

M1 Fleet Enterprise User Manual

V.3.8.0.0

23 February 2015

Tramigo is a company of private capital with its headquarters in Finland and subsidiaries in Africa, Asia, Latin America, the Middle East and Europe. Tramigo manufactures the worlds best selling tracking devices that are easy and economical to use in everyday life and business applications. Tramigo products are globally available. For more information about Tramigo tracking products, please visit www.tramigo.com. For distributor, re-seller and partnership opportunities, email info@tramigo.com

tracking.

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I. M1 FLEET ENTERPRISE FEATURES

The Tramigo™ M1 Fleet Enterprise Client is advanced M1Fleet PC software that allows you to track multiple T22/ T23 in one or more connecting PC at the same time. It may serve as a stand-alone or as client-server fleet tracking software as its main feature.

1. **Changes in UI for viewing whole fleet activity.** In a single window, one can view the activity of the whole fleet.
2. **Client-Server Architecture.** M1Fleet Enterprise allow you to choose your connection during the fleet tracking
 - a. **LOCAL Machine**
Refers to stand-alone/server connection which needs a GSM modem connected to your PC to send/receive commands/reports respectively
 - b. **REMOTE Machine**
Refers to client-server connection that allows you to manage your fleet tracking via LAN/Wireless Network in which you just connect to M1Fleet Enterprise Server (no GSM modem needed)
3. **Multiple modems support to handle bigger fleets.** With the Message Server, one can install multiple modems to handle the traffic of SMS from and to the devices.
4. **Map Option.** Vehicle location is displayed using Google Maps or Google Earth on the older version. Users can now choose to view maps, satellite pictures or both through following map servers:
 - a. Open Street Map
 - b. Open Street OSM
 - c. Google Map
 - d. Google Satellite Map
 - e. Google Hybrid Map
 - f. OVI Map
5. **Supports map cache that can be used during “offline”.** If internet connection is unreliable, maps are being cache as you browse the map, or one can choose to cache everything on a specific map area and loads it in the application even if one loses internet connection.
6. **Message Management.** All commands sent and any type of messages received can be reviewed and checked from Outbox and M1 Message Server.
7. **Faster processing of messages.** Processing of the messages is done on the server. Even if user is not logged on the client, the Message Server will still process messages from the modem.
8. **Faster exporting of data.** Faster time to export data out of the application to XLSX (Excel) and/or CSV format.
9. **Live Tracking.** By pressing one button you can plot the selected Tramigo’s location on the map. The map is updated as new location reports are received. It can now be viewed in multiple windows specifying one Tramigo per window.
10. **Breadcrumb trail now shows data.** See the places that your Tramigo has travelled during a trip or several trips over a day, week, or month. New feature includes details in between points from start and end of a trip.
11. **Easier way to search for past location reports.** Easier to retrieve past location and monitor “alerted” vehicles.

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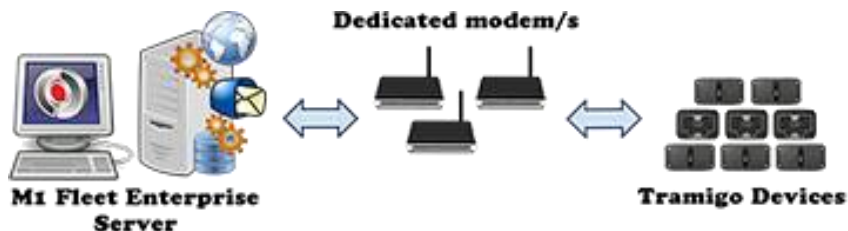
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12. **User level access.** Creates multiple user account login with user level on M1FE accessing.
13. **Alert Email Notification.** Tramigo tracker alert reports to the server can be forwarded to one or multiple email addresses.
14. **Circular Zones.** Create zones with specified radius for software based zones.
15. **Machine to Machine Communication.** M2M technology allows unit to communicate with a server in a data efficient manner. Data can be then translated to human readable meaningful information.
16. **Quick Command Buttons.** Set predefined buttons and send commands easily.
17. **History playback and snail trail.** View the whereabouts of your vehicle connected by line.
18. **Supports SMS and GPRS simultaneously.** The system can process Tramigo device reports via SMS using a GSM modem and via GPRS through public static IP

II. DEPLOYMENT OPTION

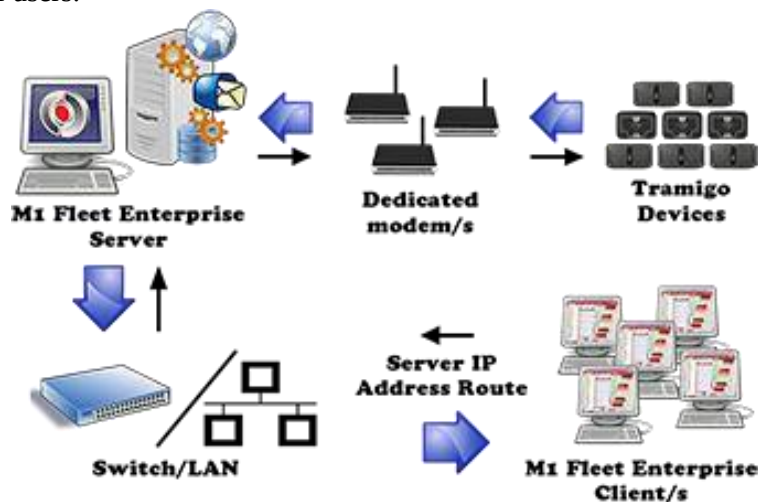
A. Stand Alone Setup

M1 Fleet Enterprise (Stand Alone) is the standard set up for advanced fleet monitoring. This is the setup wherein modem/s are directly connected and all components are installed in a single PC.



B. Client Server Setup

M1 Fleet Enterprise (Client-Server) can be installed in different set ups in which you can maximize the use and the number of users.



1-2-All – This kind of installation is based on standard STAND-ALONE setup.

1 Server/PC for all major M1 FE components

M1 Message Server

M1 Communication Server

M1 Database Server

M1 GPRS Server

2 Ways to access

LOCALLY through network (wired/wireless) via server IP address

REMOTELY through internet via server Internet Assigned IP address

ALL other clients/PC connections are allowed to access the server.

3-2-All – this kind of installation refers to major M1 FE components division.

3 Server/PC for each major M1 FE components

2 ways to access

ALL clients/PC connections are allowed to access the server

III. M1 FLEET ENTERPRISE COMPONENTS

A. Database Server

Database server is a server component that holds up all the data processed by the M1 Fleet Message Server.

B. Message Server

Message server is a service application that manage the modem for sending and receiving SMS from Tramigo devices.

C. Communication Server

Communication server is a service application that will handle the communication between the M1 Fleet Client and the M1 Message Server together with the database.

D. GPRS Server

GPRS server is a service application that manage GPRS data sent by T23 devices.

NOTE: For download link and process on installation of all the servers, please e-mail support@tramigo.com.

IV. M1 FLEET V3 UI



A desktop application that can be installed in multiple Windows PC that access the central database stored in a server.

An M1 Fleet advance software released in year 2012 with special features made for larger fleet management.

A business-based program to increase profitability in fleet management system.

V. GETTING STARTED

A. The login Account

You can access the fleet monitoring as administrator, guest or any named user with different rights.

1. Run M1 Fleet Enterprise client.exe
2. Set up server connection by clicking the “*Server Connection Setup*” on the lower left corner of the log in window.
3. Check “*Local Machine Connection*” then OK.
4. The log in window will pop up again after setting up connection. Type in the default account details which are **admin** as the Username and Password.
5. The “*change password*” window will popup. Type in your desired password to avoid easy access on your administrator account.

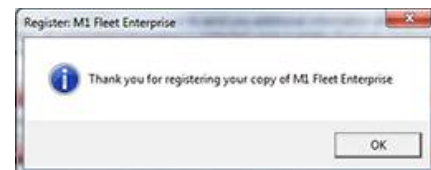


B. Software Registration

It is required that each server user register their M1 Fleet Enterprise before using it in a long run for security purposes, update notification and support. The following steps will guide you in registration.

REMINDER: *Registration can only be done successfully when you are connected to internet.*

1. After the first time log in, the registration window will pop up.
2. Fill in the information asked, especially the ones with *Name and Email*.
3. Click *Register*.
4. Wait till confirmation box appears.



C. The Welcome Window

1. Connect to GSM Modem

This option allows you to immediately connect your M1 Fleet Enterprise Client to a connected modem manually or automatically, may it be first time or additional modem.

The Modem Buttons

Modem list window has four (4) buttons for managing the modem(s) added. See descriptions below respectively from the list seen.

- The **Add Modem Button**  allows you to add modem manually by choosing the corresponding modem COM port and type in the Modem's SIM number.

Reminder: Do NOT replace the BAUD RATE (115200) and use (+) sign instead of (00) area code.

- The **Remove Modem Button** allows you to delete added modem to avoid confusion or whenever needed. There are two (2) conditions for the remove modem button:



Is the initial button look when there is no modem selected or still added.



Is what the button looks when it detects that there is available modem to be deleted, regardless if the modem is active or not.

NOTE: A modem can only be removed once it has no device registered on it.

- The **Refresh Connection Button**  updates modem connection.
- The **Automatic Check Button**  scans for attached modem's COM port and connects automatically. **Not recommended since it may scan NON-M1 Fleet modem attached.**

Choose from “Manual” or “Automatic” com port adding/checking.

a. Manual Configuration

Click  add button then choose the com port where your modem is associated (*checked from device manager*).

Hit OK and wait for the connection to be successful.

b. Automatic COM Port search

Click  check for all available COM port.

Click YES from Modem list notification window.

Hit OK and wait for the connection to be successful.



Modem successfully connected

Tip: Double click on modem status bar and check the modem list for the installed modem details. To know status of modem added, see the Active/Connected column if **True** (active/connected) or **False** (inactive/disconnected).

Modem List				
Active/Connected	Modem COM port	IMEI	Modem	Tramigos registered
False	COM2		SIMCOM_Ltd SIMCOM_SIM900	0
False	COM4	+CMGS: 199	SIMCOM_Ltd +CMGS: 199	0
True	COM2	012896001849337	SIMCOM_Ltd SIMCOM_SIM900	4
False	COM4	359650001104461	WAVECOM MODEM MULTIBAND 900E 1800	0

← Active modem

2. Add a Tramigo Device

This option allows you to add your first device to be tracked in grouped, ungrouped, assigned or unassigned.

a. Unassigned Tramigo

Click  add button beside the modem status bar.



Note: You need to have modem connected to add device/s.

Enter the *unit name*, *mobile number of the SIM* in your Tramigo device, your *device password* and *select the group* if you have added one. The default device password is **0000**.

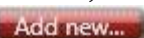
Click OK. Check added Tramigo device which will appear with “x” on its icon.

M1 sends some configuration commands and registers M1 as a user of the T22/T23 with Owner authority. Wait till you get confirmation (“x” on the icon will be removed).

Once successfully added, you may now track your Tramigo device.

b. Assigned Tramigo

Repeat steps 1 & 2 from Unassigned Tramigo steps. This time, check

Click  a pop up window will appear then.

Choose an asset type from the dropdown box (Other Asset/Personnel/Vehicle).

Enter all the information needed depending on the asset type you choose. “*” means it is needed information. Click OK and details will be added to Asset Type and Asset boxes.

Click OK. Check added Tramigo device with assigned asset under “Ungroup” folder and will appear with “x” on its icon.

M1 sends some configuration commands and registers M1 as a user of the T22/T23 with Owner authority. Wait till you get confirmation (“x” on the icon will be removed).

Once successfully added, you may now track your Tramigo device.

NOTE: Assigned and Unassigned asset configuring can be visible upon having Alerts.

3. Import Tramigo Devices and Report from old M1 Fleet

This option allows you to easily transfer or import you old M1 Fleet database file, which includes the lists of devices and reports to continue fleet monitoring with the upgraded M1 Fleet Enterprise.

a. Steps on Importing Database

Choose Import option.



Browse for the old M1 Fleet database. A valid database is on *.mdb format.



Choose your option on what to import then click IMPORT DATA.

NOTE: Make sure that your modem is properly connected to import successfully.



D. Connecting Modems

Before you start **M1Fleet Enterprise Client**, make sure it's working and can connect to the GSM network. Steps below, applies to all Tramigo™ recommended modem/s.

1. Put a SIM card in the modem. Make sure there is **NO PIN CODE** and for prepaid SIM, there are credits loaded in it. Tramigo™ recommended modems have the same type of SIM holders as your T22/T23.
2. Connect the modem antenna and power cable.
3. Most of Tramigo™ recommended modem light (signal indicator) will flash every second, and then when connected to the GSM network it will flash slower every 3 seconds. Wait for the modem to connect to the GSM.
4. Dial the GSM network number associated to the modem to make sure it is properly connected. A ring should be heard upon calling your modem, just like your mobile phone does.
5. Connect PC cable (Serial-USB cable mostly) then install the appropriate COMM port driver.

M1 Fleet Enterprise requires adding modem at first use then once added, will automatically connect to it as its default modem. Below are the steps on how to add a modem.

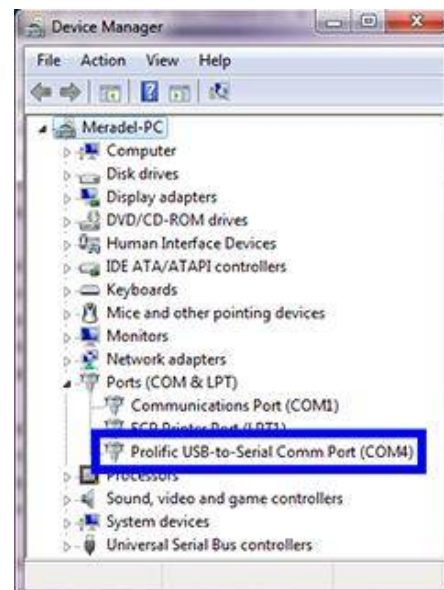
Pre-Step/s:

Ensure the modem driver was properly installed according to Operating System version (32/64bit)
Check for the modem COM Port association

How to Check installed Modem's COM Port

(For Tramigo™ recommended modem/s):

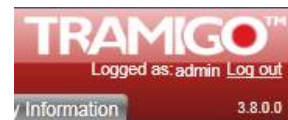
- Go to **Start >> Run** (Win XP) or **Start >> Search bar** (Win 7/ Vista) or press **Window key + R** (Win 8) then type **“devmgmt.msc”**, hit OK.
- From Device Manager Window, then go to Ports (COM & LPT).
- Look for Prolific USB-to-Serial Comm Port (COMx), “X” means the Comm Port # assigned to modem.



