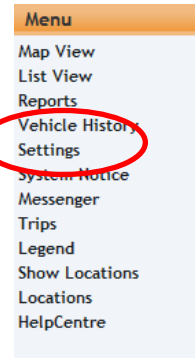# Ezy2c User Manual
Alerts Dashboard

Prepared by Ezy2c, August 2014

Accessing Alerts Dashboard

The Alerts Dashboard is a fully customisable alerting suite which allows users to set up an alert trigger when certain events occur. An alert may be set up to be sent as an Email, SMS or added to the Alerts Summary Report which appears in the Reports Suite. For example a user may set up a tamper alert to be emailed or a speeding alert be sent to a mobile phone by SMS. A full list of available alerts and their purpose may be found in the Glossary at the end of this document.

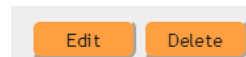To access the Alerts Dashboard go to Menu and select Settings.

Menu
Map View
List View
Reports
Vehicle History
Settings
System Notice
Messenger
Trips
Legend
Show Locations
Locations
HelpCentre

1. Creating Contacts

Before creating an alert it is important to first set up the contacts to whom you wish the alerts to be sent. To set up a contact go to contact settings

EZY-*Select* | User Settings | Fleet Settings | Driver Settings | Dashboard Settings | Alert Settings | Contact Settings

If you wish to edit or delete an existing contact choose   Edit   Delete

To create a new contact select   New Contact   and then enter the contact details ensuring you select the correct time zone for the recipient and tick the daylight saving time (DST) box if applicable.

New Contact

First Name:

Surname:

Mobile:
e.g. 04XXXXXXXX

Email:
e.g. user@domain.com.au

Web Alerts: ☐

Timezone: (UTC+10:00) Canberra, Melbourne, Sydney, Brisbane ▼
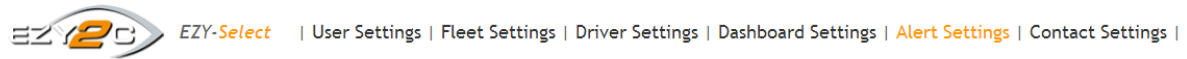
DST: ☐

Cancel   Save

When entering details you may enter a mobile number for SMS Alerts, an Email for Email Alerts you may tick the Web Alerts box to receive the Alert as a Pop Up on the Ezy2c Dashboard

2. Creating Alerts

To create a new alert go to Alert Settings

EZY2C | EZY-*Select* | User Settings | Fleet Settings | Driver Settings | Dashboard Settings | Alert Settings | Contact Settings |

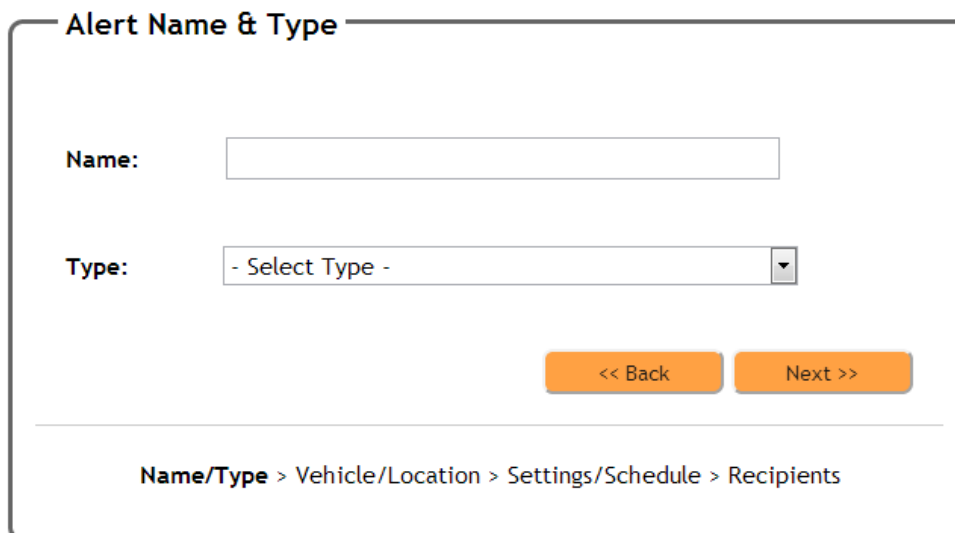Select Create New Alert then click on Next

Alert Manager

○ Create New Alert   ○ Manage Existing Alert

Next >>

You may customise the name of your alert by entering text in the Name: box. This will appear in the body of your email/SMS alert.

Select the Alert Type you wish to set up using the drop box. Note: a full description of each alert is available in Section 5 Glossary.

