

Web AVM Setup Guide

Alerts /Alarms Process Flow

Alerts and Alarms Process Flow:

Step 1 –who should receive emergency alarms?

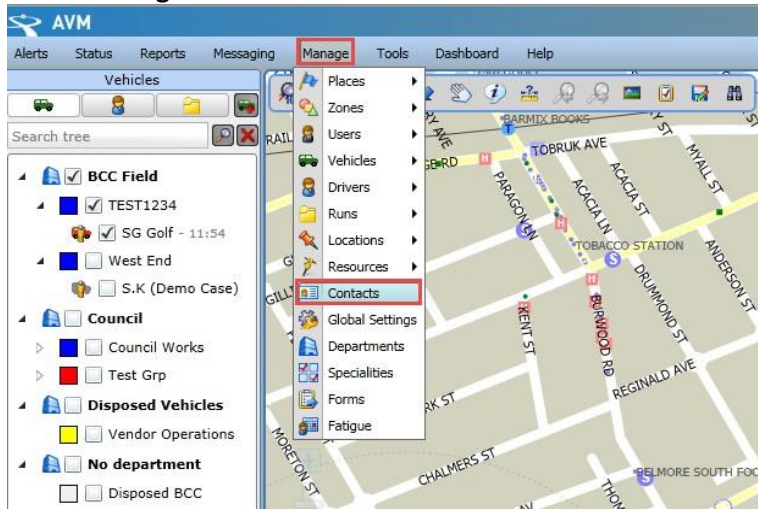
Once confirmed proceed to Step 2.

Step 2 - Is there an existing **Manage > Contacts** distribution list?

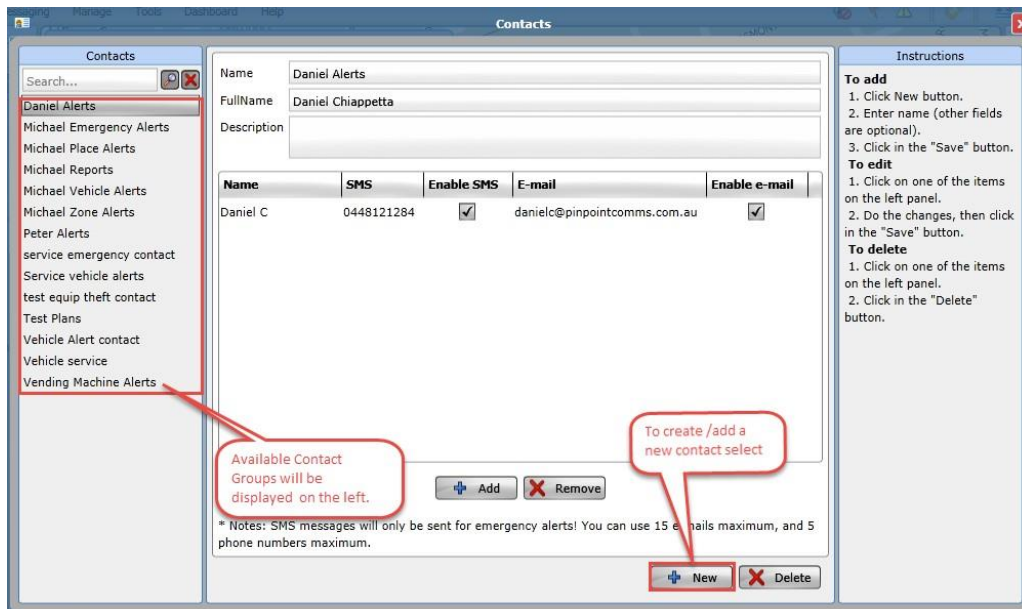
Step 3 Yes – skip through to Step 5.

Step 4: No- Create Contact List.

