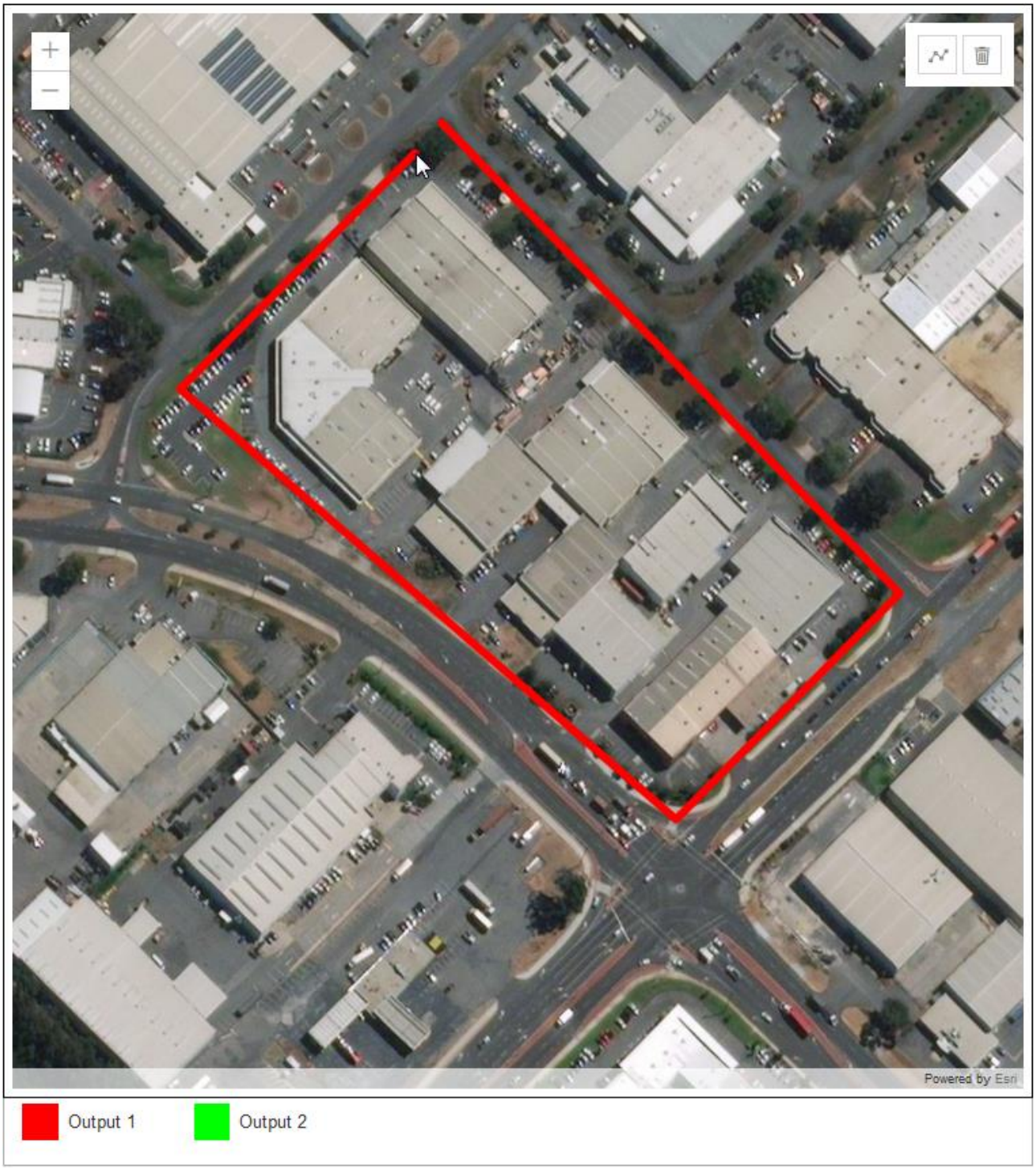

Figure 20 Zoning – drawing zones screenshot 5

8. This example is for the fast zone. In the description, enter a name suitable for identifying the fast zone, for example ‘Fast Zone’.
9. Select the output as **2**.
10. Click on **SAVE.**

Figure 21 Zoning –configuring an output

11. Repeat this process for the slow zones except, when saving, select the output as **1**.

Zone Drawing Tips

Holding the left mouse button will allow you to drag the map.

