



QUICK START GUIDE

VIA WorkX Connect Cloud



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Revision History

| Version | Date | Remarks |
|---------|------------|---|
| 1.03 | 12/09/2023 | <ul style="list-style-type: none"> Added instructions for registering a VIA Mobile360 FSS through Wi-Fi. Updated descriptions in the "Plan" section for converting to a Pro plan, changing a Pro Plan and managing plan renewals manually. Updated and added descriptions in the "Dashboard" section for viewing vehicle usage and exporting stats to file. Added descriptions in the "Alerts" section for viewing Alerts on a Heatmap or Bubblemap. Added instructions in the "Settings" section to configure Alert outputs from a VIA Mobile360 FSS to custom controller devices. Updated descriptions for other user interfaces and workflows. |
| 1.02 | 02/06/2023 | <p>Added descriptions for supporting the VIA Mobile360 FSS 3PD variant.</p> <p>Added instructions for using the optional card reader for driver registration</p> <p>Updated the "Plan" section for managing plan renewals manually</p> <p>Updated system settings and vehicle management sections</p> |
| 1.01 | 21/03/2023 | <p>Updated the introduction to the VIA WorkX Connect Fleet Management Service.</p> <p>Updated instructions in the "Sign Up and Sign In" section.</p> <p>Added descriptions to the:</p> <ul style="list-style-type: none"> "VIA WorkX Connect Setup" section for User Lists of assigned and unassigned vehicle fleets. "Alert Notifications" section for Seatbelt Alert notifications. "Dashboard" section for Speeding and Seatbelt Alerts Stats. "Monitor" section for Speeding and Seatbelt Alert History, and Uploaded Videos. "Users" section for User Roles. "Account Settings" section for the management of subscription plan, billing and payment. "VIA WorkX Connect App" section for Cloud Users to configure custom APN settings, and for Drivers to submit Inspection Reports. |
| 1.00 | 06/10/2022 | Initial Release |



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1. VIA WorkX Connect Fleet Management Service

The VIA WorkX Connect Fleet Management Service helps enterprises quickly take control and improve the safety and efficiency of their forklift fleets equipped with the VIA Mobile360 Forklift Safety System (VIA Mobile360 FSS). The VIA WorkX Connect Fleet Management Service provides the ability to analyze fleet safety and operational efficiency through invaluable inputs on vehicle health, usage, and driver behavior.

The VIA WorkX Connect Cloud and VIA WorkX Connect mobile app work together to allow fleet setup, management, driver authentication, monitoring, data collection and display of mission-critical information. The VIA WorkX Connect Fleet Management Service also provides enterprises with the added benefit of digitizing their inspection reports to bring their offline inspection workflows online.

Requirements for accessing the VIA WorkX Connect Cloud are listed below:

Hardware

1. PC, tablet or mobile phone.
2. Supported systems:
 - VIA Mobile360 FSS (2PD + DSS) with 4G module and active SIM card.
 - VIA Mobile360 FSS (3PD) with 4G module and active SIM card.

Software

3. Supported browsers:
 - Firefox v101.0 and above
 - Chrome v103.0 and above
 - Edge v102.0 and above
 - Safari v15.0 and above

Free and Pro Accounts

Enterprises can benefit from using the VIA WorkX Connect Fleet Management Service's Free or Pro Account offerings to quickly bring their forklift fleet management systems online and scale on demand. A Free Account provides limited access to a host of attractive basic features to get started, while a Pro Account unlocks access to additional advanced features.

Features available for Free and Pro Accounts are listed below:

| Features | Free | Pro |
|-------------------------------|-----------------------------|--|
| Vehicle and Driver Management | ✓ | ✓ |
| Inspection Reports | ✗ | ✓ |
| Connected Vehicles | Unlimited | Unlimited |
| Dashboard Fleet Statistics | ✓ | + Inspection Stats and Custom Time Period Filter |
| Live Tracking | ✗ | ✓ |
| Trip and Alert History | ✗ | ✓ |
| Video uploads by demand | ✗ | ✓ |
| Driver Login Methods | QR Code or NFC Card | QR Code, NFC Card or Face ID |
| OTA System Upgrades | Mobile app only | Cloud OTA |
| User Accounts | 2 (Administrator Role only) | Unlimited |
| User Roles | ✗ | ✓ |
| Storage | 1GB per connected vehicle | 15GB per connected vehicle |
| Geofencing | ✗ | Optional |



Note:

The optional 4G LTE module accessory and a 4G SIM card must be installed for connecting vehicles.

A one-time 30-day Pro trial period is available to all new Free Accounts.