Select **Manage > Contacts**



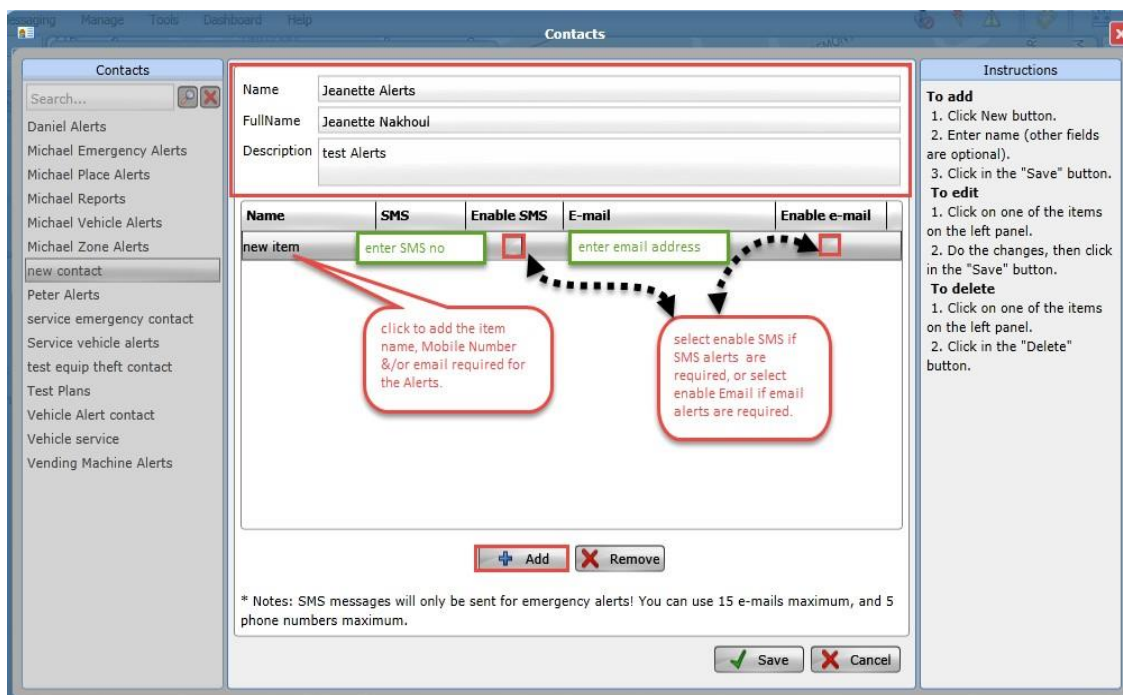
To **Add** a New Contact select **New** as seen in the below image.



Note: Contacts are how you setup external notification of alerts and reports via SMS and Email. You can have as many Contact groups as you like and up to 15 persons in each contact group.

For SMS only 5 contacts per group can have the SMS option added.

Note: SMS Alerts are used for emergency only, they can be configured for vehicle or geofence alerts, additional charges apply and have to be setup buy Pinpoint operations.



Enter the contact, name, description, contact number for the SMS alerts, contact email for email alerts, and check the required boxes. Once complete **Click > Add**, confirm the details are correct and **Select > Save**.

Step 5: Managing Alerts

Alerts can be managed via the below areas in WebAVM:

Alert Options:

- **Do not send email alerts:** This function will disable and turn off all vehicle, vehicle group, and department alerts etc.
- **Inherit:** The inherit function will copy the settings chosen in Global Settings.
- **Send email alerts using these settings:** This function activates alert settings created manually in each vehicle/ tracker, and can be managed via vehicle details, vehicle groups and department tabs.

Alert Types: there are 5 Alerts Types available in the Web AVM system, Vehicle Alerts, Place Alerts, Zone Alerts, Emergency Alerts and Location Alerts. These alerts are triggered by an event on the tracker

Alert Types:

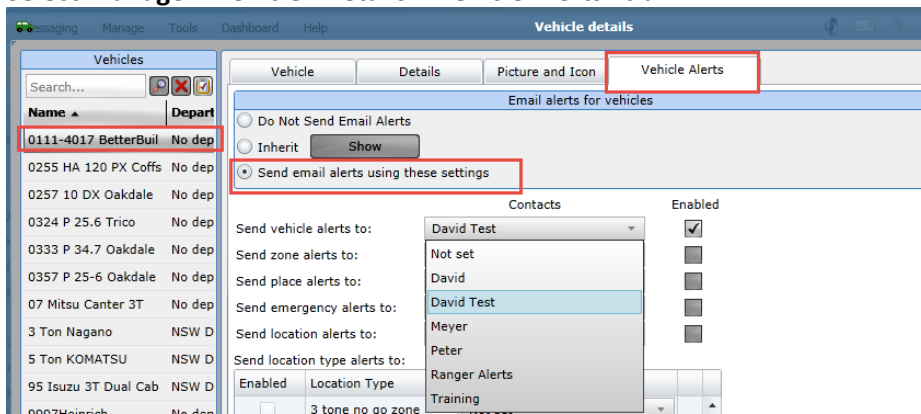
- **Vehicle Alerts:** These alerts are typically, movement alert without ignition, outside of hours, low battery voltage, Battery Disconnect, Tamper. An email is sent on activation of these alerts when received by the AVM server
- **Place Alerts:** The alerts are generated when a vehicle enters, exists, enter/exit, arrive, leave