Alert Name & Type

Name: [   ]

Type: [- Select Type -   ▼]

<< Back   Next >>

Name/Type > Vehicle/Location > Settings/Schedule > Recipients

Then select   Next >>

To select the vehicles you wish to apply the Alert, you may tick the box marked 'All'. This will choose all vehicles within your fleet.

If the Alert is a Location based alert (Location Speeding, Location Enter, Location Exit), click on the Location(s) box to choose the applicable location or multiple locations. Further information regarding creating locations may be found in the Help Centre.

For individual vehicles click on the Choose Vehicle(s)… box. A list of your vehicles will appear. Simply select each vehicle individually or multiple vehicles using the control-shift key
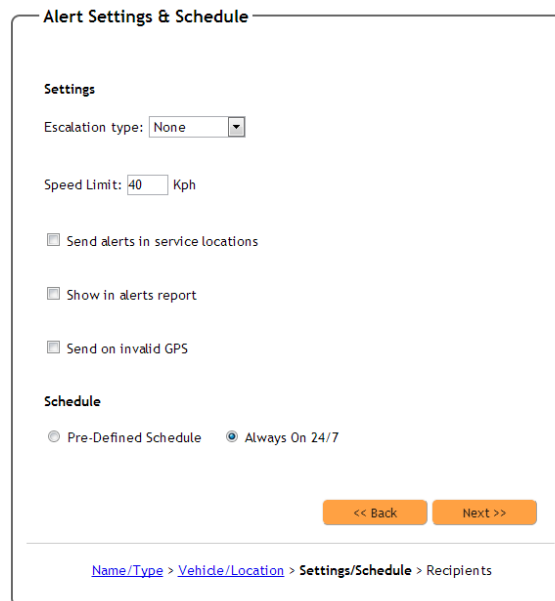
When finished click on   Next >>

This will take you to Alerts Settings & Schedule where you are able to configure your alert.

You may choose an Escalation option with each alert. If you select 'None' from the dropdown box the Alert will be sent only once. If you choose 'Continuous' the alert will be sent every 15 minutes until any recipient replies to the email alert.

Note: the reply to the Alert must be by email (not SMS) and there is no requirement to add any text, simply select reply and send to the email Alert.

For a Location Speeding Alert you may choose the speed at which you would like the Alert to trigger when a vehicle is moving in a defined location/s. Note this option will only appear for a Location Speeding Alert.

When setting up a location in the Ezy2c Dashboard, you may select a location as a Service Location. By default alerts will not send if they are triggered in a Service Location. This feature is designed to prevent false alerts being triggered when a mechanic is working on a vehicle. If you still require an alert to be sent when in a Service Location, simply check the box.

If you wish the alert to show in the Alerts Summary Report, select this box. You may choose to receive an Alert by Email, SMS of simply added to the report or a combination of all three. Further information on the Alerts Summary Report is in Section 4 of this document.

By selecting this box you will receive an alert even if there is an invalid GPS when the alert was triggered. For example if a vehicle is in an underground car park and a High Impact Accident is detected by the device, but there is no GPS signal (the device cannot find its location) you may still receive the Alert. A user would then be required to login to the Ezy2c dashboard to view the vehicle which would show the last point in time where a valid GPS signal was found.
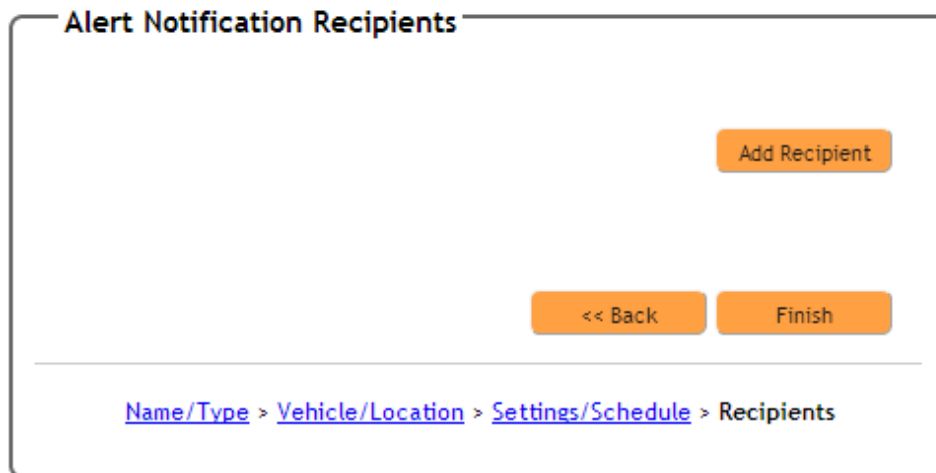
Schedule

You may choose to set a pre-defined schedule of when you would like the alert to trigger or you may choose to have the alert active always by selecting Always On 24/7.