VI. M1 FLEET ENTERPRISE INTERFACE

A. Header and Menu Bar

The header indicates the M1 Fleet Enterprise build version and where log out option is located. It is placed on the upper right corner of the program.



M1 FE header is lined with MENUS (menu bar), which allows you to work with the program as customizing options.



Below are the Menus descriptions and their sub-menus.

1. **File** is used to **Exit** the Tramigo M1 Fleet Enterprise Client (program) in alternate to logging out and clicking the "X" button.
2. **Records** gives options to manage the Tramigo list/s or assets, edit/add/delete. Records' sub menus will only be visible according to which device list view is activated.



Asset View

(originally on vertical view at the Left pane replacing "Tramigo")

Tramigo View

- a. **Tramigo** is only available on Tramigo Device view option.
- b. **Vehicle** is only available if Asset View is activated and you are in "Vehicle" tab.
- c. **Personnel** is only available if Asset View is activated and you are in "Personnel" tab.
- d. **Other Asset** is only available if Asset View is activated and you are in "Other Asset" tab.



NOTE: You may refer on Settings help on how to activate Asset View.

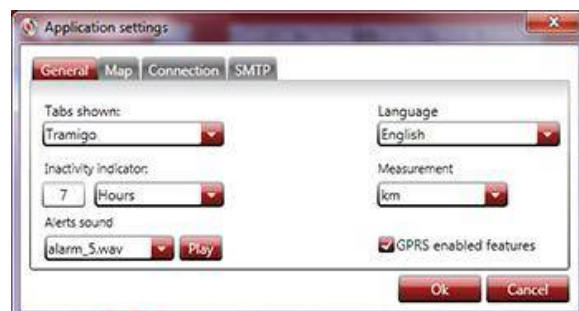
3. **Settings** allows you to manage application, user/groups, password change and modem settings. Below is how settings sub-menus look like.

- a. **Application settings** allows you to configure map, connection, SMTP, and general M1FE application/s.



i General Application Settings

This setting allows you to customize how your M1 FE will look like and make it more convenient to use.



This enables/disables Tramigo List view as asset or Tramigo.



This sets the value of inactivity of every Tramigo devices which can be seen on main window under "Tramigo Devices Activity" tab. If you set e.g. to 7 hours, any device which are not reporting for 7 hours will be listed in this tab.



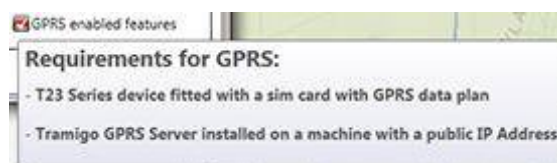
Through this, you are able to change how the Alerts notifies you with sound.



Let's you choose from English or Arabic language.



This sets measurement suffixes on every reports, especially on speed, (km - km/h; mi - mph).



ii Map Application Settings

This setting allows you to customize map application settings with the following:

Map Type - GoogleMap, OpenStreetMap, StaticOpenStreetMap, etc.

Map Mode - allows you to choose which map will be used, if the ones cached, from server or both.

Map Cache location - Save your cached map on a specific folder, as default, on your storage in where you can easily find it.

Show Zones - shows zone radius on map

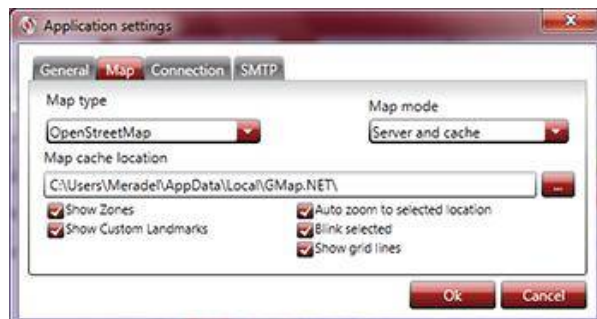
Show Custom Landmarks - plots all added custom landmark/s with

pin icon like this, 

Auto zoom to selected location - automatically zoom the location report on map when report was clicked

Blink Selected - icon blinks when plotted on the map

Show Grid Lines - shows map grid lines and coordinates



iii Connection Settings

This setting enables/disables local or remote connection on you M1 Fleet Enterprise Client.

Note: Default local IP is 127.0.0.1, 8080 for Comm Server Port and 9566 for GPRS Server Port, contact support@tramigo.com for more details.



iv SMTP Settings

This setting allows you to automatically send T22/T23 alerts to personal mail.



- b. **Quick Command buttons** allows you to have an easy access to the send command button.

NOTE: You can set up to 4 quick command buttons.

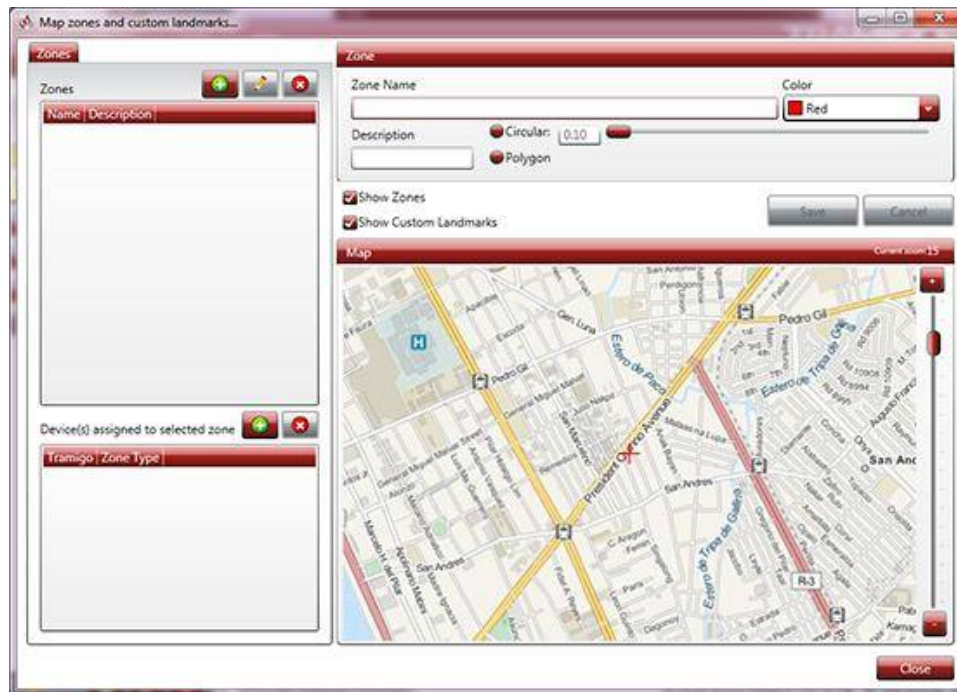


- c. **Accounts** allows you to add an admin account that can manage each user/s or usergroup/s to limit access on M1FE.

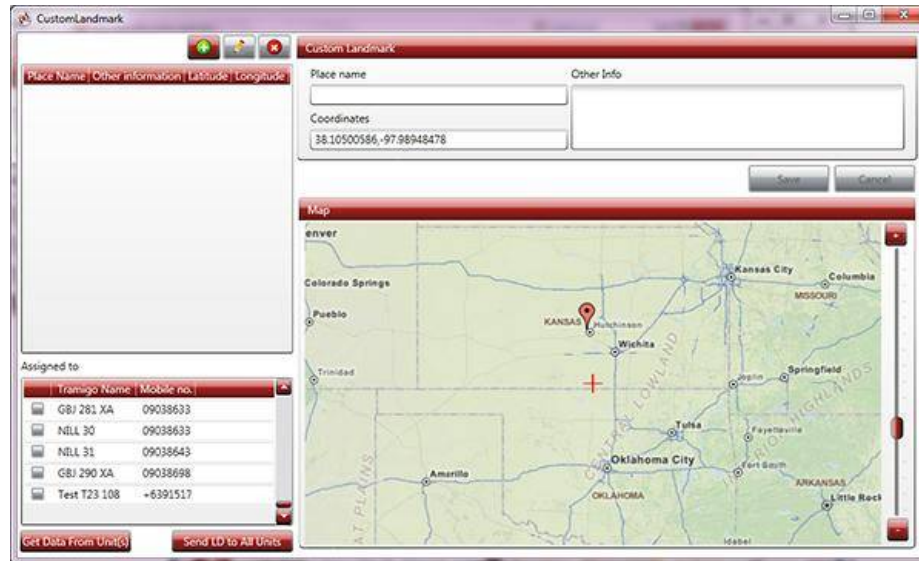
- d. **User** and **User group** allows you to manage each user/s to have such limitations in accessing the M1 FE program, set commands that can be sent out by specific user, monitor fleets as administrator, guest or special authority. In order to add a user, you need to first add group/s which is/are not in full administrator right/s if you have to put limitations.

- e. **Change Password** allows you to change currently logged in password.

- f. **Modem** opens the Modem list and allows you to manage modem connectivity same with the double click Modem Status bar operation.
4. **Tools** has the options to Import Data and Map Zones management (for more info contact: support@tramigo.com).
 - a. **Import data from previous version...** same to "Import Tramigo device.." from the Welcome window. Refer to "Steps on Importing Database" on page 12.
 - b. **Fleet Map Data**
 - i. **Zones** you can choose circular zones or make any polygonal zones of your choice.



- ii. **Landmarks** easily plot a location on map to have your custom landmarks (from AddPlace feature).



- c. **T23 Odometer** manages all latest odometer reports and allows you to keep track of your vehicle's Odometer value, which will help you decide for schedule of the vehicle's maintenance.



5. **Help** includes information you want to check about the program.
- Welcome to M1 Fleet Enterprise** opens the welcome window.
 - About** opens a window that states the M1 Fleet Enterprise license, version and release notes button.
 - Help Contents** opens the window for M1 Fleet Enterprise Help File.

B. Tramigo List Window Pane

Tramigo™ M1 Fleet Enterprise' one of main windows is the Tramigo List Window which holds all registered and added Tramigo devices to be managed. In this window, you will see status of your different Tramigo devices, edit/add/delete in just a click of any device listed. This also provides search bar that is very useful for big fleet management.

You have options buttons in which you may add, edit and delete a group or device.

Tip: Highlighting a group or device from this window will activate the options button/s.

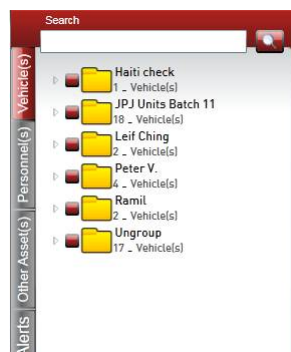
1. **Tramigo View** - This is the default Tramigo list view. This shows all Tramigo list per group regardless of a group/s or device/s is/are assigned or unassigned to an asset.



2. **Alerts View** - This tab view is activated whenever a Tramigo device receives alerts. When on this window, you are to check if the alert comes from an asset assigned or not devices.

Alerts sound will stop while you are in this tab view or removed alerts to devices listed having alerts by right-clicking on the device list and choosing "CLEAR ALERTS".

3. **Asset View** - This allows you to separately view your Tramigo device per asset type/assignment.



4. Tramigo Devices Icons

- a. Online/connected device
- b. Offline/disconnected device
- c. When added beside an icon means ALERT
e.g. means this devices received an alert (SOS, zone, etc.)
- d. Group folder (unassigned/assigned group)

5. Tramigo Asset Icons

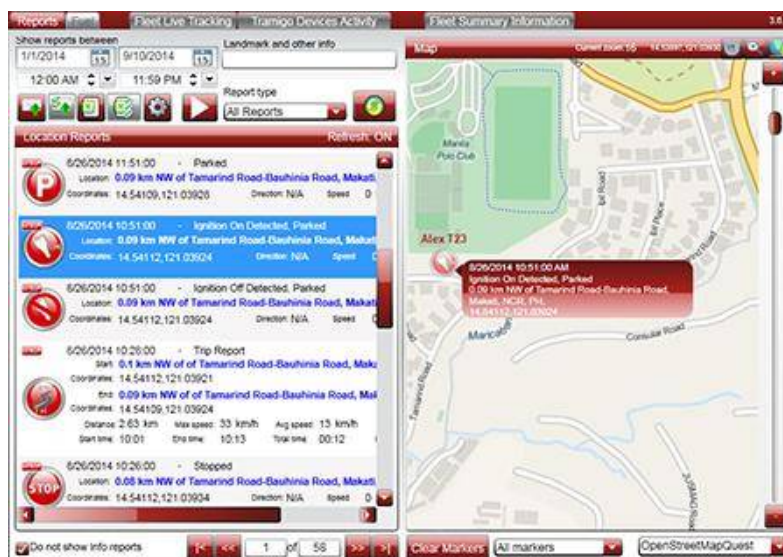
- a. Icon for Tramigo Car asset
- b. Icon for Tramigo Bike asset

- c.  Icon for Tramigo Boat asset
- d.  Icon for Tramigo Truck asset

- e.  Icon for Tramigo Personnel asset
- f.  Icon for Tramigo Other asset

C. Reports Tab

Tramigo™ M1 Fleet Enterprise' main window is the default set to **Reports Tab**. All reports are placed in this window. Manage your fleet/devices with control center, setup alerts, export files, check out reports per date history playback and manage map views and hosts.



- Reports View Pane** - where all reports are seen, trip/alarm/find reports.
- Reports Icon** - every T22/T23 reports sent to M1 Fleet is defined by icons to simply tell what it does notify. Below are the different report icons and its meaning.