Keyboard shortcuts

C – Finish drawing the same as double clicking.

Z – Undo the last drawn side.

Notes

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Dashboard

Notes

Dashboard

The SmarTrack dashboard allows you to monitor your fleet with visual aids like pie charts and bar graphs, where the data from events is displayed to help you understand more about your machine's operating behaviour and whether or not operator training or changes need to be made to site.

Dashboards can be personalised and edited by pressing the settings gear icon on a chart / graph. Charts and graphs can also be clicked to be taken to the full report which can be exported in many formats.

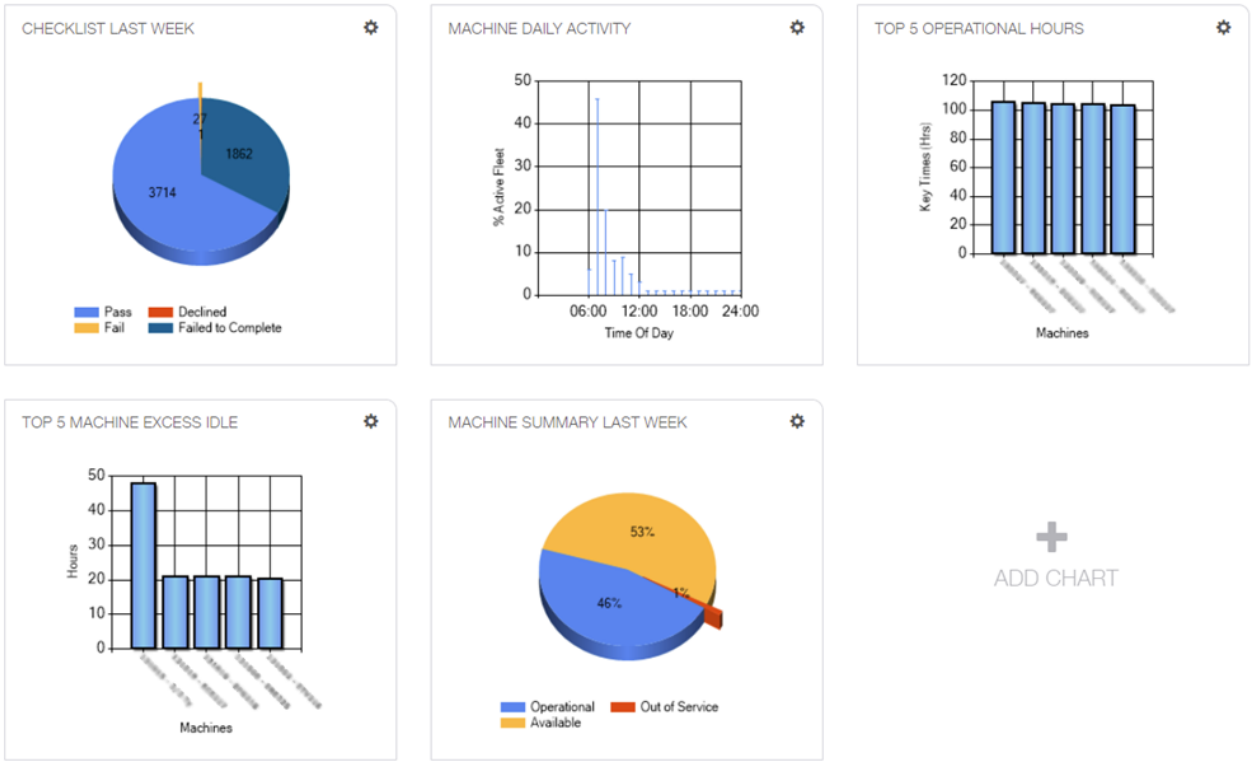

Figure 22 Dashboard

Notes

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Glossary

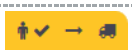
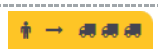
Notes

