Fleet Complete®

# Working with Garmins (Dispatcher)

GARMIN SETUP IN FLEET COMPLETE

There are five main tasks to perform in the setup of the Garmin Integration: **(1)** verify activation in the backend of Fleet Complete **(2)** setup Canned Messages **(3)** setup Garmin Integration with assets **(4)** Setup resources with unique PINs **(5)** ensure users have MDT option flagged.

VERIFYING GARMIN ACTIVATION

1. Access the **Tracking** screen from the main toolbar, by clicking the **Fleet** icon → **Tracking**.
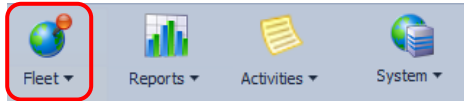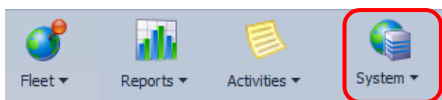

2. From the **Tracking** screen, verify you have access to the **Messaging** tab in the panel below the map.
   If the tab is non-existent, please reach out to our Technical Support team for assistance.
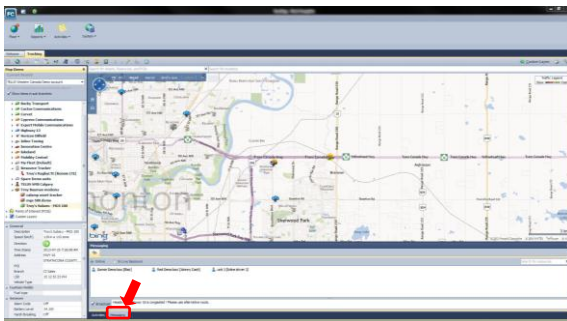
The next 3 steps take place in the **Configuration** screen.

3. To access this screen, from the main toolbar click the **System** → **Configuration** → **Fleet Configuration**.


SETTING UP CANNED MESSAGES

First, you need to setup group messages. These are located under the **Assets** section, found at top of the left hand panel. There are two types of messages:

- **Canned Messages**: are independent messages made available for drivers so they can pick from as needed, to inform the dispatcher of some specific circumstance.

- **Canned Replies**: allows a dispatcher to send a message and provide possible replies a driver can pick from to respond.
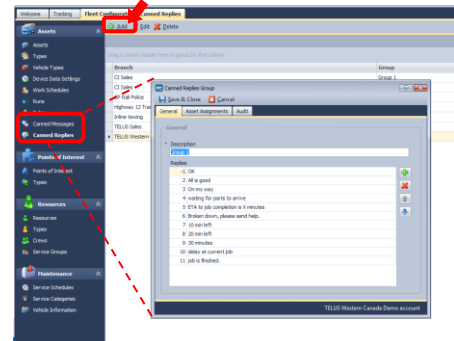

1. To create a message group, select either link of the two groups from the left panel, and then click [+ Add] at top left of screen.

2. From the **General** tab, enter a **Description**, click [+], and then enter the required messages or replies.

3. Click [Save & Close] to save your messages.

   📌 You can create as many groups of messages as needed, only one message and reply group can be associated with an asset.

ACTIVATING GARMIN INTEGRATION TO ASSETS

The second step is to activate the **MDT Integration** for each asset that will require the usage of the Garmin device.

1. From the left hand panel, choose the **Assets** link.

2. Select the appropriate asset and click [Edit].

3. In the **Asset** window, bottom left hand portion: place a check mark next to **Enable MDT Integration**

4. In the **MDT Device** field, assign the **Garmin** option from the list,

5. In the **Canned Message** and **Reply Group** fields assign the approricate messages/replies.

6. Click [Save & Close] to save this change,
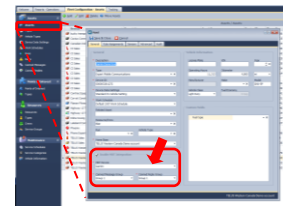
SETTING UP RESOURCES WITH PINS

The last step requires the setup of your **Resources**, with whom you will be communicating with.