The Pricing Structure for Pro Accounts

The pricing structure for Pro Accounts allows the flexibility for enterprises to scale their fleet management. Vehicle licenses, User Accounts and Geofencing features can conveniently be added on-demand, or planned for changes in the next billing cycle.

| | | Per Vehicle | | free User Accounts | | Extra User Account | Geofencing |
|--------|----------|-------------|---|-----------------------|--|--------------------|------------|
| 0-20 | Vehicles | US\$30 | + | X 2 | | US\$25 | US\$20 |
| 21-50 | Vehicles | US\$26 | + | X 4 | | | |
| 51-100 | Vehicles | US\$22 | + | X 6 | | | |
| 101+ | Vehicles | US\$19 | + | X 8 | | | |

The pricing structure described below is designed to offer the cost advantages of :

- Reduced cost per vehicle license and more free User Accounts when more vehicle licenses are purchased.
- "Yearly" plans provide a 2-month savings over "Monthly" plans.

| Connected Vehicle Licenses | Free User Licenses | Monthly Plan | | | Yearly Plan | | |
|----------------------------|--------------------|---------------------|------------------------|------------|---------------------|------------------------|------------|
| | | Per Vehicle License | Per Extra User Account | Geofencing | Per Vehicle License | Per Extra User Account | Geofencing |
| 0 - 20 | 2 | USD 30 | USD 25 | USD 20 | USD 300 | USD 250 | USD 200 |
| 21 - 50 | 4 | USD 26 | | | USD 260 | | |
| 51 - 100 | 6 | USD 22 | | | USD 220 | | |
| 101+ | 8 | USD 19 | | | USD 190 | | |

1.1 Sign Up and Sign In

To access the VIA WorkX Connect Cloud, enter the following URL into a browser: <https://www.workx.viatech.com/sign-in>.

The screenshot displays the VIA WorkX Connect Cloud Management Service interface. On the left, an orange banner features the VIA logo and the service title. Below the title, four bullet points list the service's benefits: Boost Operational Efficiency, Digitize Inspection Reports, Asset Tracking & Utilization Reports, and Unlimited Video Upload. On the right, a dark gray background contains a white sign-in/sign-up form. The form includes the VIA WorkX Connect logo, a 'Sign in to WorkX Connect Cloud' heading, and input fields for Email, Company Name, and Password. A 'Forgot password?' link is positioned below the password field. Two buttons are at the bottom: an orange 'Sign In' button and a black 'Sign Up Today!' button. A 'Don't Have an Account?' link is located between the two buttons. The footer of the page shows 'Copyright © 2023 VIA Technologies, Inc. All Rights Reserved.' on the left, and a language dropdown set to 'English' and a 'Privacy Policy' link followed by 'V1.2.1' on the right.

To sign up, follow the steps below.

1. Click on "Sign Up Today!".
2. Fill in all required information. After accepting the "Terms of Service and Privacy Policy", click "Sign Up" to proceed.

VIA WorkX Connect

Transform your Fleet Management

Get started today with a **Free Account** including

- ✓ Unlimited vehicle registration
- ✓ 2 admin user accounts
- ✓ 1GB per connected vehicle
- ✓ Dashboard Statistics
- ✓ Vehicle and Driver Management

Upgrade to a **Pro Account** to enjoy

- ✓ Live tracking
- ✓ Unlimited video uploading
- ✓ Digitized Inspection reports
- ✓ Driver Face ID Registration
- ✓ Geofencing

And so much more...

Sign Up

* Email:

* Password:

* Confirm Password:

* First Name: * Last Name:

Phone Number:

* Region:

* Company Name:

* Company Address:

* ZIP Code:

* Time Zone:

☐ I accept the [terms of service](#) and [privacy policy](#).

Already have an account? [Sign In](#)

- An account activation email will be sent to the email registered. Click on the account activation link in the email to complete activation.
- Sign in to your new account and create a fleet to get started with a Free account.