Glossary

Term	Description	Details
ICT department	Information and communications technology	The department within your business that looks after technologies that provide access to information/data through telecommunications.
Role: site support	Site champion	'Site champion' for the support of the fleet management systems.
Cellular	Cellular network	Also known as Mobile network, this can include 2g, 3g and 4g networks. As well as M2M, LTE-M and NB-IoT.
Mobile phone		
OpenSignal		
Wi-Fi	Wi-Fi – wireless networking	Wireless data communications
Web portal	The SmarTrack® Global Website	SmarTrack Website that allows users to see data, set configuration settings, assign operators and checklists to machines.
Checklist	Pre-start checklist	This is referring to the on machine pre and post start checklist.
Access control	Access control	The Pin code and swipe card system to allow the operator to access the machine.
Operators	Machine operators	Person with the ability to operate the machine/ equipment. Also known as driver.
OOS	Out-of-service	Out-of-service feature that can be used to lock out the machine.
SMS messaging	Short message service	The SmarTrack system allows the users to send a message from the SmarTrack web portal to the SmarTrack system installed on the machine.
Service request	Service request	Allows the operators on the machine to send a pre-set message from the machine to an assigned email address.
Message of the day	Message of the day	Customisable message that can be displayed on the SmarTrack system on the machine for each day of the week.
Impact messages	Impact messages	Message that is displayed on the SmarTrack system on the machine when the system detects an impact.
License messages	License messages	A message that will appear on the SmarTrack system installed on a machine when an operator licence is due to expire.

Icons

The below table provides an image of common icons used on the SmarTrack website, and a general description of their use.

Icon	Name	Typical Use
	Add	Add or enter new information. E.g. new operator, new report.
	Edit	Edit existing information. E.g. edit operator details, edit a report.
	Activate	Activate or enable a feature, user etc.
	Close	Close the window without saving changes.
	Deactivate	Deactivate or disable a feature, user etc.
	Delete/Remove	Delete or remove a user, report etc
	Email	Send a test email of a report.
	Export	Export information to a file.
	Import	Import information from a file.
	Manage	Manage settings.
	Out of service (settings)	Access out of service settings.
	Out of service (machine)	Indicates machine is out of service.
	Download as a PDF	Download information as a PDF file.
	Print	Print the information.
	Proceed	Proceed to the next step.
	Save	Save the new or edited information.
	View	View information.
	Help / FAQ	Go to the help/frequently asked questions section.
	Filter	Filter information.
	Date or Calendar	Indicates a date is required.
	Assign to Selected	Assigns the operator to the selected machines.
	Assign to All	Assigns the operator to all machines onsite.
	Assign to Categories	Assigns the operator to all machines under the categories the operator is assigned to.
	Assign to Departments	Assigns the operator to all machines under the departments the operator is assigned to.
	Skip	Skip the step without any action.
	Edit Assigned Machines	Edit which machines are assigned to this operator.
	Tick	This feature or setting is on or enabled for this entry.
	Cross	This feature or setting is off or disabled for this entry.
	Search	Search for information.

Warranty Information

Please see the RCT standard warranty, available on the RCT website – www.rct-global.com/legal/.

Revision History

Rev	Date	Rev By	App By	Details of change
1.0	13/08/2019	LesH	LesH	Initial approval
1.1	13/08/2019	LesH	LesH	General changes throughout
1.2	16/09/2019	RhyG	RhyG	General changes throughout
1.3	27/11/2019	LesH	LesH	Web address updated
1.4	16/12/2021	TD	TD	Major changes - content re-ordered, additional content added throughout
1.5	5/10/2022	EY	EY	Removed Emergency Contacts
1.6	7/02/2024	RSD	RSD	Updated *Reporting* section.
1.7	18/04/2024	MI	BT	Updated *Optional Features* section.

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