In order to send a message to a driver, an asset needs to have an MDT device, which in turn needs to be associated with a resource.

1. From the left hand panel, click the **Resources** link.

2. Select ✚ **Add** at top left of screen.

3. Enter the **name** of the resource; provide a unique **PIN #** (alpha or numeric); then in the **Communication Method** field, select *MDT.*

4. Click 💾 **Save & Close** .
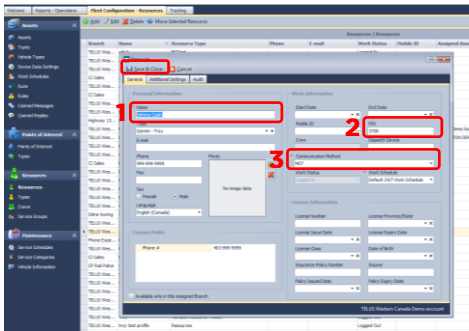

ACTIVATING USER MDT COMMUNICATION

Finally, to ensure that Fleet Complete users can send messages to drivers, follow these steps.

1. To access User accounts, from the main toolbar, click **System** → **Administration** → **User Accounts.**

2. In the **User Profile** window, ensure that there is a check mark placed next to the **Receive MDT Messages** option and then, click **Save & Close.**

KNOWING WHO IS LOGGED IN

From the **Tracking** screen, in the **Messaging** panel below the map, you can see those drivers that are currently logged into their Garmin device.
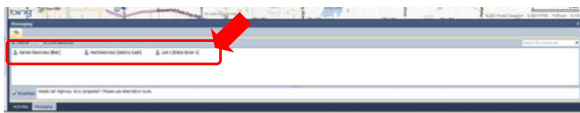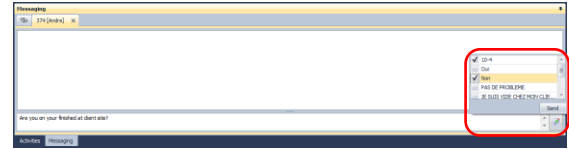

MESSAGING WITH A MOBILE RESOURCE

To send a message with replies to your mobile resource:

1. From the **Tracking** screen, double-click the driver you want to communicate with.

Result: A new tab displays for the selected driver.

2. Type your message in the text box below.

📌 The large rectangle above houses the ongoing conversation between the two parties.

3. Click 📝 located to the right of the text box, then select the reply options the driver can choose from.

4. Click **Send** .
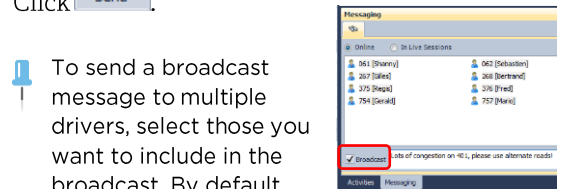
📌 To send a broadcast message to multiple drivers, select those you want to include in the broadcast. By default when there is more than one driver selected, the Broadcast option is checked. Simply type your message and press the **Enter** key to send to all the recipients.
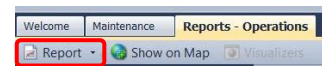
📌 For a broadcast message, there are no **reply** options available to choose from, as this is a one-way communication out to the field.

RUNNING THE MESSAGE REPORT

1. To access the **Message** report, from the main toolbar, click the **Reports** icon.
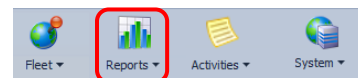
2. On the left side of the **Reports – Operations** screen, click the **Reports** button → **Fleet** option. Then, from the list, select **Messages.**

3. From the **Report Parameters** panel to the left, select the assets and date range you want to include in your report.

4. Click 📊 **Get Data** on the bottom right of the panel.

Result: The **Messages** report displays with all messages along with the sent, received and read time, who the message was sent by, for the specified assets and date range.