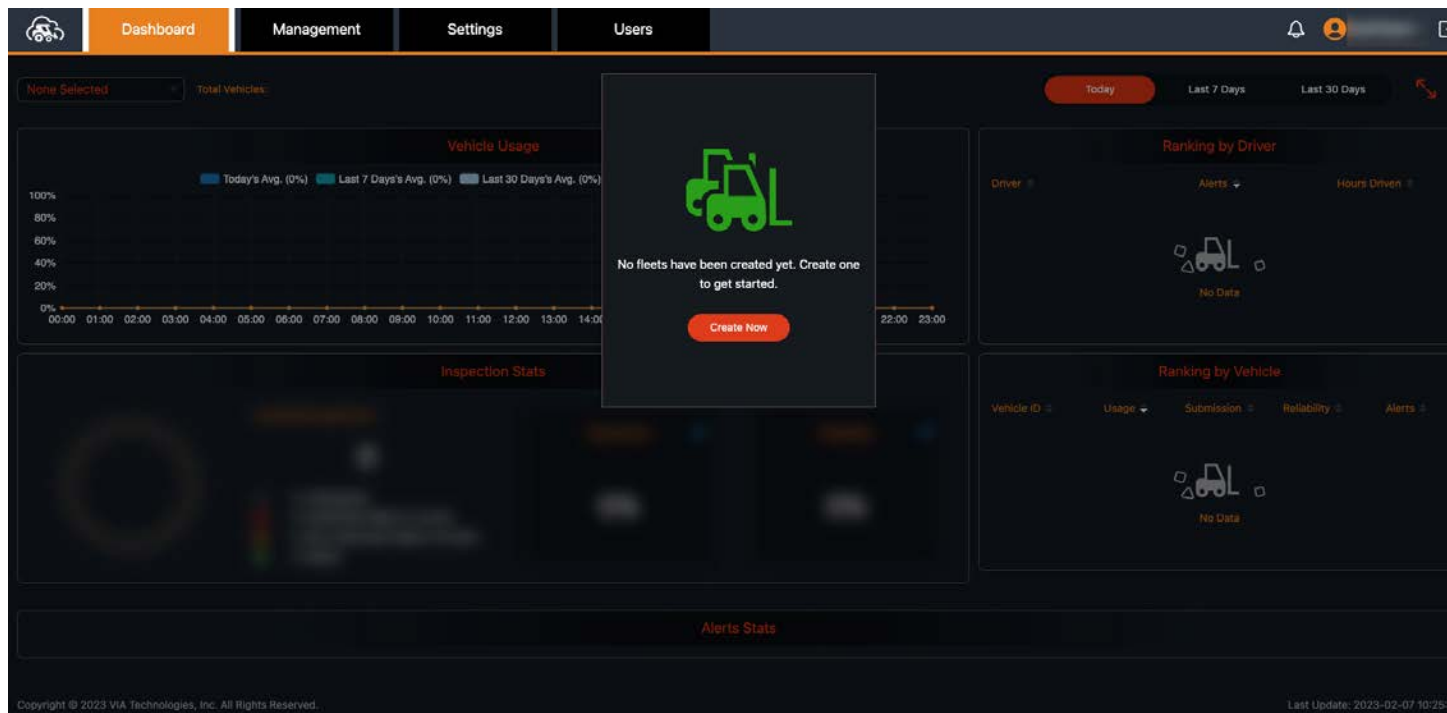
The main menu of the VIA WorkX Connect Cloud is located in the top bar and includes the following sections:

- [Dashboard](#) - for up-to-date statistical summaries of fleets, vehicles, drivers and alerts.
- [Management](#) - for managing fleets, vehicles, drivers and vehicle models.
- [Settings](#) - for configuring global settings for all VIA Mobile360 FSS.
- [Users](#) - for managing user accounts.
- [Alert Notifications](#) - for real-time notifications of critical messages.
- [Account Settings](#) - for managing user account information, password, plan status and upgrades. Technical support resources are also available here.
- [Sign Out](#) - for signing out of the VIA WorkX Connect Cloud.



Note:

Additional user interfaces and information will be displayed for Pro accounts. For information on activating the Pro trial or upgrading to a Pro Account, see [section 2.1.3](#).