and arrive/leave a place geo-fence which is a circle around a point. The Place Geofence has to have one of the events selected for it to send an alert. An alert will not be sent if you have selected Log. This will send an alert on all Places saved in the system with an event tagged to the Place

- **Zone Alerts:** The alerts are generated when a vehicle enters, exists, enter/exit, arrive, leave and arrive/leave a Zone geo-fence which is a defined area. The Zone Geofence has to have one of the events selected for it to send an alert. An alert will not be sent if you have selected Log. This will send an alert on all Zones saved in the system with an event tagged to the Zone
- **Location Alerts:** Act the same as Zone alerts although you can select individual Location Types. Note: multiple locations can use one Location Type, if you need more alerts then you need to setup more Location Types.
- **Emergency Alarms:** These alarms are sent in real time on an emergency (dash switch or remote duress pendant), Crash and Rollover. Emergency alarms allow you to send SMS and emails.

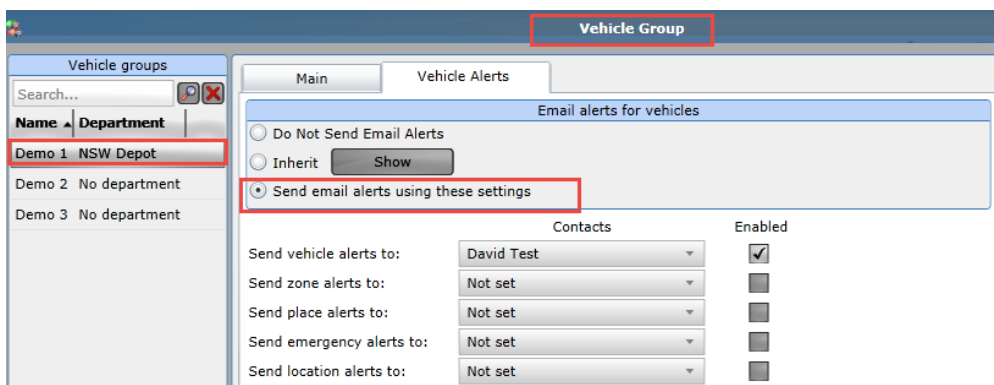
a) Vehicles.

Select Manage > Vehicle> Details > Vehicle Alerts Tab



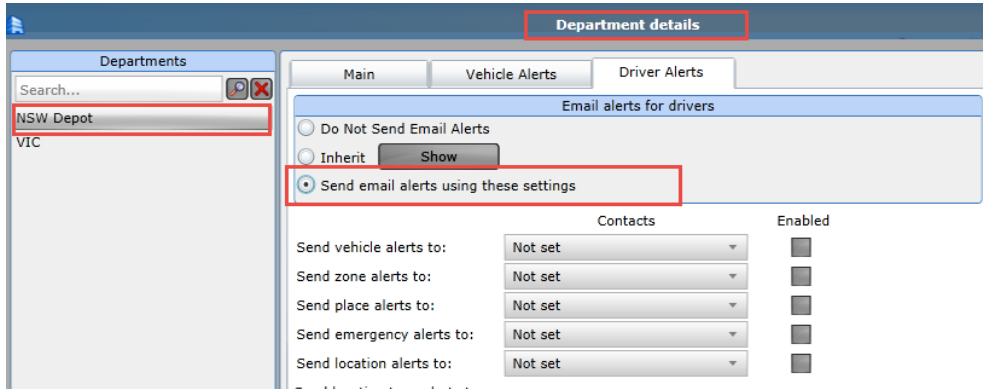
b) Vehicle/Groups (all vehicles in this group)

Select Manage Vehicle > Groups > Vehicle Alerts Tab



c) Vehicle/ Departments (all vehicles in this department)

Select Manage Department > Vehicle Alerts Tab



d) Global Settings (all vehicles)

Select Manage > Global Settings