To select the time and day parameters, use your mouse to click and drag through the time you wish to receive the alert. Time parameters are set out in half hour blocks.

The example below shows an alert which would only be sent between 7pm and 7am Monday to Friday and all day Saturday and Sunday.

When finished click **Next >>**

Name/Type > Vehicle/Location > **Settings/Schedule** > Recipients

Now you may set up the recipients for the alert.

Note: if you do not wish to receive an alert by email or SMS (for example, if you wish to only see the Alert in the Alerts Summary Report), simply click on
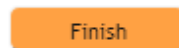
After selecting Add Recipient a drop down box will appear with a list recipients which have previously been set up in Contact Settings (see Section 2 of this document for creating contacts.

Here you may choose to send an alert to a person by EMAIL or SMS (note: charges may apply for SMS alerts) or through a Pop up on the dashboard - WEBSITE

A pop up box will appear asking if you want to change the message to EMAIL default or SMS default.
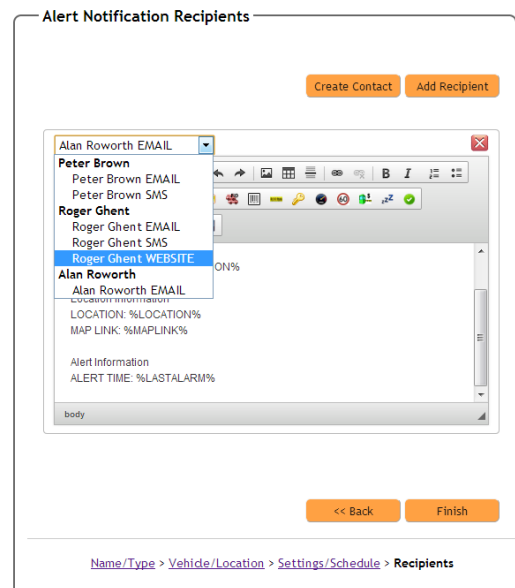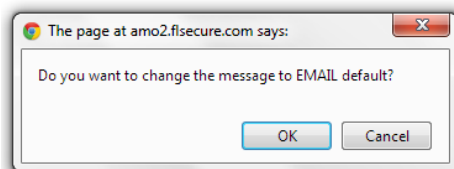
By choosing OK the dashboard will format the email or SMS template in the most appropriate format.

The text box will then be populated with a default template of the message.

The following outlines the list of identifiers you may include in a message.

Driver Information

DRIVER : %DRIVER%
CONTACT : %CONTACT%
FATIGUE : %FATIGUE%

Only if you have purchased the Ezy2c Driver ID package you may include the driver information in the Alert message. This information is found in Driver Settings under the Settings in the Main Dashboard.

The Vehicle information includes the name of the vehicle (description) which is found in Fleet Settings under the Settings in the Main Dashboard. You may also choose to include the Ezy2c Unit ID, Speed of the vehicle, the Ignition Status (On/Off) and the Registration Number which is also found in the Fleet Settings.

Vehicle Information

DESCRIPTION : %DESCRIPTION%
UNITID : %UNITID%
SPEED : %SPEED%
IGNITION: %IGNITION%
REGO : %REGO%

Location Information

LOCATION : %LOCATION%
LATITUDE : %LATITUDE%
LONGITUDE: %LONGITUDE%
MAP LINK : Google Map Link

The location of the vehicle at the time of the alert may include the Location as referenced by Google Maps, the Latitude and Longitude as well as a link to Google Maps showing the location. This click through may be viewed from the email on a computer connected to internet of a web enabled smartphone from the email or SMS.

The message may show road information which may include the Advisory Speed Zone if available and whether the alert was triggered whilst on a Toll Road.

Road Information

SPEED ZONE: %ADVSPEED%
TOLL : %TOLL%

Alert Information

ALERT TIME: %LASTALARM%
TIME SENT : %TIMESENT%
AUDIT CODE: %AUDIT%

Finally the Alert Information section of the template includes the time the alert was triggered, the time the message was sent and a reference audit code which allows users to reconcile messages received against the Alerts Summary Report.