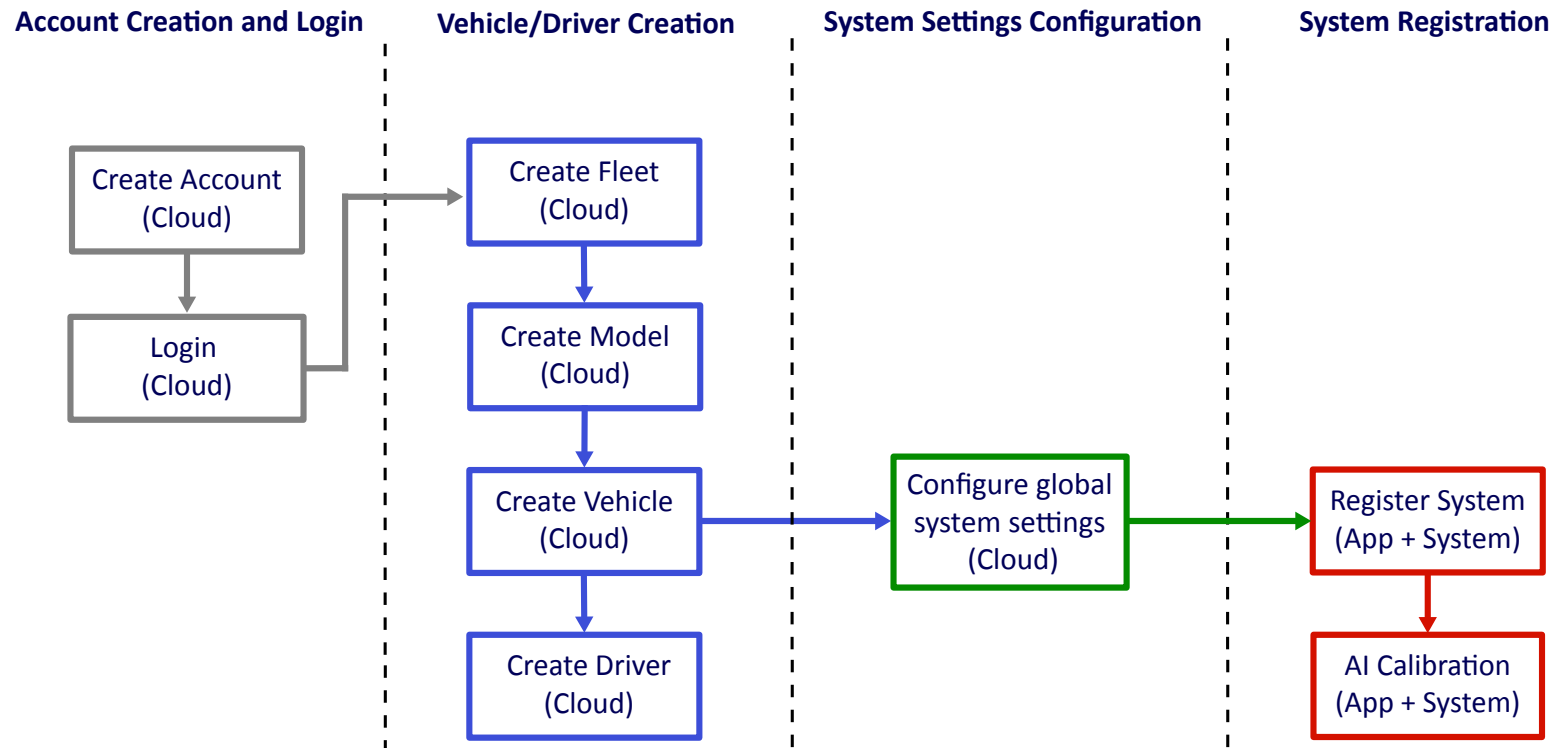


1.2 VIA WorkX Connect Setup

Descriptions and instructions in this section are provided for Pro Account Users. Exceptions for Free Account Users are mentioned where applicable.

To operate a VIA Mobile360 FSS with the VIA WorkX Connect Cloud, a system must first be registered.

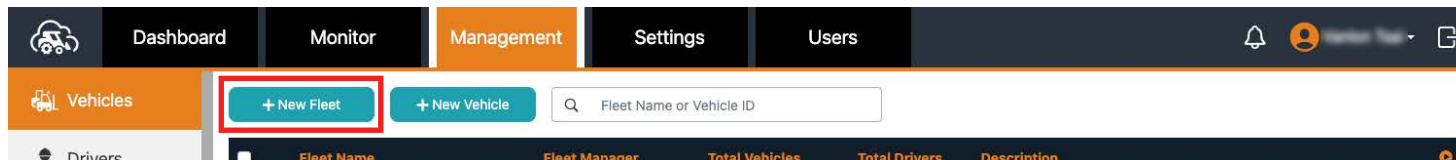
The chart below illustrates the VIA WorkX Connect Cloud and VIA Mobile360 FSS setup process.



1.2.1 Creating Fleets and Vehicles

To begin using the VIA WorkX Connect Cloud, a fleet and vehicle need to be created in the "Management" section. Follow these steps below to get started:

1. Click on "Management" in the main menu, which will go to the "Vehicles" sub-menu by default.
2. Click on "+ New Fleet" to create a fleet.



3. Fill in all required and optional information as needed in the fields.

New Fleet

* Fleet Name: Example Fleet ☐ Select color to identify fleet

Description: This field can be used to add additional information for the fleet. ☐

* First Day of Week: Sunday

* Working Days: ☐ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday

* Working Hours: 08:00 to 18:00

Fleet Manager: This field can be used to add in the fleet manager/managers.

Location: The location should be where the fleet is based, it will be used as the default location on maps in the "Monitor" section when GPS is not available from a vehicle.

Vehicle List:

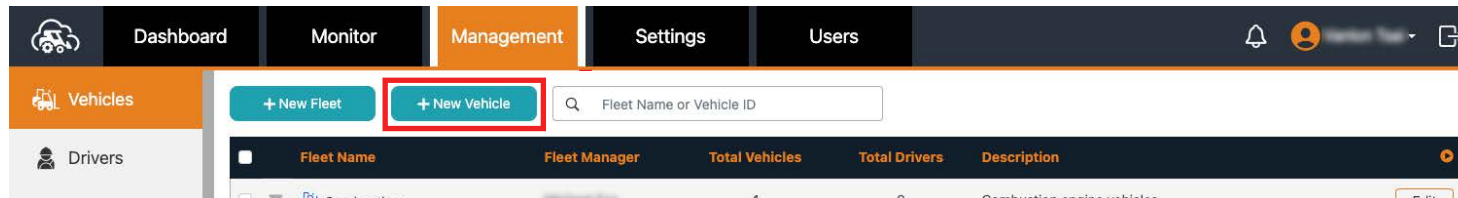
User List:



Note:

The "User List" consists of Users allowed access to the fleet information throughout the VIA WorkX Connect Cloud. Access is determined based on rules of the role assigned to them in the "Users -> Roles" tab. This "User List" can only be modified by Users with the permission to edit the fleet. Refer to [section 2.2.2](#) for more information.