	Tramigo Parked Report		SOS/Panic Alarm Report
	Ignition On report		Motion Alarm Report
	Ignition Off report		Sensor Alarm Report
	Trip Started report		Stop Report while on Trip Mode
	Full Trip Report		Starting point for a Trip Report on Map plot
	Zone Report		End point for a Trip Report on Map plot
	Low Power		Idle

	Info Report		Tilt Alarm
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3. **Moving/Direction Notifier Icons** - these tell the direction your T22/T23 in a vehicle/personnel is heading to while on trip mode.



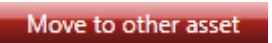
4. Right Click Options (Reports Tab)

- a.  - opens a single tool tip type message view.



Copy to Clipboard Button allows you to copy the viewed SMS to easily paste it anywhere you desired.

- b.  - opens Custom info for report window that allows you to add additional information.

- c.  - opens AssetList window which allows you to move chosen device, with or without an asset, to an existing or new Asset.

- d.  - deletes chosen SMS/report (optional but not recommended)

- e.  - clear alert flag (alert icon) on chosen SMS/report (enabled only when a report is having an alert)

5. **Map View Pane** - shows every report plots on a desired map host.

6. Reports View Pane Tracking Options and Buttons

- a. **Reports Date Filter** - sorts all reports shown within specified date and time, can be done in a group or one device only.

- b. **Report Type Filter** - this sorts which report will be viewed on location reports window, either INFO/TRIP/PARKED/ALARM/etc. reports or all reports.

Show reports between
 6/26/2012 15 9/24/2012 15
 12:00 AM 11:59 PM
 Report type
 All Reports

All Reports	Disable Off	SOS	Alarm
Idle	Disable On	Sensor Off	Trip Start
Nearest Location	Parked	Sensor On	Trip
Decel	Moving	Ignition Off	Info
Accel	Stopped	Ignition On	
Zone	Speed	Low Power	

- c. **Landmark and other info** - works as relatively same to search option, but this filter all reports with your given info or landmark, e.g. HOME, will filter reports with HOME location.

- d. **Outbox Button**  - opens outbox window of selected device that includes all SMS sent by M1 Fleet Enterprise Client.

- e. **Outbox Button for checked devices**  - opens outbox window of all checked devices which includes all SMS sent by M1 Fleet Enterprise Client.
- f. **Export to File Button**  - exports specific or all reports from a chosen device with a given date coverage or according to your requirement. The file format is on CSV or XLSX when exported.
NOTE: You can still overwrite the file if necessary.
- g. **Export Report Button**  - export reports of checked devices.
NOTE: You can still overwrite the file if necessary.
- h. **Control Center Button**  - opens control center for highlighted device or group.
- i. **History Playback Button**  - presents partly or wholly recorded reports of your device.
- j. **Refresh Button**  - reloads location report window
- k. **Navigation Buttons** - moves batch of reports 

7. Map View Pane Options and Buttons

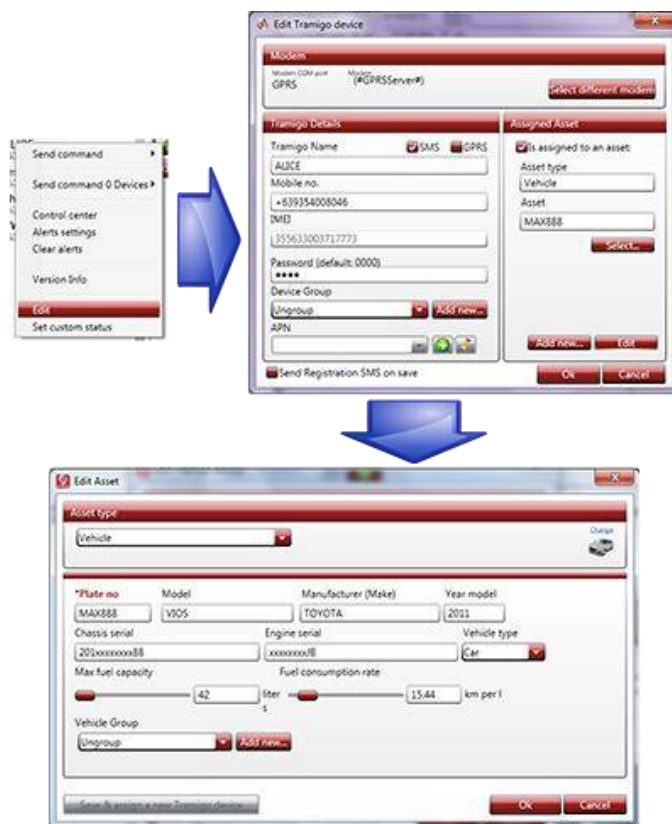
- a. **Zoom to Selected Map Area Button**  - zoom highlighted map area, another option is to scroll down and up your mouse scroll to zoom in or out
- b. **Cache Selected Map Are Button**  - downloads selected map from server for caching.
- c. **Capture map**  - capture current map view and export map as PNG file.
- d. **Clear Markers Option**  - clears icons/reports plotted on map
 - i. **Unselected markers** - won't clear marker/icon plotted on map
 - ii. **Selected markers** - clears all clicked reports plotted on map
 - iii. **All markers** - clears everything plotted on map even shown custom landmark
- e. **Map Host/Server Option** - changes map server immediately into whichever suites your map viewing

D. Fuel Tab

FUEL TAB is the best solution to manage your car fuel consumption. It shows the car's fuel records with the purchasing date, the fuel cost and the fuel volume.

Enabling your Fuel Tab

1. A device have to be assigned with a vehicle to enable the Fuel Tab. A vehicle must have Fuel Consumption Rate.
2. The Fuel Tab in M1 FE is used to record the "fuel purchased". One can enter data about the fuel purchased on this tab.
3. A device should have a turned on trip reporting. This is needed by the system to compute the distance travelled for fuel consumed computation. You can see this summary in Fleet Summary Information, choose to select which vehicle you want to see on the Map and then select appropriate filter.

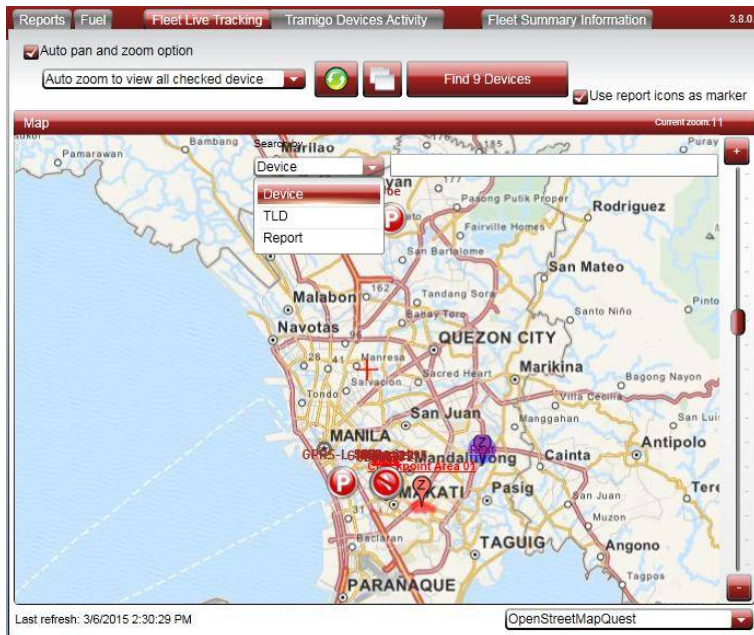


E. Tramigo Live Tracking Tab

Fleet Live tracking enables you to see your T22/T23 activities in just one window without clicking every report/s to plot it on map. Every report plotted on this map view is the latest report on your T22 that M1 FE received and processed.

NOTE: Use search bar for an easy searching of devices in Fleet Live Tracking Tab

1. **Device**
choose Device to search for specific devices
2. **TLD**
choose TLD to search for devices in a specific place in the map
3. **Report**
choose Report to search for devices with desired report type

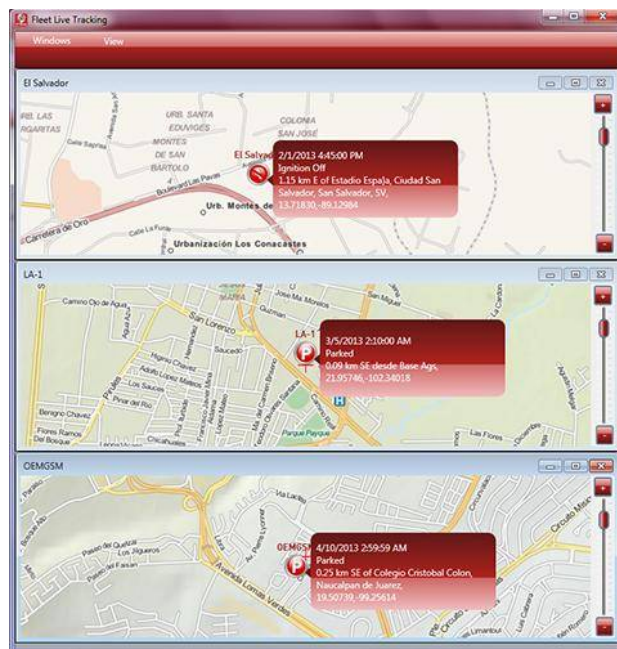


Fleet Live Tracking on default view

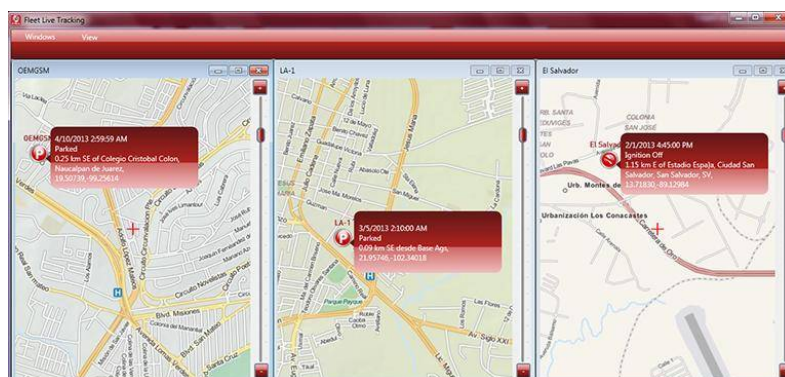
Multiple Live Tracking - this feature allows you to view several fleets in one monitor and track it live without hassle of clicking each device from M1 FE device list pane.



CASCADE FLEET LIVE TRACKING VIEW



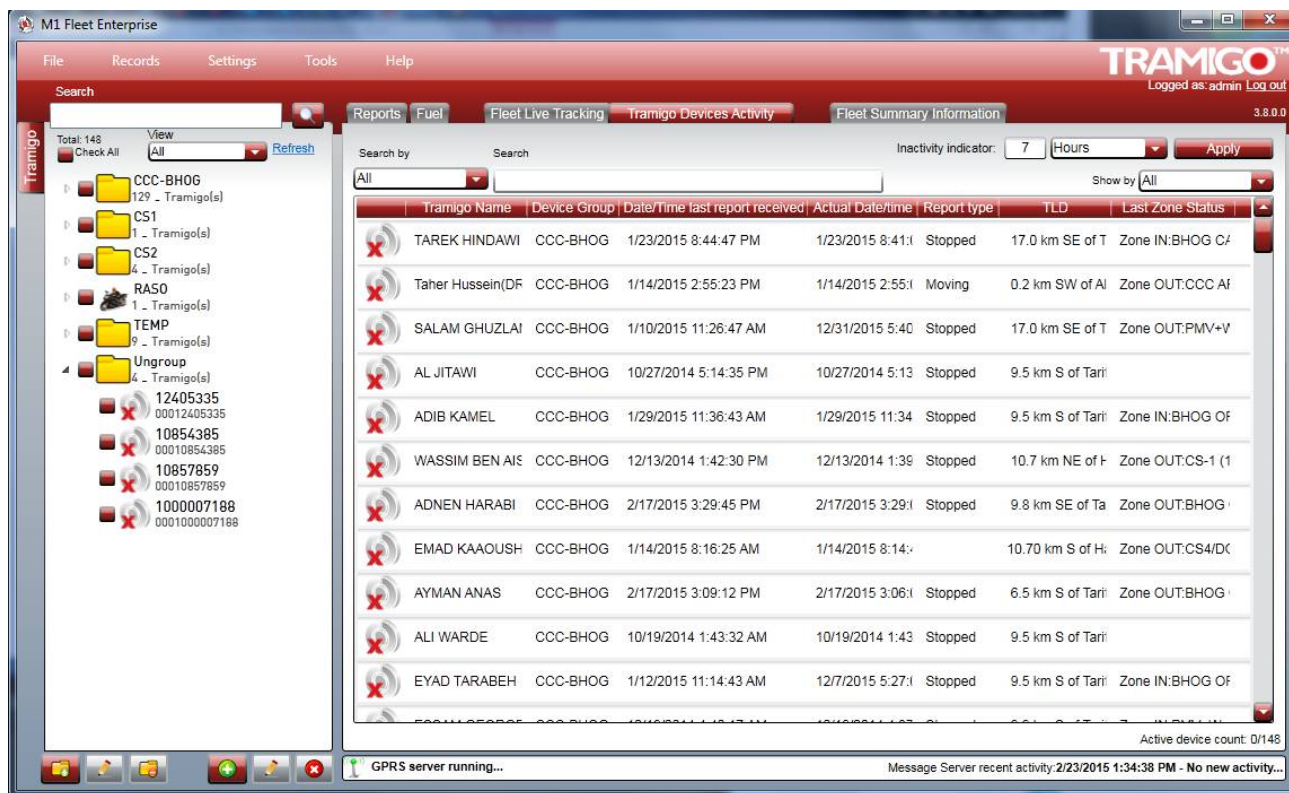
HORIZONTAL FLEET LIVE TRACKING VIEW



VERTICAL FLEET LIVE TRACKING VIEW

F. Tramigo Devices Activity

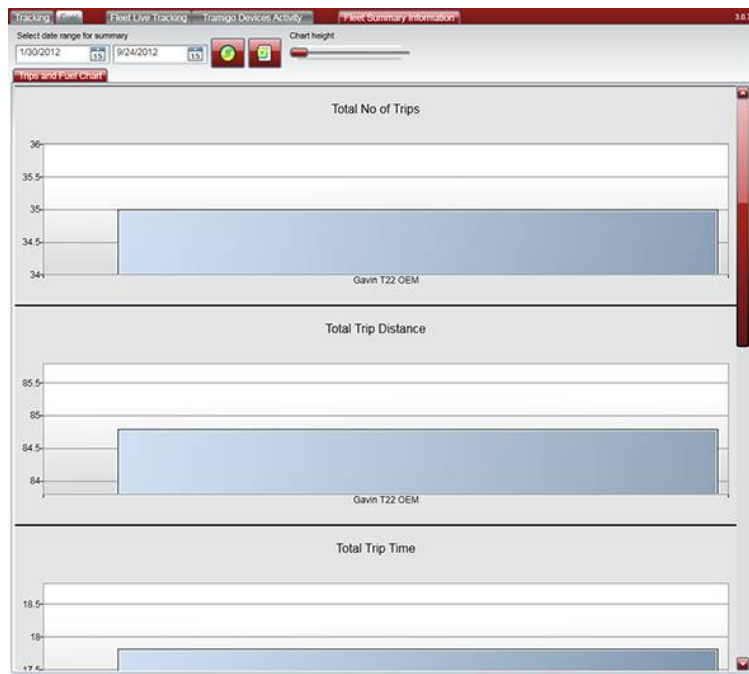
Tramigo M1 Fleet Enterprise supports IDLE devices, lost connection inactive status checking through "Tramigo Device Activity" logs. It shows status of T22/T23 devices' activities, connected/disconnected/on trip or not depending on the time of inactivity you set M1 Fleet Enterprise recognizes. Default inactivity indicator is 7 hours.