Note: the Alert Time and Time Sent may differ if an alert was triggered out of mobile coverage areas. In this instance the time sent will reflect the time the vehicle re-entered mobile coverage.
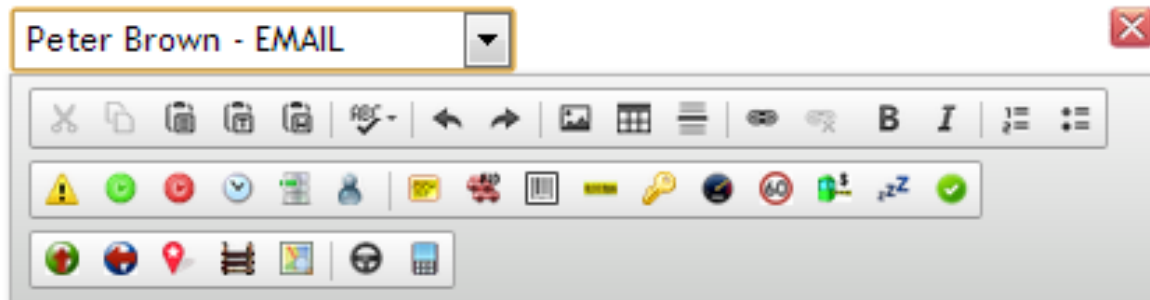
To edit the information required in the message including changing font, formatting and text size, you may use the menu shown above. If you wish to remove information which is included in the template simply delete the information from the body of the message. To add information, you may type 'free text' direct in or click on the icons to add a description. Simply 'hover' the mouse over an icon to determine its meaning.
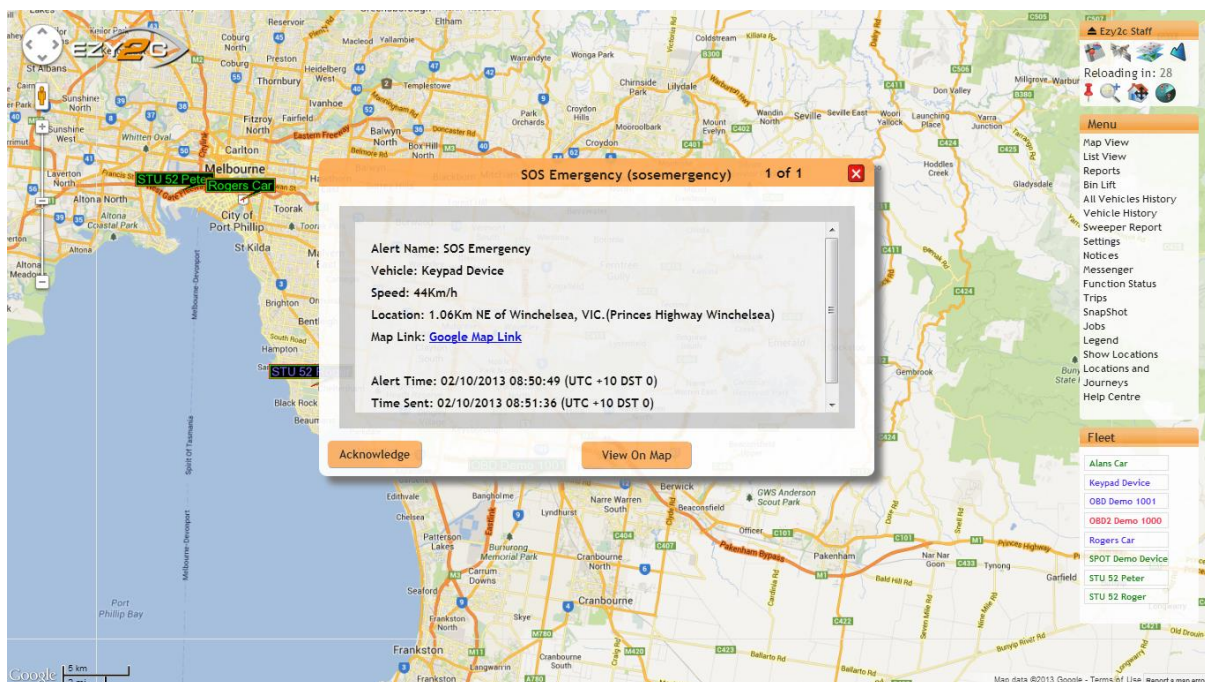
Website Notifiers
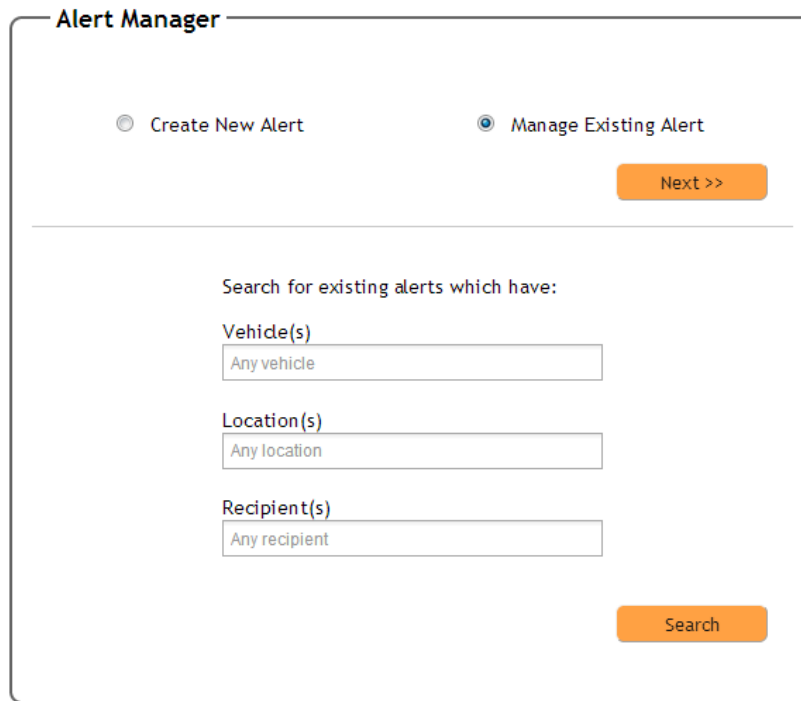
If you choose to receive an alert via the Website, a pop up will appear on the Ezy2c dashboard as show above.