4. Click on "Save" to add the new fleet and return to the "Management -> Vehicles" page.
5. Next, click "+ New Vehicle" to create a new vehicle.



6. Fill in all required and optional information as needed in the fields:

Vehicle Information:

- **Vehicle ID** - Enter the vehicle ID (mandatory). This should be something that makes it easy to identify the vehicle when viewing reports and searching in the "History" section.
- **Vehicle Model** - Select "Add New Model" and fill in all required and optional information as needed in the fields displayed in the pop-up window.
 - **Inspection Report**: Select an inspection report to be used for this vehicle or leave blank to not use the feature. Custom Inspection Report creation is described in [section 2.7.1.1](#).



Exception:

Inspection Report is not available for Free Account Users.

- **Tire Dimension:** If the optional speed sensor accessory will be used, enter the diameter of the wheel the speed sensor will be attached to, measured from tire edge to tire edge. Precise measurement ensures the accuracy of the speed reported.

The 'New Model' form contains the following fields:

- Make:** A text input field with 'Vehicle Make' and a green checkmark.
- Model Name:** A text input field with 'Enter the vehicle model name' and a red error icon. A note below states: 'A maximum of 15 characters can be used'.
- Drive Train Type:** A dropdown menu with 'Combustion' selected and a green checkmark.
- Inspection Report:** A dropdown menu with an empty selection.
- Tire Dimension (mm):** A text input field with '0'.

At the bottom are 'Save' and 'Cancel' buttons.

- **Authorized Drivers** - Assign drivers allowed to drive the vehicle.


Note:

See [section 1.2.2](#) for instructions for creating a driver.

Vehicle Model: These fields will be auto-filled with the information of the vehicle model selected above.

Wi-Fi Settings: Set the Wi-Fi name (SSID), security password and Wi-Fi mode (2.4GHz or 5GHz) for the VIA Mobile360 FSS. Filling in the fields enhances system security and vehicle identification when connecting with the VIA WorkX Connect App.

The 'Wi-Fi Settings' form contains the following fields:

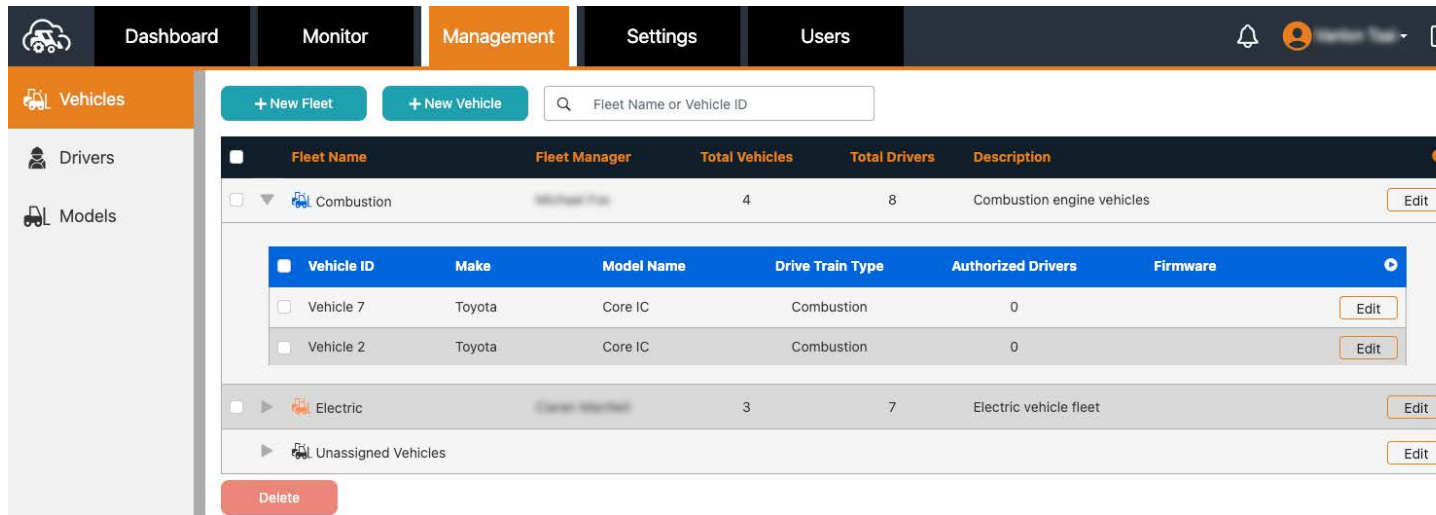
- Wi-Fi SSID:** A text input field with 'Enter a unique SSID for the vehicle' and a red error icon. A note below states: 'A maximum of 32 characters can be used'.
- Wi-Fi Password:** A text input field with a green checkmark.
- Wi-Fi Mode:** A dropdown menu with '2.4 GHz' selected and a green checkmark.