TRAMIGO DEVICE INACTIVITY TAB

G. Fleet Summary Information

Fleet Summary Information allows you to view your device graphical summary and statistics for every trip reports, idle time of trip, fuel consumption, etc. Also, you may export the graphical summary report to CSV or XLSX file.



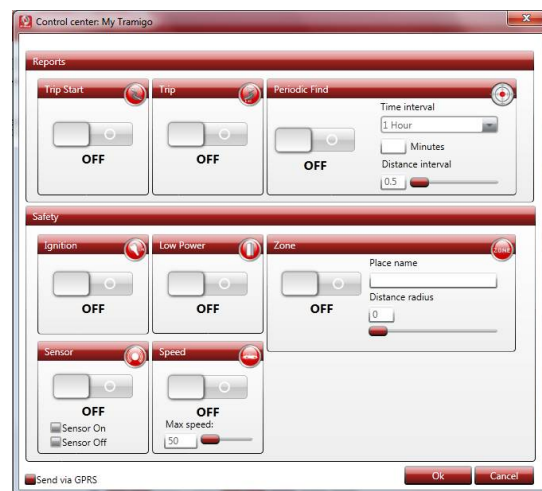
H. Controls and Options

1. **Send Command** - Allows you to send other commands to your device. For find, status, version, list user command and settings you can just click the shortcut buttons.
2. **Send Command 0 Devices** - Sends other command to 0-999 devices highlighted. Use the shortcut buttons for the find, status, version list user command and settings.
3. **Control Center** - Opens CONTROL CENTER window for highlighted device.

M1 Fleet Enterprise Control Center is used to set the reporting options. Each Tramigo device user controls their own reporting so you have to turn on the reports you want to receive in M1 Fleet. **To open control center, simply click on the Tramigo added device or check a group from your Tramigo list then click button from Reports tab.** See the T22/T23 User manual for a complete list of commands and reports.

The control center is divided into two (2) categories, **Tracking and Safety**.

- Tracking** is for commands which Tramigo device will response with locations.
 - Trip Start** - turns ON and OFF trip start reporting
 - Trip** - turns ON and OFF trip summary reporting
 - Periodic Find** - turns ON and OFF periodic finding of the vehicle by minutes or by distance
- Safety** is for commands creating alarm notifications to every Tramigo device users.
 - Ignition** - turns ON and OFF ignition-trigger reporting
 - Low Power** - turns ON and OFF reporting when the Tramigo device battery power drops 20% below
 - Zone** - turns ON and OFF zone reporting whenever the device crosses a circle with radius of distance from the place name
 - Sensor** - turns ON and OFF sensor reporting. Tramigo device must be connected to an external sensor circuit to detect when the sensor is turned on or off.
 - Speed** - turns ON and OFF speed reporting.



To open control center, simply click on the Tramigo added device or check a group from your Tramigo list then click button from Tracking tab.

Another option to open Control Center is to "right-click" the device highlighted then choose "Control Center"



4. Alerts Settings - Opens ALERTS SETTINGS window to customize alerts

Alert settings allows you to check which reports should be known or recognized as ALERT/S once M1 Fleet Enterprise received it/them. All reports received which are included in the ALERTS

check list is notified by additional  icon beside report icon. When M1 FE received any alerts report, it will automatically add a new tab "alerts tab" on the Tramigo Device list pane, regardless of device view (Asset/Tramigo list view).

5. Clear Alerts - Clears alerts from highlighted device

Note: Will only be activated on a device having alert/s report/s

6. Version Info - allows you to input VERSION information to easily check details instead of sending Version command every now and then.

7. Assign account – allows you to assign a device to a specific account

8. Edit - Opens Edit device window (rename, add/remove assets, etc.). Check page 11 for details in adding a Tramigo device.

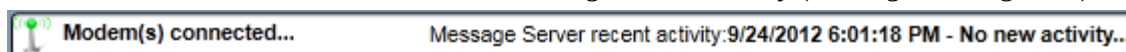
Note: Editing your Tramigo device requires you to be connected on a modem.

9. Set Custom Status - Add status note on a chosen device (set it as Idle, defective, disconnected, not owned, etc.)

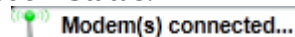
10. View Temp Sensor readings – shows temperature sensor reading for specific period of time.

11. View Analog readings – shows varying voltage value from the analog sensor of your device

12. Status Bar - shows modem status and M1 Message Server activity (sending/checking SMS)



a. Modem Status:



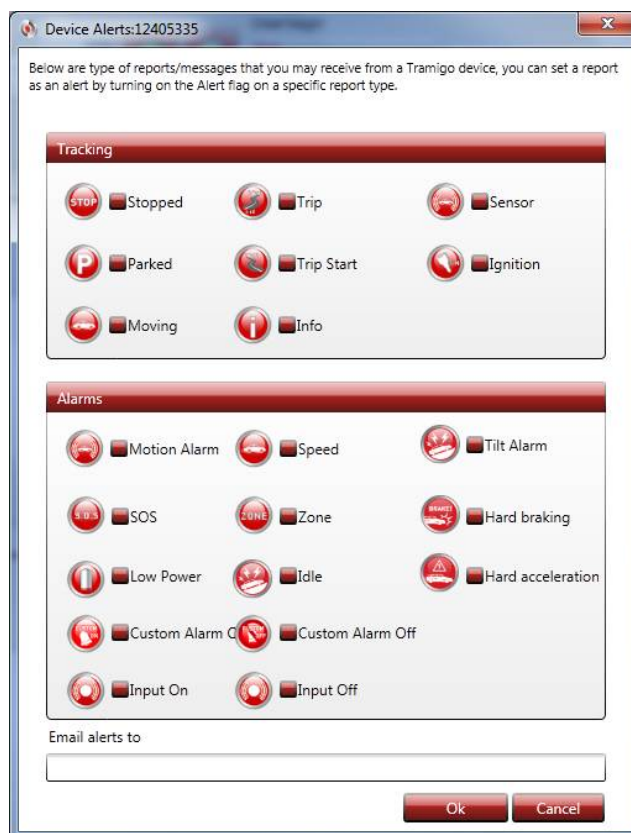
- shows that your modem is connected and online



Modem(s) not connected / not found... (click for modem settings) - modem is not connected, click to open Modem List window to configure

b. Message Server Activity Status:

Message received processed... - when a command has been executed on a chosen device.



Message sent... - when executed command has been sent to chosen device successfully.

Message received processed... - M1 FE is receiving SMS/reports and is processed.

No new activity... - M1 FE is currently IDLE or no commands/reports are being processed.

I. User Group Permission

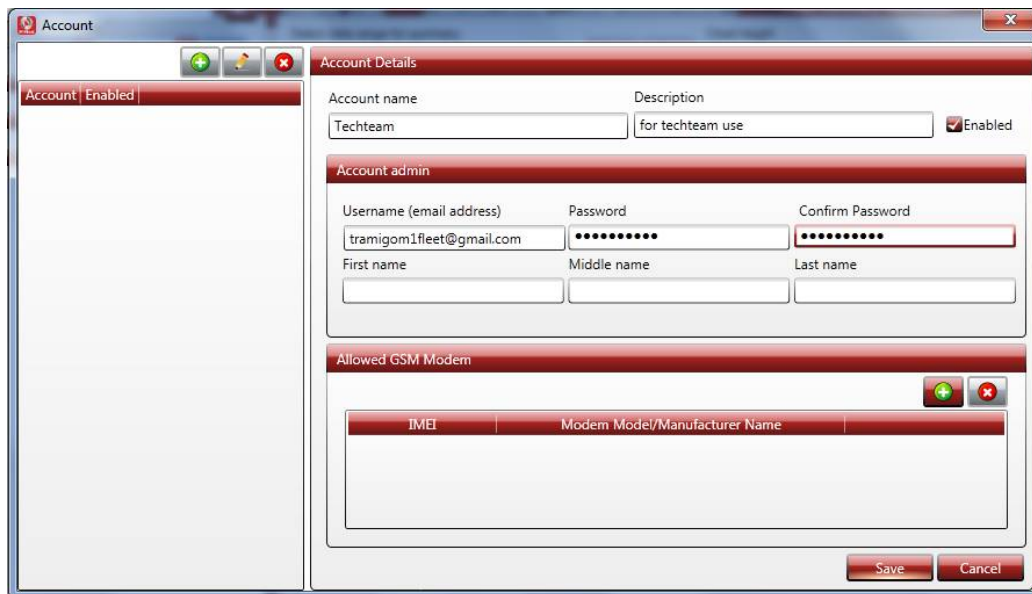
1.  **Allow access to alert settings**
Allows a user group to gain access to edit alert settings
2.  **Allow access to Find buttons**
Allows a user group to use find buttons
3.  **Allow access to Modem connection settings**
Allows a user group to gain access to edit modem connection settings
4.  **Allow access to Quick Command 1**
Allows a user group to use quick command button 1
5.  **Allow access to Quick Command 2**
Allows a user group to use quick command button 2
6.  **Allow access to Quick Command 3**
Allows a user group to use quick command button 3
7.  **Allow access to Quick Command 4**
Allows a user group to use quick command button 4
8.  **Allow Add / Edit / Delete devices and assets**
Allows a user group to gain access to add, edit or delete an assets or devices
9.  **Allow Add / Edit / Delete fuel records**
Allows a user group to gain access to add, edit or delete an assets or devices fuel consumption records.
10.  **Allow Add / Edit / Delete map zones and custom landmarks**
Allows a user group to gain access to add, edit or delete map zones and custom landmarks in M1 Fleet.
11.  **Allow change device custom field**
Allows a user group to change device custom status
12.  **Allow change settings**
Allows a user group to access buttons on settings tab
13.  **Allow delete or move of location report.**
Allows a user group to delete or move trip reports
14.  **Allow Export data from system**
Allows a user group to export data reports into an excel file
15.  **Allow importing of data from old M1 is accessible**
Allows a user group to import old data reports from M1 Fleet basic
16.  **Allow Manage Device Settings (Control Center)**
Allows a user group to manage reports and safety buttons
17.  **Allow Manage User accounts and permissions**
Allows a user group to add user accounts and give permissions
18.  **Allow to configure Quick Commands**
Allows a user group to setup four quick command buttons
19.  **Allow to view full outbox**

- Allows a user group to view messages status; send or sending
20.  Allow Update system software components
Allows a user group to update software components; message server, communication server and GPRS server
21.  Send commands
Allows a user group to send commands on your devices using M1 Fleet client

VII. HOW TO'S

A. How to Add Account

1. Click **Settings** then choose **Accounts** from M1 FE menu bar.
2. Click  button from the pop up Account window.
3. Fill in the account name, its description and tick the box beside enabled.
4. Also fill in the account admin details and add the allowed GSM modems and click SAVE.
5. The account will be added on the Account List window wherein only the system admin can view, edit or delete all the added admin account.



B. How to Add User Group

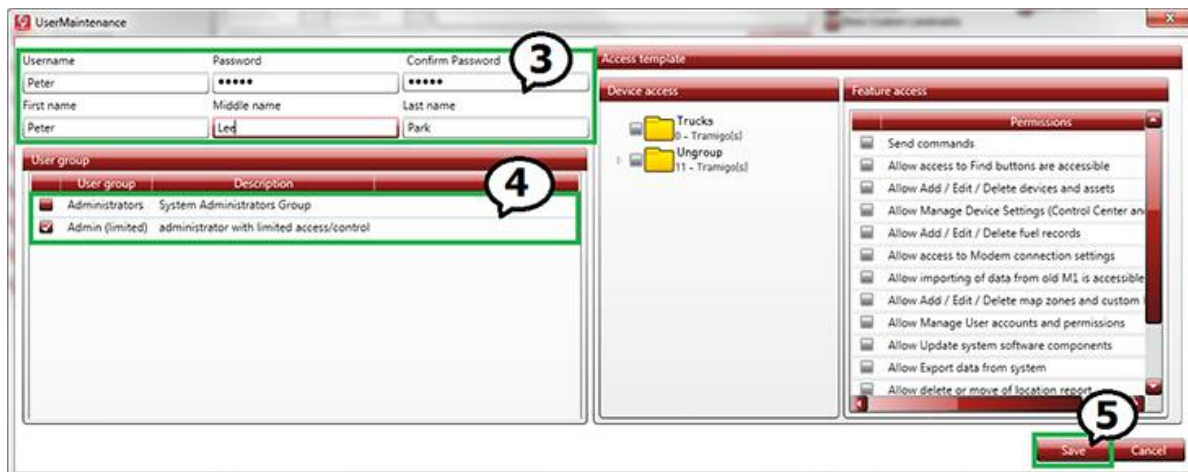
NOTE: In order to add a user, you need to first add group/s which is/are not in full administrator right/s if you have to put limitations.