To acknowledge the Alert, simply click on the "Acknowledge" box or to view the current location of the vehicle click on the "View On Map" box.

If you are not logged in to the Ezy2c Dashboard at the time the Alert was triggered, the pop up box will appear when you next log into the system.

3. Editing Alerts

To find an existing Alert you may search by Vehicle, Location or Recipient. Simply click on the appropriate box and make your selection. The Alert Manager will display all Alerts relating the chosen Vehicle, Location or Recipient or combination of all three.

Alternatively you may select   ○ Manage Existing Alert   then click Next
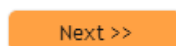
Choose the Alert you wish to modify from the drop down box.

Once the Alert has been selected, click 'Edit' to amend the Alert or 'Delete' if you wish to remove the Alert.

4. Alerts Summary Report

The Alerts Summary Report is part of the Ezy2c report suite is accessed by clicking Reports under Menu on the right hand side of the dashboard.

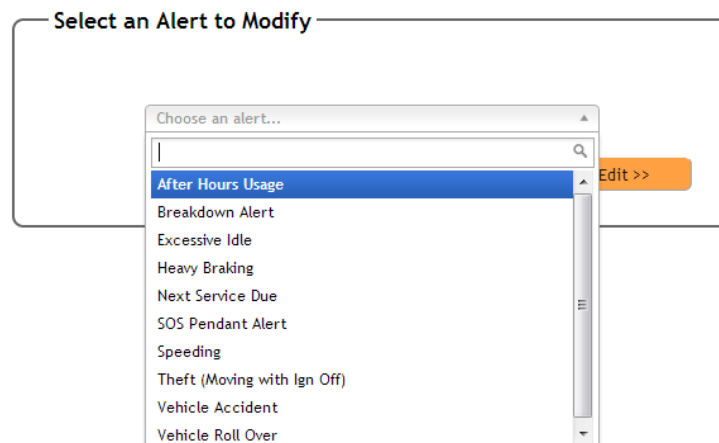This report shows alerts which have been set up in the Alerts Dashboard where the alert is configured to 'Show in alerts report'.

The report may be run on a specific vehicle or if you run the report with 'Select Vehicle' it will show the whole fleet.

The report includes:
- ID – this is the audit code for the alert
- Type of Alert
- Vehicle
- Date and time of Alert
- Speed and speed zone (if available)
- Whether the vehicle was on a toll road
- Driver – if Ezy2c Driver ID package has been purchased
- Location of Alert