Alert Settings: The global setting will be shown by default. Changing the language used for the audio alerts here will override the global settings for this vehicle.

The 'Alert Settings' form contains the following field:

- Alert Language:** A dropdown menu with 'English' selected.

7. Click "Save" to create the vehicle and return to the "Management -> Vehicles" page.
8. Click the fleet name and it will expand to show the vehicle has been added to the fleet.



1.2.2 Creating Drivers

The VIA WorkX Connect Cloud allows the creation of permitted driver lists for vehicles created in the VIA WorkX Connect Cloud for enhanced driver identification, safety and assistance while managing a fleet. To identify drivers of individual trips, driver profiles must be created in the VIA WorkX Connect Cloud. Follow the steps below to create drivers and register them as authorized drivers for targeted vehicles.

1. Click on "Management" in the main menu and on "Drivers" in the sub-menu on the left-hand side of the screen.
2. Click on "+ New Driver" to create a new driver profile.



3. Fill in all required and optional information as needed in the fields:

New Driver

* Email:

example@example.com

✓

Employee Number:

Enter the driver's employee ID

* First Name:

Driver_firstname

✓

* Last Name:

Driver_lastname

✓

Phone Number:

0123456789

✓

Emergency Contact:

Enter the driver's emergency contact's name

Emergency Contact Number:

Enter the driver's emergency contact's phone number

NFC Card ID:

Enter the driver's ID Card number

Photo:

+

Authorized Vehicles:

+

Save

Cancel

- **NFC Card ID:** This field is to input the driver's NFC card ID to be used with the VIA Mobile360 NFC Card Reader for trip registration.


Note:

The optional NFC card reader accessory only supports reading of 8-digit card IDs. NFC Card IDs with more digits will not be read.

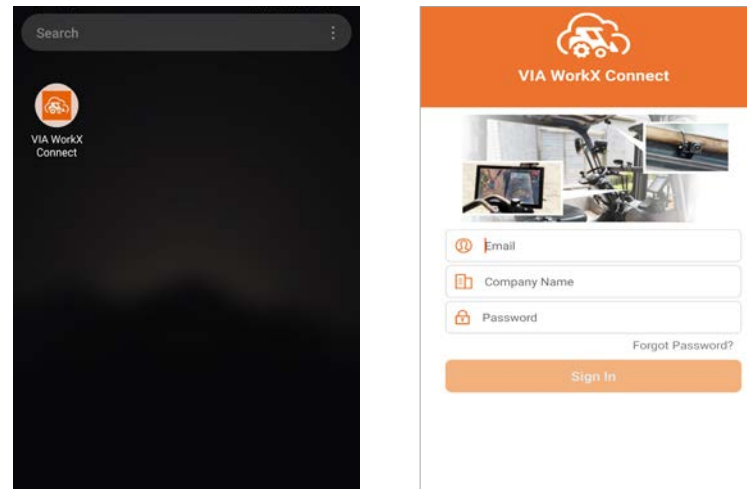
4. To authorize the driver for particular vehicles, click the "+" button in the Authorized Vehicles section to bring up a list of all vehicles created. Select the vehicles the driver is authorized to drive, then press "OK" to save. This will allow the driver to register for each trip on this vehicle by the available method (QR code, Face ID, or NFC card). This can also be done on the vehicle page after drivers have been created.

- To use a Face ID for driver login, a Pro Account is required. The Administrator can use the VIA WorkX Connect app to upload a Driver ID photo required for Face ID vector generation. Download the VIA WorkX Connect app available on the Google Play Store for Android devices or the App Store for iOS devices.


Note:

For information on activating the Pro trial or upgrading to a Pro Account, see [section 2.1.3](#).