1. Click **Settings** then choose **User group** from M1 FE menu bar.
2. Click  button from the pop up User group list window.
3. Fill in the Group name and its description.
4. Check the desired group or choose from listed Tramigos from Device Access pane to set access control for the group to be added.
5. Check desired permissions for the group to be added and click SAVE.
6. The user group will be added on the User Group List window wherein you can edit, delete it.



C. How to Add User Login

1. Click **Settings** then choose **User** from the M1 FE menu bar.
 2. Click  button from the pop up User group list window.
 3. Fill in user login details such as username, password, and name.
 4. Check the User Group where login user will be leveled and click SAVE.
- NOTE: Device access and permission will automatically be checked according the User group settings.**
5. The user login account will be added to User List window.

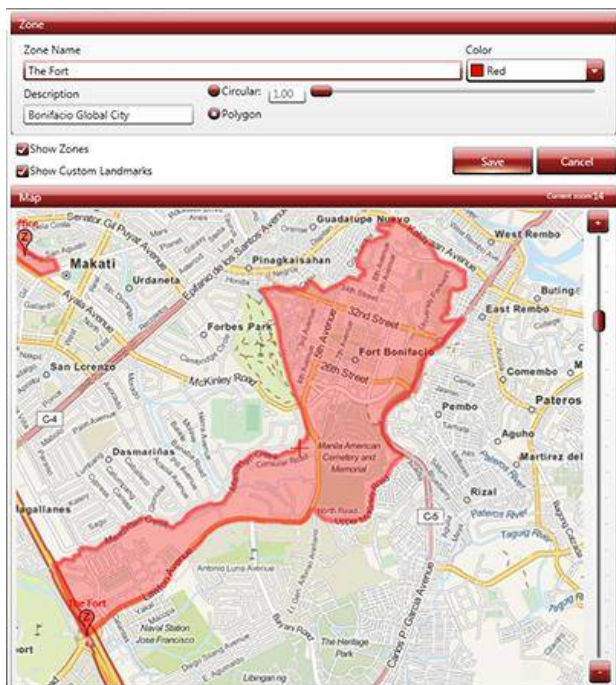


The screenshot shows the 'UserMaintenance' window with the following sections:

- User details:** Username (Peter), Password (*****), Confirm Password (*****), First name (Peter), Middle name (Last), Last name (Park).
- User group:** A table with columns 'User group' and 'Description'. It lists 'Administrators' (System Administrators Group) and 'Admin (limited)' (administrator with limited access/control). A green box highlights the 'Admin (limited)' group, with a callout '4'.
- Access template:** Divided into 'Device access' (Trucks, Ungroup, Trams(s)) and 'Feature access' (Permissions list). A callout '3' points to the 'Confirm Password' field.
- Permissions list:** Includes 'Send commands', 'Allow access to Find buttons are accessible', 'Allow Add / Edit / Delete devices and assets', 'Allow Manage Device Settings (Control Center and...)', 'Allow Add / Edit / Delete fuel records', 'Allow access to Modem connection settings', 'Allow importing of data from old M1 is accessible', 'Allow Add / Edit / Delete map zones and custom...', 'Allow Manage User accounts and permissions', 'Allow Update system software components', 'Allow Export data from system', and 'Allow delete or move of location report'. A callout '5' points to the 'Save' button.

D. How to Add Zone

1. Click TOOLS >> FLEET MAP DATA >> ZONES
2. Click (+) button.
3. Plot the area of your zone. Then indicate the name and the description (optional) of your zone.
4. Save it and you're done.



E. How to Customize Zone

1. Click TOOLS >> FLEET MAP DATA >> LANDMARKS
2. Click (+) button.

3. Drag the  icon to the desired place.
4. Indicate the place name and add other info.

NOTE: Coordinates of the place will appear while dragging the  icon.

5. Then click save and you're done.

F. How to Check Tramigo Thru Map

M1 Fleet Enterprise UI has a single window in which you can easily see your vehicles/devices' activities, including the map plotting. It is divided into 3 parts as a main fleet management window, **Tramigo Device List¹**, **Reports²**, and **Map³**.



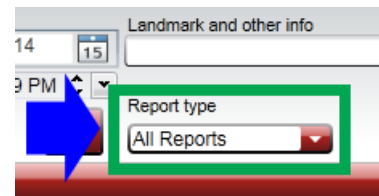
In order to plot the report, make sure the following are set and met:

1. Coordinate reporting is ON (coord,on)
2. Coordinate is on DEC/DMS format
3. Valid Tramigo report with coordinates (Find, Trip, Ignition, Zone)
4. Internet connection for map caching/capture

When you had the above things available and set, you are now ready to see the location of your fleets/Tramigo device(s) through map.

1. Click on the desired Tramigo device you want to check from Tramigo Device Lists.

- Click on the **Reports** Tab and you will see all the reports. Dates of reports are set within 3month-time until the current date. You now also have the options to filter the reports received by report type (optional) which is set to "All Reports" as default. It is a dropdown option that can be found beside refresh button.



- Click refresh button to see the latest reports according to report type filter you set.
- A distinction on a report that can be plotted on the map is if it is having landmark details printed in blue font and there is a globe icon on the right corner. **Double-click** on that report and it will be plotted on the map pane found at right part of the M1 Fleet Enterprise Client UI.

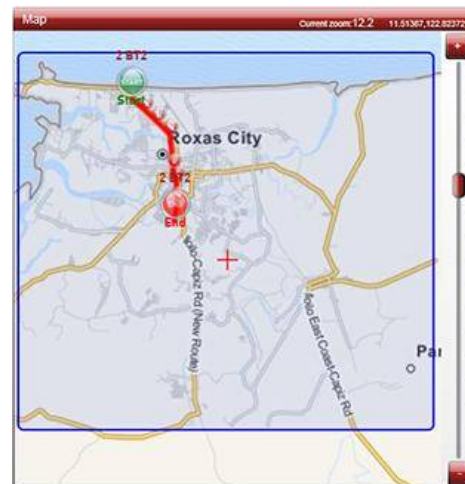
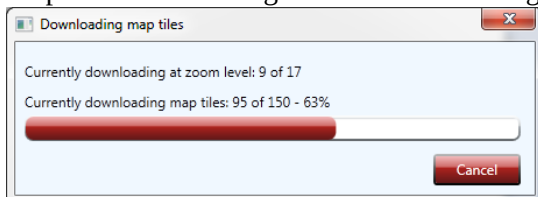


- Chosen Tramigo device will be seen on the map with its name and location details when you point the mouse pointer on the report type icon, e.g. "P" when parked or Arrow (→ ↓ ←) when in moving state.
- M1 Fleet Enterprise map is set to OpenStreetMap as default. You may now have the option to change map provider through map server filter.



G. How to Cache a Map

- Go to Report's Tab.
- Click a device in which you want to cache a map part.
- Right Click mouse to map portion then drag it creating square or rectangle shape on "for caching area".
- Click on  to download the highlighted map area.
NOTE: Needs internet connection to download the map.
- Wait till it completed downloading then close the message box.



H. How to Export Reports

- Check on device you want to export reports to file.
- Set date and time when to include reports from that device.
- Choose what type of report/s to be included on the exported file (all reports/ parked/ moving/ trip reports, etc.).

4. Click on  button to export.
5. Name the file, recommended device name with date.
6. Click on Save.
7. Wait till exporting finishes.
8. Open the file and check the exported data if complete.

NOTE: *You can still overwrite the file if necessary.*

I. How to Export Reports of a Specific Device

1. Set date and time when to include reports from that device.
2. Choose what type of report/s to be included on the exported file (all reports/ parked, etc.).
3. Click on  button to export.
4. Name the file, recommended device name with date.
5. Click on save and wait till exporting finishes.
6. Open the file and check the exported data if complete.

NOTE: *You can still overwrite the file if necessary.*

J. How to Back Up Database in SQL Server

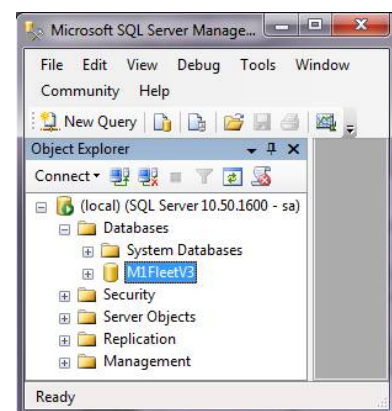
NOTE:

Administrator log in on your server/PC.
Has the password/access on the SA log in of SQL Server Management Studio.

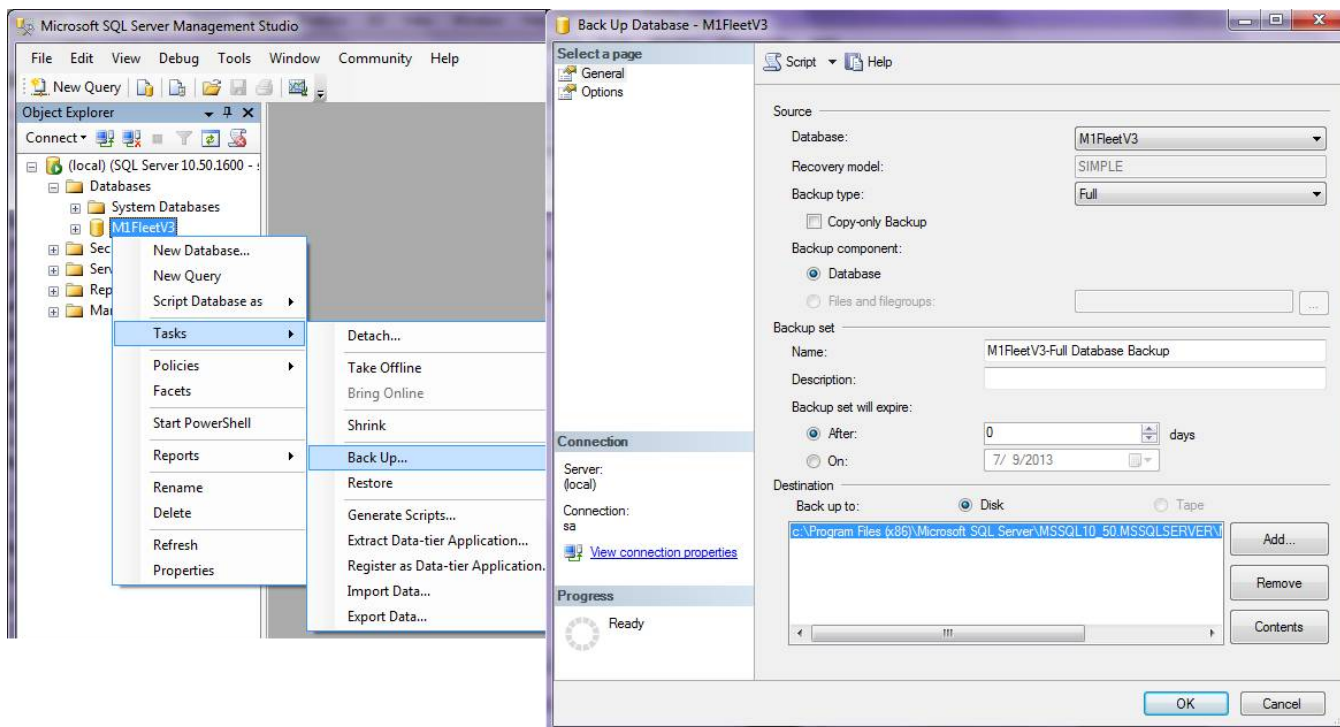
1. Open SQL Server Management Studio. Go to Start>All Programs>Microsoft SQL Server 2008 R2>SQL Server Management Studio.
2. Log in as Server Admin (SA) using (local) server name.

NOTE: *Default password is M1Fleet.*

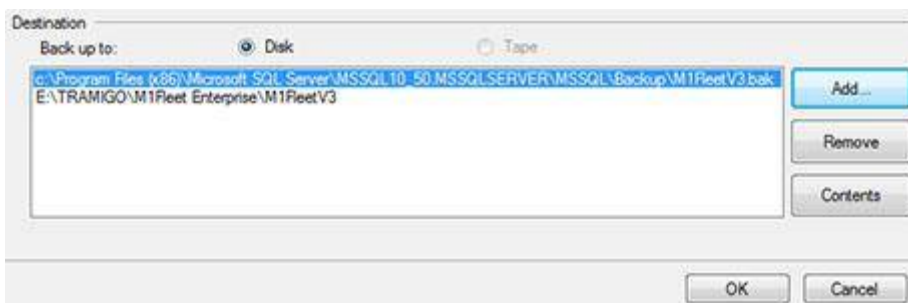
3. Look for you M1 Fleet V3 Database by expanding or double-clicking the DATABASES folder.



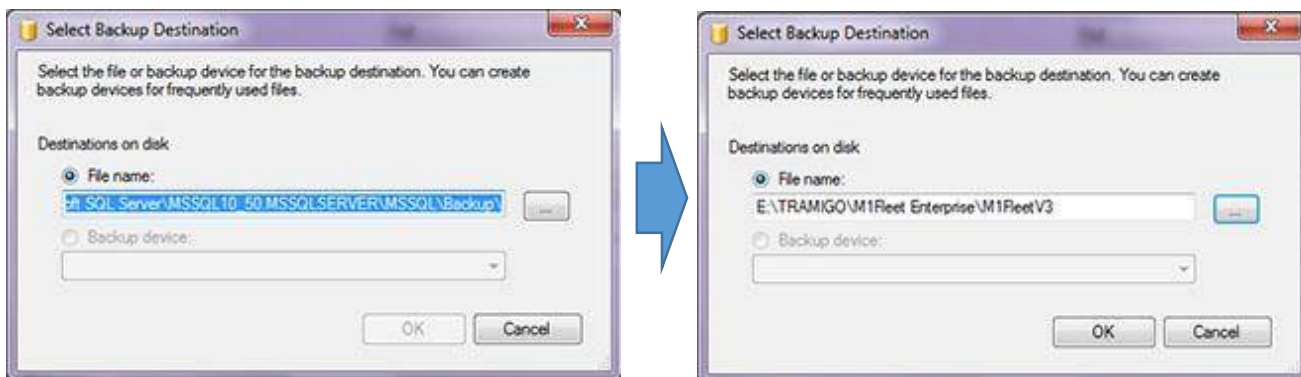
- Right click on M1FleetV3 then choose Tasks>Back Up. Check back up set name₁, you can rename it. Take note of the back-up file location₂ and click “OK”.