Alerts Summary Report

Alert type filter: All Alerts

ID	Type	Vehicle	Time	Speed	Speed Zone	Toll Road	Driver	Location
27893	speeding	B-Double	2011-12-19 19:14:18	106.4	-	n	-	4.57Km SSW of Coolongolook, NSW.(PACIFIC HIGHWAY BOOLAMBAYTE)
27909	speeding	B-Double	2011-12-19 21:51:48	108.6	-	n	-	5.22Km SSW of Wyong, NSW.(SYDNEY-NEWCASTLE FREEWAY CENTRAL COAST)
27973	excessbraking	Sweeper CW	2011-12-20 19:01:16	54.3	50	n	-	1.36Km SW of Kensington, VIC.(MELBOURNE)
27976	excessbraking	Sweeper CW	2011-12-20 20:17:41	48.5	70	n	-	At Tullamarine, VIC.(60 SHARPS RD BRIMBANK)
27982	speeding	B-Double	2011-12-21 03:24:06	107.4	-	n	-	11.17Km SSW of Nabiac, NSW.(1304 PACIFIC HIGHWAY COOLONGOLOOK)
27983	speeding	B-Double	2011-12-21 04:21:14	106.2	-	n	-	6.6Km NE of Herons Creek, NSW.(PACIFIC HIGHWAY HERONS CREEK)
27985	excessbraking	Sweeper CW	2011-12-21 04:35:45	68.5	60	n	-	At Kensington, VIC.(HOPKINS ST MARIBYRNONG)
27992	excessbraking	Sweeper CW	2011-12-21 04:55:50	0.0	50	n	-	At Kensington, VIC.(MELBOURNE)
28092	excessbraking	Sweeper CW	2011-12-21 11:51:01	50.0	50	n	-	2.76Km NNW of Gladstone Park, VIC.(154 WESTERN AVE HUME)

5. Glossary

See below list of available alerts and their purpose.

Alert Name	Ezy2c Hardware Required	Type	Description
Breakdown	Dash mounted button on EZ 233, EZ 243, EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert is triggered by a dash mounted button pressed by driver of vehicle. The alert is intended to advise that the vehicle is broken down and the driver needs assistance.
DCU	Driver Console Unit (DCU)	Custom	This alert is a custom alert which identifies when the DCU has lost communication with the Ezy2c tracking device. This may be caused by Driver turning off DCU, cable removed or power lost to DCU.
DCU Login Bypassed	Driver Console Unit (DCU)	Custom	This alert is a custom alert identifying when a driver bypasses the login screen on a DCU.
DCU Unauthorised Driver	Driver Console Unit (DCU)	Custom	This alert is available with Driver ID function on the DCU and is triggered when a driver enters an incorrect login to the DCU.
DCU Unfit Driver	Driver Console Unit (DCU)	Custom	This alert is available with Driver ID function on the DCU and is triggered when a driver responds 'No' to the pre-trip question, "Are you fit to drive?"
Emergency Braking	EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert is triggered by an internal accelerometer in the device which detects emergency braking by the vehicle. The sensitivity of the trigger may be adjusted Over the Air by the Ezy2c Helpdesk. For this alert to operate the device must be configured correctly at installation by the installer contacting the Ezy2c Helpdesk.
Emergency SOS	Pendant/Dash SOS feature on EZ 263, EZ 263H, EZ 273, EZ 273H	Standard	This alert is triggered by a pendant or dash mounted button pressed by driver of vehicle. The alert advises a person is in distress and requires urgent assistance
Excess Acceleration	EZ 263, EZ 263H, EZ 273, EZ 273H, TrackPod	Standard	This alert is triggered by an internal accelerometer in the device which detects rapid acceleration by the vehicle. The sensitivity of the trigger may be adjusted Over the Air by the Ezy2c Helpdesk. For this alert to operate the device must be configured correctly at installation by the installer contacting the Ezy2c Helpdesk.

| Alert Name	Ezy2c Hardware Required	Type	Description
Excess Braking	EZ 263, EZ 263H, EZ 273, EZ 273H, TrackPod	Standard	This alert is triggered by an internal accelerometer in the device which detects harsh braking by the vehicle. The sensitivity of the trigger may be adjusted Over the Air by the Ezy2c Helpdesk. For this alert to operate the device must be configured correctly at installation by the installer contacting the Ezy2c Helpdesk.
Excess Cornering	EZ 263, EZ 263H, EZ 273, EZ 273H, TrackPod	Standard	This alert is triggered by an internal accelerometer in the device which detects excessive cornering by the vehicle. The sensitivity of the trigger may be adjusted Over the Air by the Ezy2c Helpdesk. For this alert to operate the device must be configured correctly at installation by the installer contacting the Ezy2c Helpdesk.
Excess Idle	EZ 263, EZ 263H, EZ 273, EZ 273H	Standard	This alert is triggered by the device when a vehicle is ignition on but hasn't moved for a specific period. The default setting is 15 minutes, however this may be adjusted Over the Air by the Ezy2c Helpdesk.
GPS Antenna Removed	EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert is triggered by the device which detects when the screw connection for the GPS Antenna is removed. When the antenna is removed the device is unable to calculate its location.
GPS Antenna Short Circuit	EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert is triggered by the device which detects when there is a short circuit of the wiring connection of the GPS Antenna. This is commonly triggered when the wiring is cut. When the antenna has a short circuit the device is unable to calculate its location.
High Impact	EZ 263, EZ 263H, EZ 273, EZ 273H	Standard	This alert is triggered by an internal accelerometer in the device which detects when a vehicle is in an impact type accident.
Ignition Curfew	All in vehicle devices	Standard	This alert is a server based alert and is triggered when a vehicle ignition is turned on inside the set parameters established in the Alerts Notification Scheduler (See section 2). Commonly this is used to alert for unauthorized after hours use or theft of a vehicle.