6. Launch the VIA WorkX Connect app.

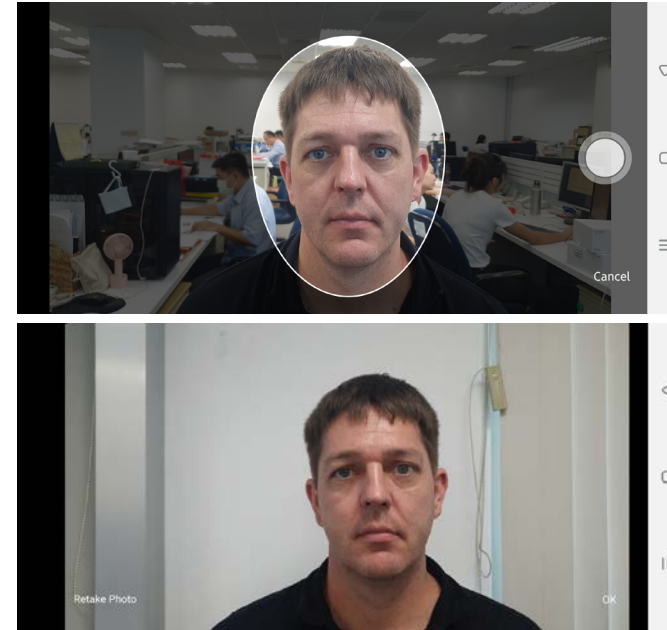
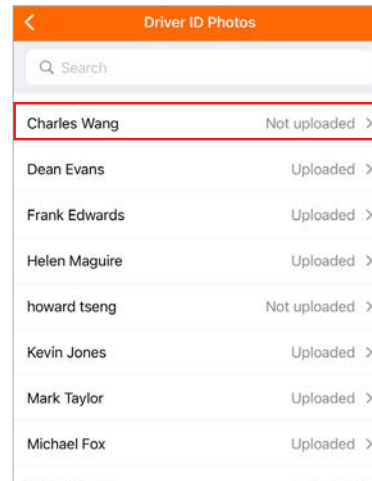
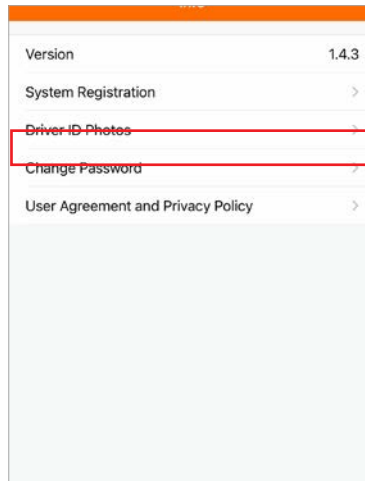


7. Enter the Administrator Username, tap the Company Name field to auto-populate the field, and enter the Password used for signing into the VIA WorkX Connect Cloud and tap "Sign In".
8. Tap the "Info" tab on the bottom bar of the app.
9. Select "Driver ID Photos" to display the list of all drivers created in your VIA WorkX Connect Cloud account.


Exception:

The "Driver ID Photos" option is not displayed for Free Account Users as Driver Face ID Login is a Pro feature.

10. This will present a list of all registered drivers and will indicate if a photo has been uploaded or not. Select the driver to add a Face ID photo.
11. Center the driver's face in the window overlay and press the snapshot button.



12. Click "Ok" and the image will be uploaded to the driver's profile on the VIA WorkX Connect Cloud, or Tap "Retake Photo" to take the photo again.
13. In the VIA WorkX Connect Cloud, find the driver's profile on the "Drivers" page. The profile should have a checkmark in the "Face ID Photo" field for the driver.
14. When an authorized vehicle comes online, the Face ID vectors will download to the VIA Mobile360 FSS in that vehicle.
15. To enable "Face ID" registration, go to the Settings tab in the VIA WorkX Connect Cloud and select the "Face ID" option for "Login Method". See [section 2.7.3](#) for more information.


Note:

To use the Driver QR Code or NFC card login method for trip registration, select the corresponding methods for "Login Method" on the System Settings page of the VIA WorkX Connect Cloud.

1.2.2.1 Driver Registration

Each time a forklift with an installed VIA Mobile360 FSS is started, drivers will hear a voice prompt "Register Driver for Trip". Available registration methods depend on the VIA Mobile360 FSS installed in the vehicle and the driver login methods selected on the cloud:

| Registration Method | VIA Mobile360 FSS Variant | Description |
|---------------------|---------------------------|--|
| Face ID | 2PD + DSS | Look at the driver camera to scan the face |
| QR code | | Scan the driver QR code displayed in the VIA WorkX Connect app with the driver camera. |
| NFC card | 2PD + DSS and 3PD | Tap the NFC ID card on the card reader |

1.2.3 System Settings Configuration

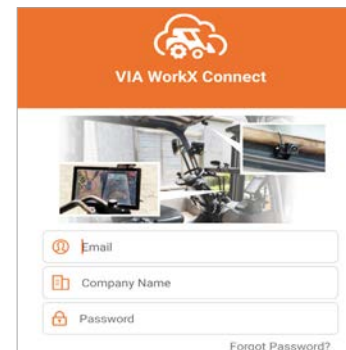
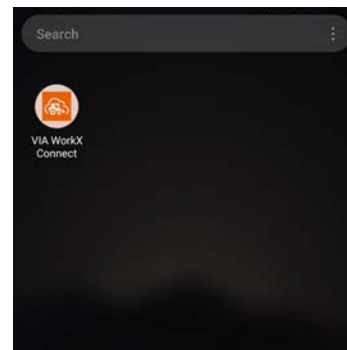
Default global system settings should be configured for all VIA Mobile360 FSS that will be registered to the VIA WorkX Connect Cloud. To know more about default global system settings and configuration, refer to [section 2.7.3](#).