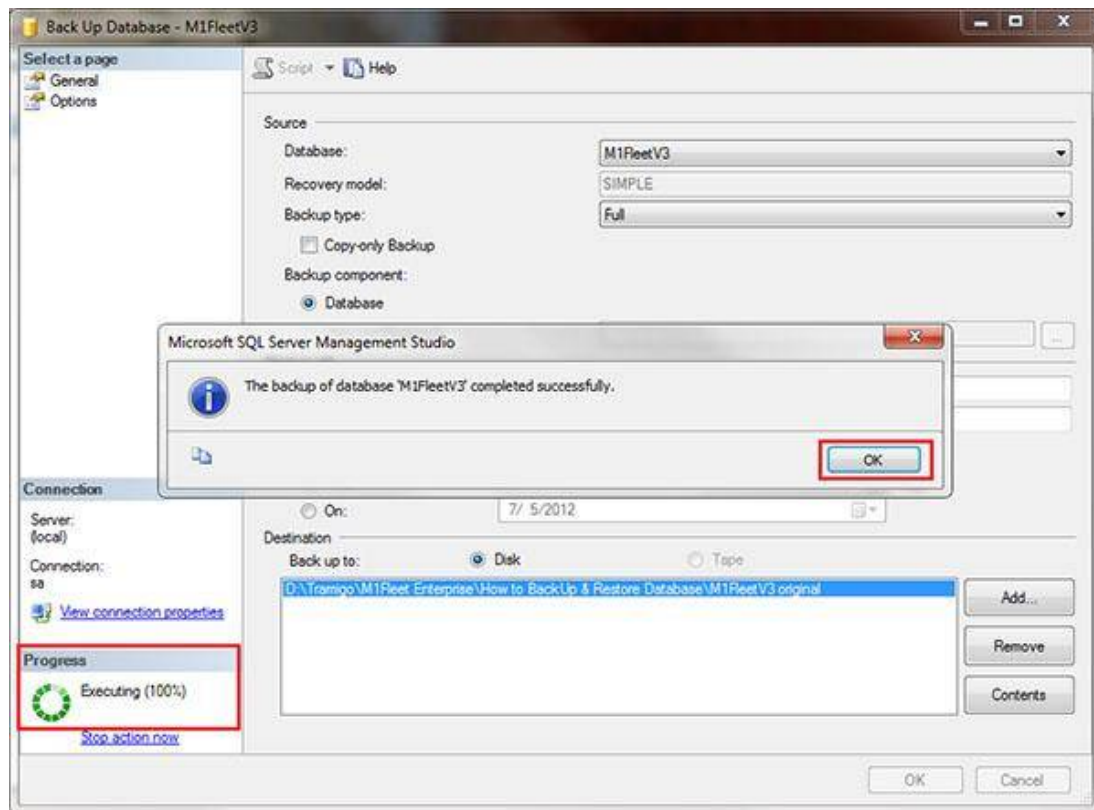
- You can change the location of the back-up file and rename it. From Step 5 window click ADD.



- Choose a new back up location then click OK.



7. You have the option to remove the default back up file location^a or back up the database on both locations^b. Click OK.
8. Wait till the back-up completed successfully.



K. How to Restore Database in SQL Server

NOTE:

- Administrator log in on your server/PC
- Has the password/access on the SA log in of SQL Server Management Studio
- Stopped Tramigo M1 Communication Server from system services
- Stopped Tramigo M1 Message Server from system services

M1 Fleet Enterprise Database Restoring has 3 phases

1. Deleting M1FE Existing DB
2. Restoring DB
3. Linking M1FE DB security logins/user

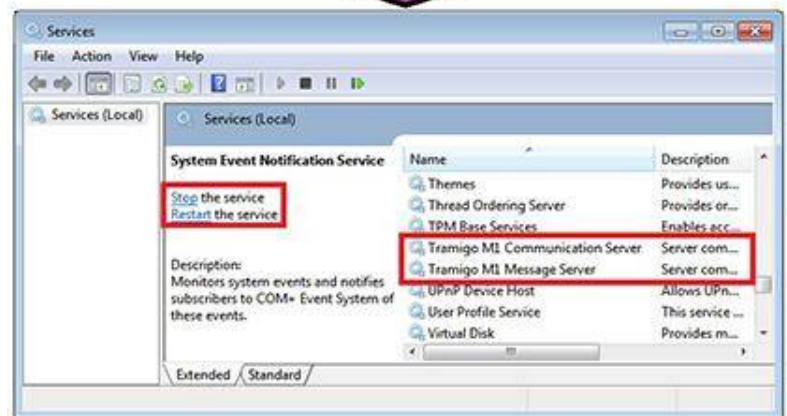
Restoring Database Guidelines

- Login to SQL Server Management Studio as SA from (local) account.
- Check for an existing M1FleetV3 Database.

- a If there is an available one please refer to **HOW TO BACK UP** procedure.
- b If the existing M1FleetV3 database available has already been backed up, proceed to **HOW TO DELETE** procedure.

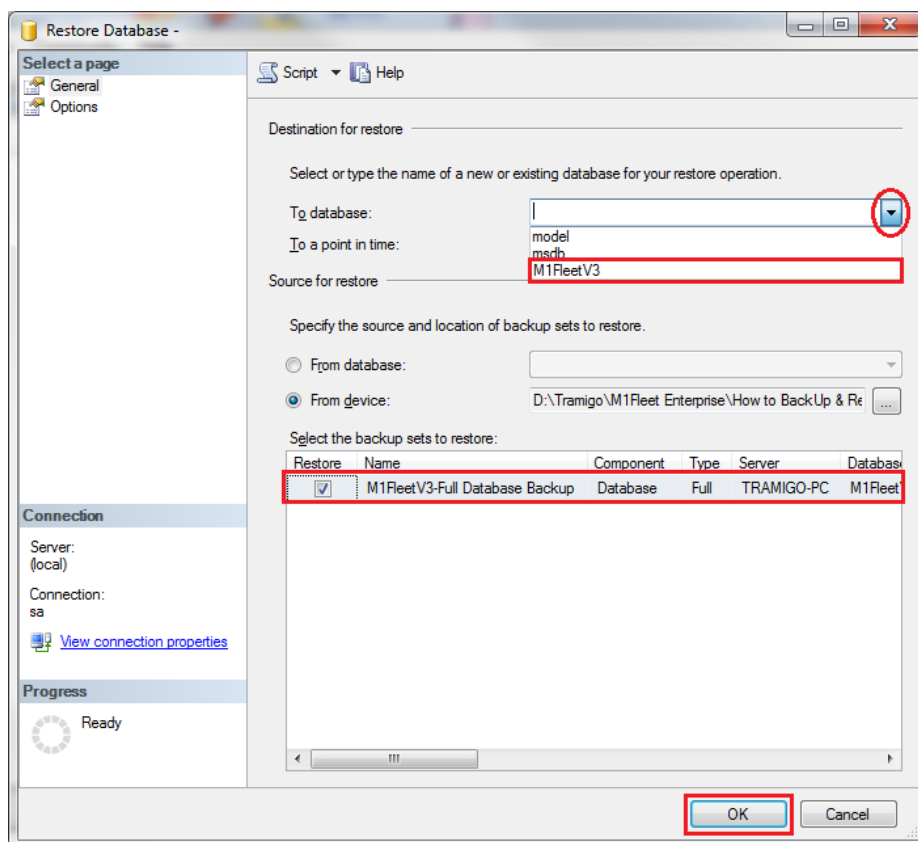
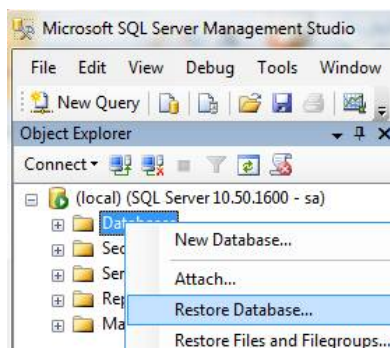
1. How to Delete M1FleetV3 from Databases:

- Stop Tramigo M1 Services from system services.
- Right click on M1FleetV3 Database and choose DELETE option.
- Check “close existing connections” then click OK.
- Wait till deletion completed.
- Check from databases on SQL server management studio if M1FleetV3 was already deleted, if yes, proceed to restoring database.



2. How to Restore M1FE Database:

- Right click DATABASES from SQL Server Management Studio.
- Choose “Restore Database...”.
- Choose “From Device” and click OK.
- Click Add and locate your backed up M1FE Database to be restored.
- Check the box under Restore then choose M1FleetV3 from “to database” option.
- Click OK.
- Wait till the restoring completed to 100% and notifies completion. Click OK.
- Check SQL Server Management Studio if M1FleetV3 is now available.

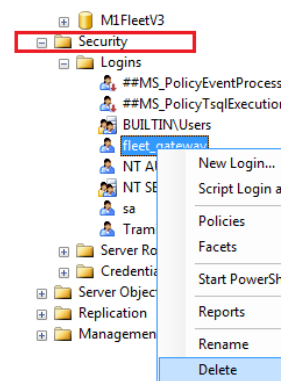


3. How to Link M1FE Security Logins/Users:

M1 Fleet Enterprise database requires **fleet_gateway** security login and user to have same. This allows the communication and message servers to work properly. If the fleet_gateway have different data, this will result to malfunction of the program.

a. Steps on how to delete “fleet_gateway”:

Expand the Security>Logins folders from SQL Server Management Studio.



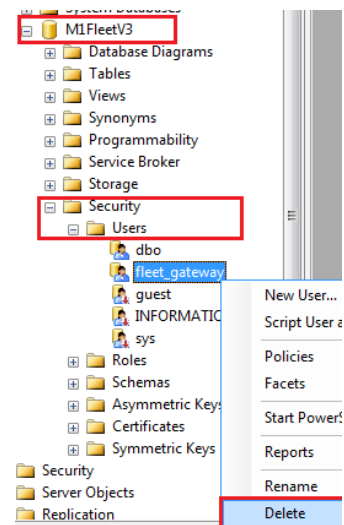
Right click on **fleet_gateway** then DELETE.

Click OK then a notification window will pop up.

Click OK. Wait till fleet_gateway is not available from logins.

Go to Databases and expand M1FleetV3 >> Security >> Users folders and right click on fleet_gateway to DELETE it.

Click “OK”.



b. Steps on how to create “fleet_gateway” login/user:

The following steps should be followed accordingly, do not jump on any steps.

Expand the “Security” folders from SQL Server.

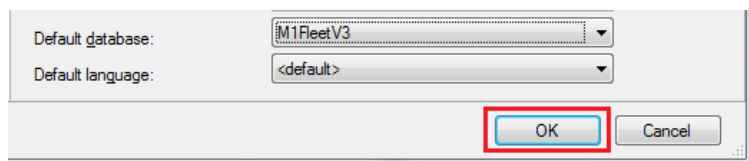
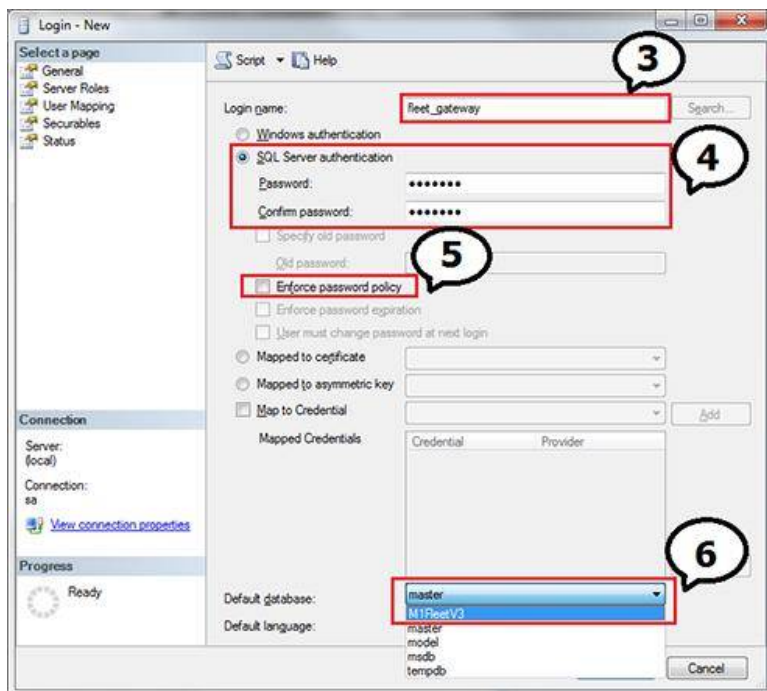
Right click “Logins” and choose “New Login...”

Write “fleet_gateway” on login name.
Choose “SQL Server Authentication” and key in password as **TramigoM1FE**.

Uncheck “Enforce password policy”.

Replace default database to “M1FleetV3”.

Click OK once completed.