Alert Name	Ezy2c Hardware Required	Type	Description
Location Enter	All Devices	Standard	This is a server based alert and is triggered when a device sends a return outside a location followed by the next return being sent inside a location.
Location Exit	All Devices	Standard	This is a server based alert and is triggered when a device sends a return inside a location followed by the next return being sent outside this location.
Location Speeding	All Devices	Standard	This is a server based alert and is triggered when a device sends a return in a location which exceeds the speed limit which is configured in the Alert Settings.
Movement Start	EZ 263, EZ263H, EZ 273, EZ 273H	Custom	This alert is a custom alert displaying movement start and stop. Not commonly used in normal applications.
Movement Stop	EZ 263, EZ263H, EZ 273, EZ 273H	Custom	This alert is a custom alert displaying movement start and stop. Not commonly used in normal applications.
Movement without ignition	All Devices	Standard	This alert is a theft type alert which is triggered by the Ezy2c server when the ignition is off and the server receives two 'Health Checks' from the device which are more than 500 metres apart.
Roll Over	EZ 263, EZ 263H, EZ 273, EZ 273H	Standard	This alert is triggered by an internal accelerometer in the device which detects when the device rolls on its axis. For this alert to operate the device must be configured correctly at installation by the installer contacting the Ezy2c Helpdesk.
Service Due	All in vehicle devices	Standard	This alert is an alert which is linked to the Service Due Report and sends an alert at the nominated number of km's before a vehicle service is due.
Service Due by Hours	All in vehicle devices	Standard	This alert is an alert which is linked to the Service Due by Hours Report and sends an alert at the nominated number of hours before a vehicle service is due.
Sim Close	EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert is a custom alert identifying if the SIM card slot on the device is closed .
Sim Insert	EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert is a custom alert identifying if the SIM card removed or inserted.
Sim Open	EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert is a custom alert identifying if the SIM card slot on the device is opened.

| Alert Name	Ezy2c Hardware Required	Type	Description
Speeding	All in vehicle devices	Standard	This alert triggers when a vehicle exceeds a pre-set speed limit by + 10km/h. Standard setting is to alert at 110 km/h.
Standing Alert	EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert is a custom alert used for notifying of vehicle which is stationary for an excessive period.
Tamper Alert	EZ 263, EZ 263H, EZ 273, EZ 273H	Standard	This alert is a custom alert used for notifying when the case of the device has been opened.
Towing Alert	EZ 263, EZ263H, EZ 273, EZ 273H	Standard	This alert is a theft type alert which is triggered by the device and senses when there is movement with the ignition off. It is triggered if the device moves at greater than 15km/h for more than 30 seconds
Trailer Connect	Trailer ID with EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert triggers when the trailer is connected or removed from the prime mover and must be set up at the time of installation. Used for trailer usage and security applications
Trailer Remove	Trailer ID with EZ 263, EZ 263H, EZ 273, EZ 273H	Custom	This alert triggers when the trailer is connected or removed from the prime mover and must be set up at the time of installation. Used for trailer usage and security applications
Vehicle Voltage Low	All in vehicle devices	Standard	All vehicle mounted Ezy2c devices are connected the battery of the vehicle with the device able to detect when the voltage in a battery is low.

6. Journey Management Alerts

Journey Management Alerts are a safety feature of the system and are designed to notify a user of the safe arrival at a destination. When creating a Journey Management Alert there are a few additional options. When configuring your alert in Alert Settings & Schedule there is an additional Escalation Type

- If you select 'None' from the dropdown box the Alert will be sent only once.
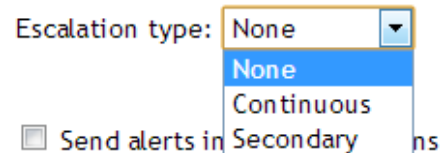
- If you choose 'Continuous' the alert will be sent every 15 minutes until a recipient replies to the email alert.


- If you choose 'Secondary the alert will be sent to the Secondary Recipient after 15 minutes if the main recipient does not reply to the email alert.
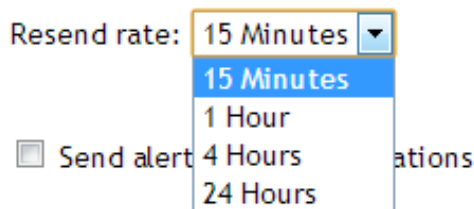
The 15 minute Resend Rate is the default period. Using the dropdown box you may choose an alternative 1 hour, 4 hour or 24 hour period.

Note: the reply to the Alert must be by email (not SMS) and there is no requirement to add any text, simply select reply and send to the email Alert.

When setting up Alert Notifications and additional drop box will appear on the right where you may choose whether the Recipient is the Main Recipient or Secondary Recipient.
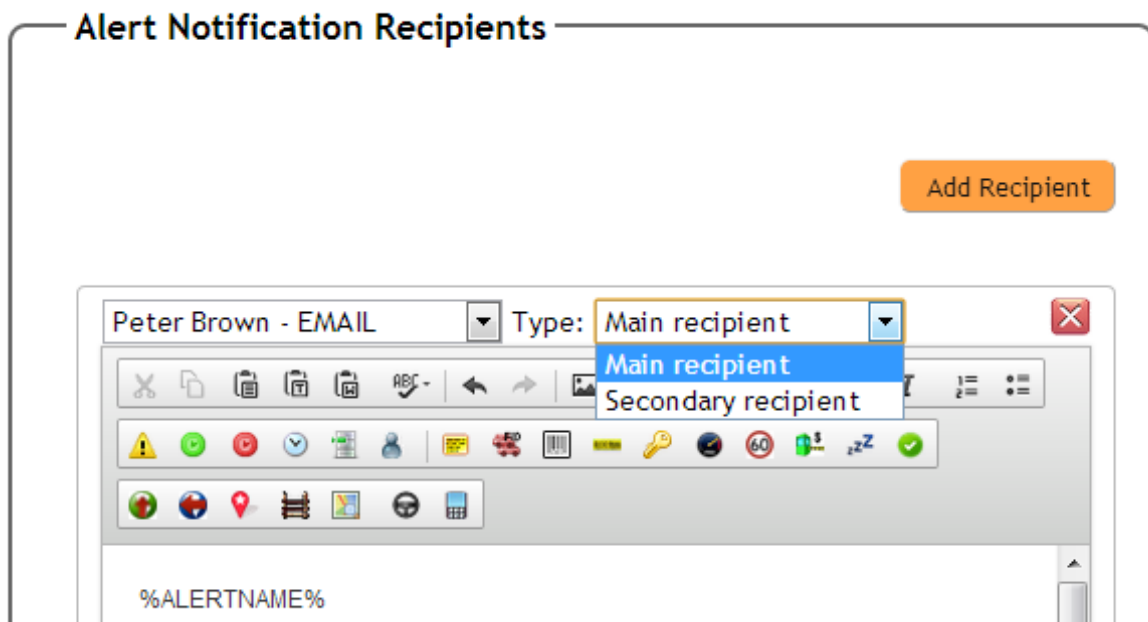
The Main Recipient will receive the Alert the first time it is triggered. The Secondary Recipient will receive the Alert 15 minutes (or alternative Resend Rate if chosen) after the Main Recipient unless the Main Recipient 'replies' to the Email Alert.

Journey Management Alert Descriptions

Alert Name	Ezy2c Hardware Required	Type	Description
Journey ETD: Journey Starting	All in vehicle devices	Custom	This alert is a custom alert used for notifying where a vehicle is at the allotted time of departure for a journey.
Journey ETD: No Contact	All in vehicle devices	Custom	This alert notifies that a vehicle is unable to be contacted at the allotted time of departure for a journey. For example if a vehicle is out of mobile coverage and the Ezy2c device is not a hybrid unit.
Journey ETA: Not at Destination	All in vehicle devices	Custom	The alert notifies that a vehicle has NOT arrived at the destination location at the allotted journey arrival time.
Journey ETA: Reached Destination	All in vehicle devices	Custom	The alert notifies that a vehicle has arrived at the destination location and is sent at the allotted journey arrival time.
Journey ETA: No Contact	All in vehicle devices	Custom	This alert notifies that a vehicle is unable to be contacted at the allotted time of arrival for a journey. For example if a vehicle is out of mobile coverage and the Ezy2c device is not a hybrid unit.