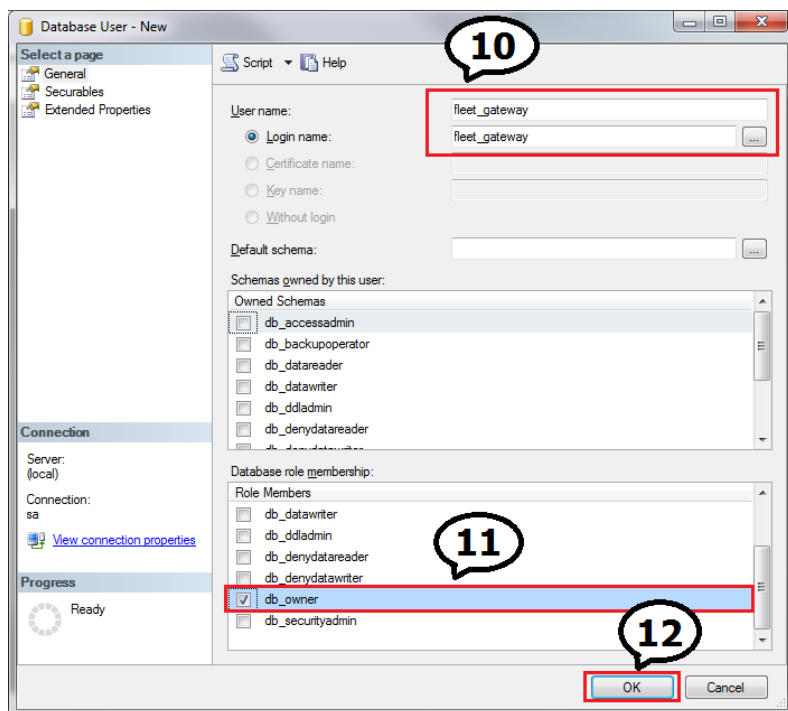
Expand the Databases >>
M1FleetV3 >> Security
folders from SQL Server.

Right click Users and
choose “New User...”

Write “fleet_gateway” on
user name and login name.

Check DB Owner from
Database role membership
lists.

Click OK.



NOTE: Start Tramigo M1 Communication & Message Servers from *services.msc*

You may now run Tramigo M1 Fleet Enterprise Client and check the new database.
Should there be some unclear details, please email support@tramigo.com

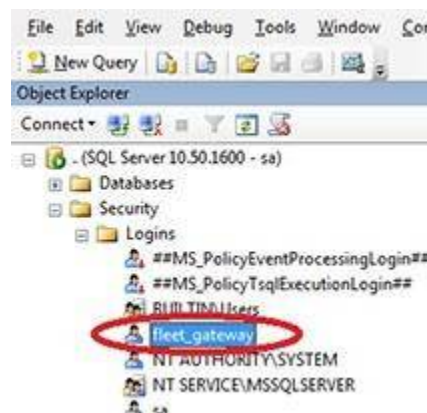
L. How To Install M1 FE with Different Database

Post-Installation Checklist:

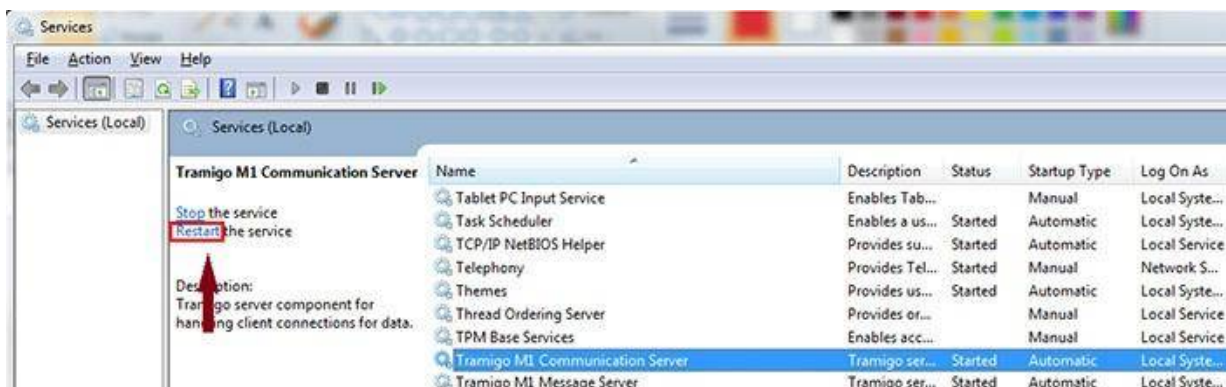
- Existing SQL Server name or IP Address
- Configuration details made on the existing SQL server
- Completed installing STEP 3-5 of How to Install M1 Fleet guide

How to Install M1 Fleet Enterprise with existing SQL Server:

1. Install Database (STEP 2 from How to Install Manual) in a machine where SQL Server is installed.
2. Open SQL Management Studio, log in as SA and add login **fleet_gateway** with a password of **TramigoM1FE**.
3. **Point Communication Server to SQL Server.**
 - a. Go to installation directory of Tramigo M1 Communication Server [C:\Program Files (x86)\Tramigo\Tramigo M1 Fleet Enterprise Communication Server (64-bit OS)] or [C:\Program Files\Tramigo\Tramigo M1 Fleet Enterprise Communication Server (32-bit OS)].
 - b. Open the Tramigo.M1.Gateway.WebComm.exe.config with Notepad.



- c. Look for the <add key="dbservername" and change the value to the appropriate database server name (pointing server computer name or IP Address).
4. **Point Message Server to SQL Server once installed.**
 - a. Go to installation directory of Tramigo M1 Message Server [C:\Program Files (x86)\Tramigo\Tramigo M1 Fleet Enterprise Message Server (64-bit OS)] or [C:\Program Files\Tramigo\Tramigo M1 Fleet Enterprise Message Server (32-bit OS)].
 - b. Open the **Tramigo.M1.Gateway.Service.exe.config** with Notepad.
 - c. Look for the <add key="dbservername" and change the value to the appropriate database server name (pointing server computer name or IP Address).
5. Restart the services Tramigo M1 Communication Server and Tramigo M1 Message server in **Services.msc**.



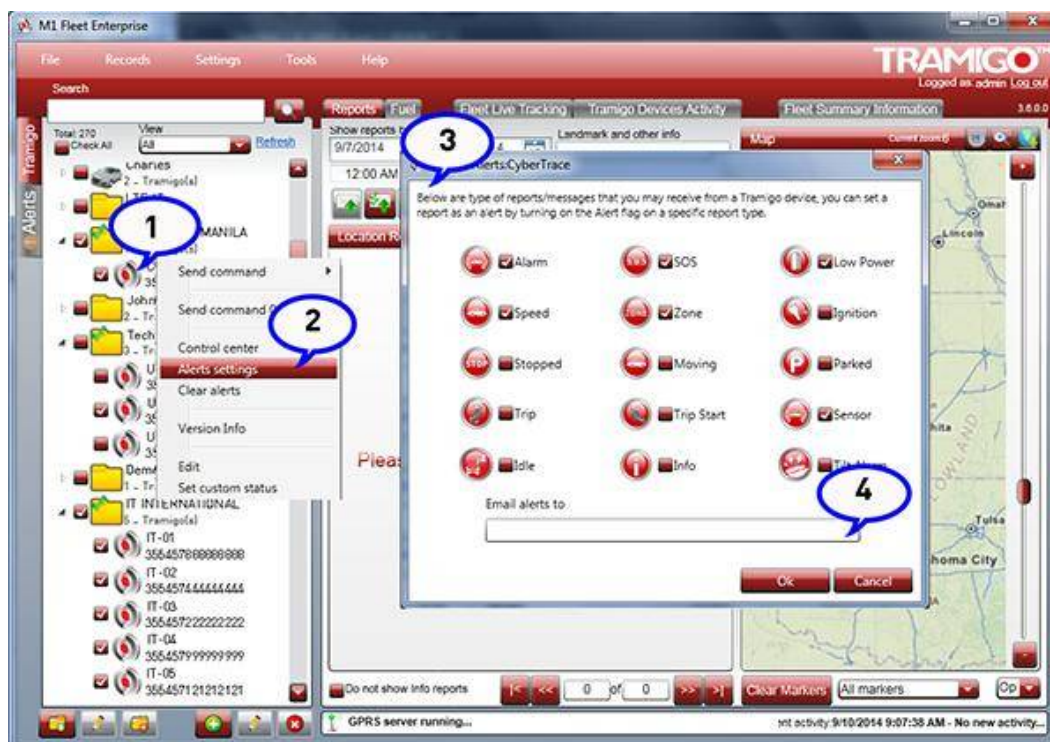
6. Run M1 Fleet Enterprise Client.exe and you're ready to track.

M. How To Change Password

1. Click Settings >> Change password
2. Input the new password in the change password window
3. Confirm password and click ok.

N. How to Set Alerts

1. Right click the device from Tramigo list window pane.
2. Choose Alerts settings.
3. From Device Alerts window, tick the chosen report/s to set this as an alert message.
4. Input the specific mail address of the receiver/s. It is separated by a semicolon (;).



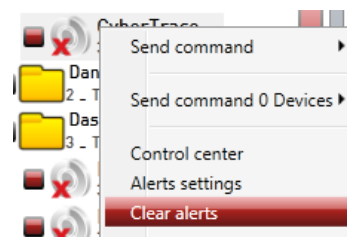
O. How to Set up E-Mail Alert Sender

1. Create an account in G-mail.
2. Open your newly created G-mail account.
3. From the mail settings, enable POP for all mail.
4. From M1FE Client, click **Settings >> Application Settings >> SMTP**
5. Input the following in the SMTP
 - SMTP Server
 - Port - port 587 or 465
 - SMTP User - mail account
 - SMTP Password - mail account password
6. Tick user SSL and click OK.



P. How to Clear Alerts

1. Choose a device with alerts from Tramigo list window pane.
2. Right click the chosen device and choose clear alerts.



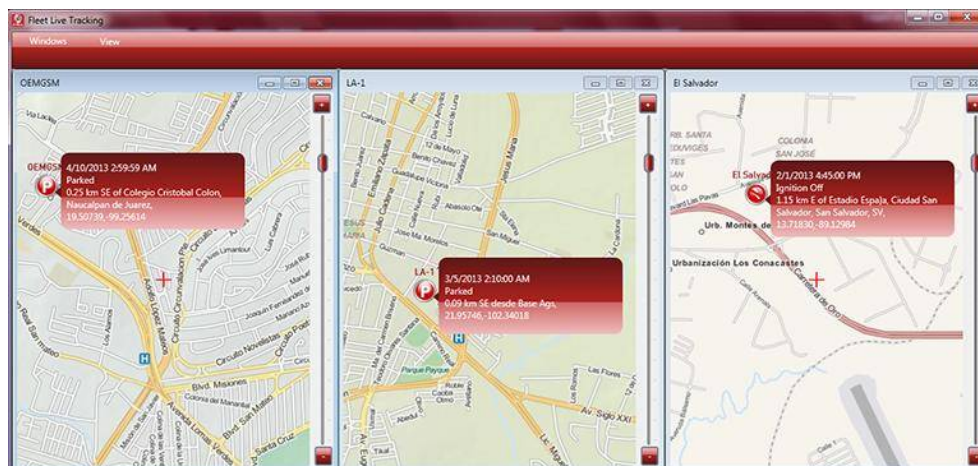
Q. How To Playback Device History Reports

1. Choose a devices from Tramigo List Windows Pane.
2. In Reports tab, sort the date and time of reports in Reports Date Filter.
3. Click history playback button .
4. History of reports will played after clicking the button.



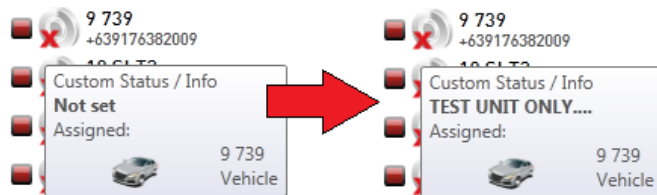
R. How to Track in Multiple Window

1. Check 1 or more device/s from Tramigo Device list.
2. Go to Fleet Live Tracking Tab.
3. Choose from Viewing Options (Auto Zoom all selected.. or Center highlighted device).
4. Wait till FIND X DEVICES enables, then click it.
5. Click on "View on Separate Window"  button to multiply view it while on track.
6. Click on **Windows** to choose device window to be highlighted on separate window.
7. Click on **View** to change viewing position.



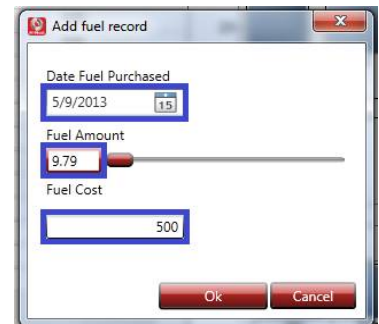
S. How To set Custom Status

1. Right click a device from Tramigo list window pane.
2. Input status text to appear on the icon when mouse hover, see e.g. below.



T. How To Add Fuel Data

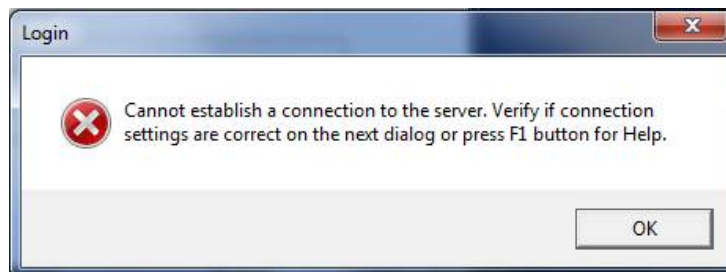
1. Click fuel tab then click add button.
2. Indicate fuel purchase date and input fuel amount and cost.
3. Click ok and the data will be added.



The screenshot shows a software window titled "Add fuel record". It has three input fields: "Date Fuel Purchased" with the value "5/9/2013", "Fuel Amount" with the value "9.79", and "Fuel Cost" with the value "500". At the bottom right, there are two buttons labeled "Ok" and "Cancel".

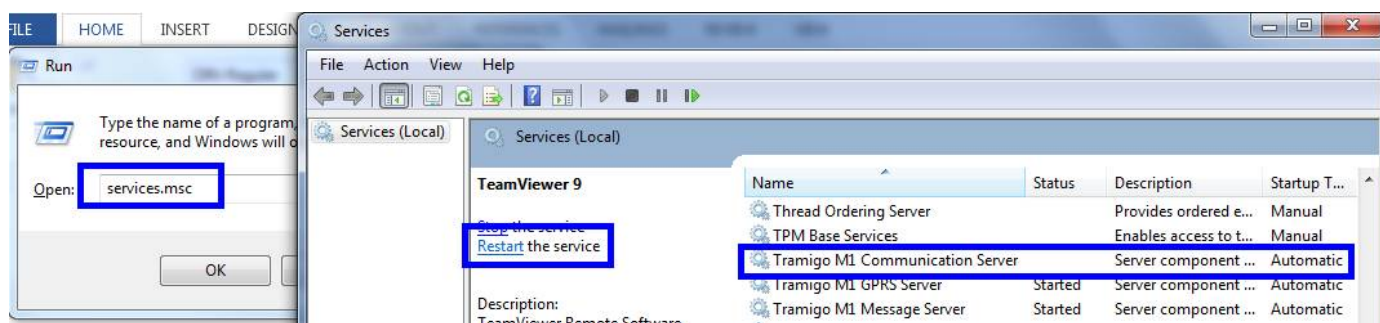
VIII. TROUBLESHOOTING

A. Server Connection Error



1. If local connection

Please check Communication server under **Start >> Run >> Services.msc**, then look for **Tramigo Communication Server** is running.



2. If remote connection to a server these are possible things you can check:

a. Client Machine:

Check in command prompt if you can ping the IP address of the server.

If you can ping the server IP address, check if you can reach **http://<ip of server>:8080/tmcoreservice.svc**, a page should be shown showing you have reach the server, if not then there's a possibility that you cannot really connect remotely to the server because of internet or the server is not configured properly for remote connections.

b. Server Machine

Check your port forwarding if the server machine is behind a router wherein the IP is in the actual router instead of the actual machine

Check if your port forwarding works and reachable outside by checking through the online port checker, one example of online port checker is through this: **http://www.yougetsignal.com/tools/open-ports/** check if you can reach **port 8080** through your public address with that.

B. Modem Not Connected

When the  **Modem(s) not connected / not found...**, check **Device Manager**.

Click **START**

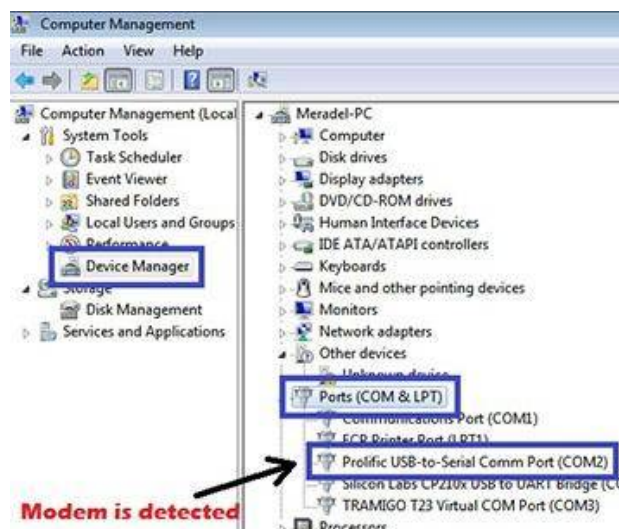
Right click **COMPUTER**

Choose **MANAGE**, then Computer Management window will appear

Click **DEVICE MANAGER** and **PORTS (COM & LPT)**, then check if the modem is detected

1. if the ports for the modem is detected

- a. From M1 Fleet Enterprise, click **SETTINGS** and choose **MODEM**.



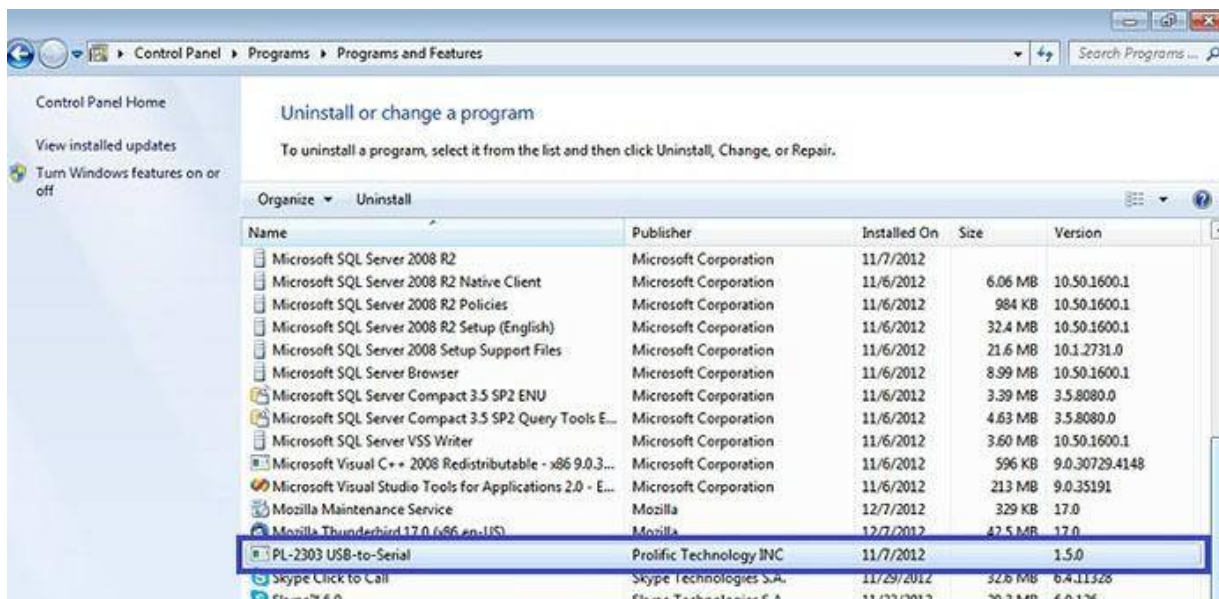
- b. In **Modem List Window**, at least one modem should be active and connected. This can be determined by looking up the **ACTIVE/ CONNECTED** column. Active modem should indicate **TRUE** of value instead of **FALSE**.

Active/Connected	Modem COM port	IMEI	Modem	Tramigos registered
False	COM2		SIMCOM_Ltd SIMCOM_SIM900	0
False	COM4	+CMGS: 199	SIMCOM_Ltd +CMGS: 199	0
True	COM2	012896001849337	SIMCOM_Ltd SIMCOM_SIM900	4
False	COM4	359650001104461	WAVECOM MODEM MULTIBAND 900E 1800	0

- c. If all modem are not active, **STOP M1 Message Server Manager**, then **START** it again.
- d. Then check if the modem is now connected.

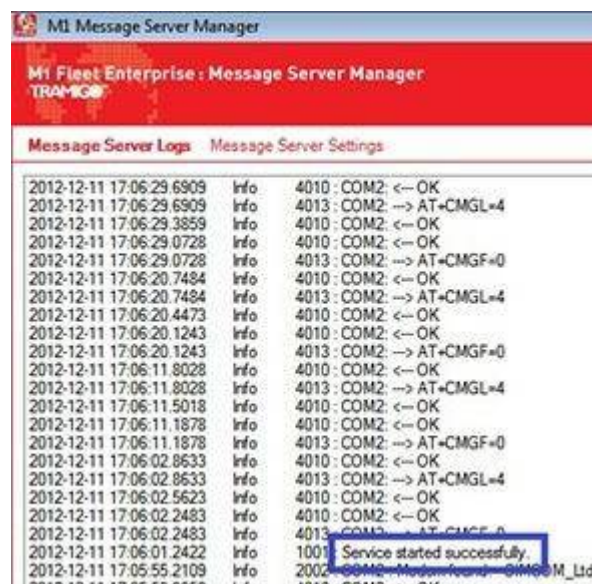
2. if the ports for the modem is not detected

- a. Check if the modem driver is connected and installed in the computer.
NOTE: Modem driver is installed if it is in the Control Panel\Programs\ Programs and Features.
- b. Installed the modem driver if it is not in the **ControlPanel\Programs\ Programs and Features**.



C. SMS not Sending

1. Insert SIM to a mobile phone, make sure SIM pin is not activated.
2. Check if SIM on modem has credits and able to send SMS.
3. Insert SIM to modem, check if the modem is blinking every 3-5 seconds when connected to PC.
4. Open **Tramigo Message Server** and see the status of SMS every time you try to send commands.
5. On **Message Server**, click on the stop button, wait for 5 minutes, and then click on the start button. Wait until it says service has started.



Tramigo is a company of private capital with its headquarters in Finland and subsidiaries in Africa, Asia, Latin America, the Middle East and Europe. Tramigo manufactures the worlds best selling tracking devices that are easy and economical to use in everyday life and business applications. Tramigo products are globally available. For more information about Tramigo tracking products, please visit www.tramigo.com. For distributor, re-seller and partnership opportunities, email info@tramigo.com

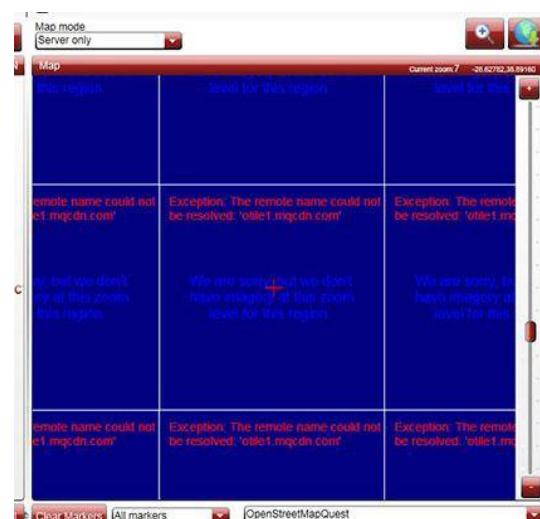
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D. Reports not Received

1. If reports are not received, right click the Tramigo Device and choose edit.
2. Check the **Send Registration SMS on save** in the Edit Tramigo Device Window, then click **ok**.
3. Make sure that you choose **All Reports** in Report type filters. But you can also change the report type.

E. Maps not Loading

1. Check your internet connection. If no connection are available, only blue map tiles will be shown in the map view pane.
2. Browse <http://www.openstreetmap.org/> for more details.



F. Bug Report

1. Bug report window appears when a fatal error occurred. When this happens, enter your name and email address then click Report Error.
2. By clicking the Error Information, you can view the Error Data, the Error Information, and the Error Source.

G. Communication Server Installation Error

1. From your PC server, open **Command Prompt**. Type **netstat -a** and click **Enter**.

```

C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7600]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

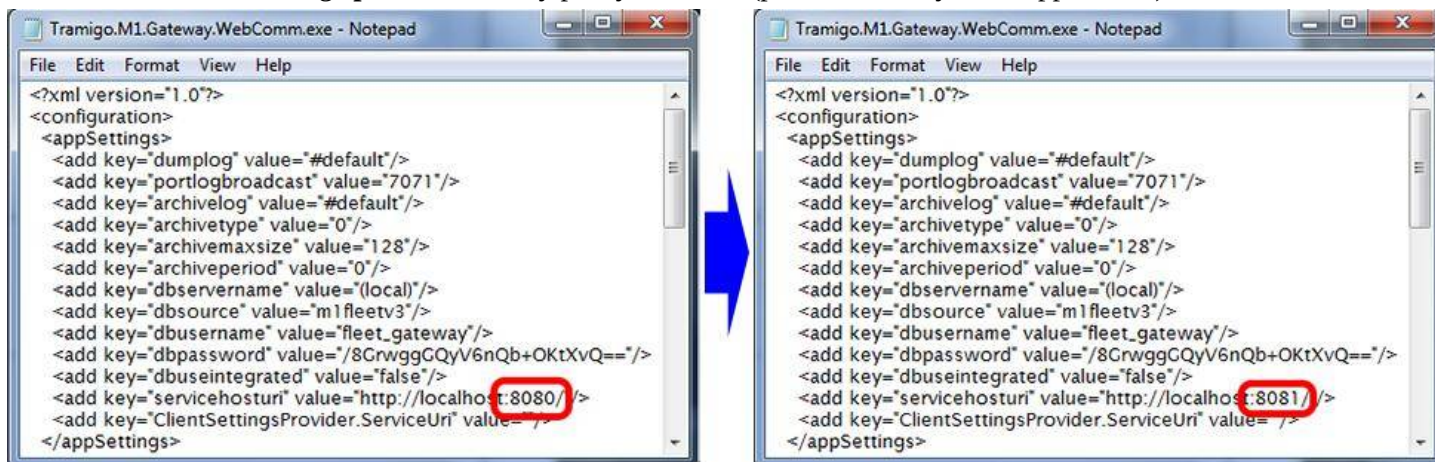
C:\Users\Meradel>netstat -a
  
```

2. Check if there is an application existing using **port 8080**.

```

C:\Windows\system32\cmd.exe
C:\Users\Meradel>netstat -a
Active Connections
Proto Local Address           Foreign Address         State
TCP    0.0.0.0:80              Meradel-PC:0           LISTENING
TCP    0.0.0.0:135             Meradel-PC:0           LISTENING
TCP    0.0.0.0:443             Meradel-PC:0           LISTENING
TCP    0.0.0.0:445             Meradel-PC:0           LISTENING
TCP    0.0.0.0:3389            Meradel-PC:0           LISTENING
TCP    0.0.0.0:3389            Meradel-PC:0           LISTENING
TCP    0.0.0.0:8080            Meradel-PC:0           LISTENING
TCP    0.0.0.0:8080            Meradel-PC:0           LISTENING
TCP    0.0.0.0:9565            Meradel-PC:0           LISTENING
  
```

3. If **port 8080** exist in the command prompt, it appears that other application is using the port. You may need to change the port for Communication Server or the port for the existing application which is using port 8080.
4. For changing port for Communication Server, go to **C:\Program Files (x86)\Tramigo\Tramigo M1 Fleet Enterprise Communication Server**.
5. Open **Tramigo.M1.Gateway.WebComm.exe** config file using notepad.
6. Change **port 8080** to any port you decide (port not used by other application).



7. Save the config file and repeat the Communication Server installation.