1.2.4 VIA Mobile360 FSS Registration

After configuring the default global system settings on VIA WorkX Connect Cloud, install the system in the vehicle which matches the vehicle created in [section 1.2.2](#).

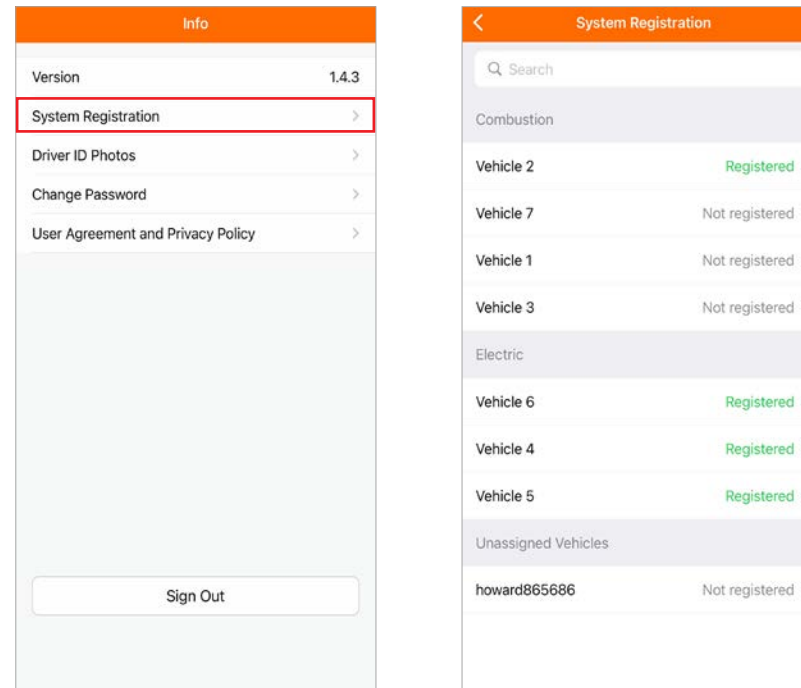
After completing system installation, register the VIA Mobile360 FSS with the VIA WorkX Connect Cloud as described below.

1. Launch the VIA WorkX Connect app.



2. Enter the Administrator Username, tap the Company Name field to auto-populate the field, and enter the Password used for signing into the VIA WorkX Connect Cloud and tap "Sign In".
3. Tap the "Info" tab on the bottom bar of the app.

4. Select "System Registration" to display the list of all vehicles created in your VIA WorkX Connect Cloud account.
5. Start the vehicle to power on the VIA Mobile360 FSS. After the system finishes booting, there will be an audio notification "Scan Registration QR code". After the audio notification, there is a 60-second window to scan the QR code from the app.
6. In the app, tap the vehicle in the VIA WorkX Connect app's "System Registration" list.



7. Register the VIA Mobile360 FSS using QR code or Wi-Fi as described below:
 - **QR Code:** Place the QR code in front of the driver camera lens (for 2PD +DSS) or right camera lens (for 3PD) of the VIA Mobile360 FSS.
 - **Wi-Fi:** Check the available Wi-Fi connections on the mobile device and select the target VIA Mobile360 FSS with a unique Wi-Fi SSID, "VIA_M500_XXXX" from the list. Then enter the password to connect (the default password is "12345678"). Return to the VIA WorkX Connect mobile app and tap "Register System Now".
8. Once the system is registered to the cloud, it will play the audio confirmation "Registration Successful".



Note:

If the system is not registered within 60 seconds, the VIA Mobile360 FSS will play the audio notification "Registration Failed". If this occurs, reboot the system and start over.

9. Tap "OK" in the pop-up notification in the app to return to the vehicle list where it will show "Registered" beside the vehicle name. Tapping the vehicle name will display the Wi-Fi SSID and password of the registered VIA Mobile360 FSS.

Vehicle 7

Method 1: Register with QR code



Please use the Driver camera to scan the Registration QR code

Method 2: Register through Wi-Fi

Register System Now

Please connect to a system through Wi-Fi and ensure the system is not registered yet.

System Registration

Combustion

| | |
|-----------|------------------|
| Vehicle 2 | Registered > |
| Vehicle 7 | Registered > |
| Vehicle 1 | Not registered > |
| Vehicle 3 | Not registered > |

Electric

| | |
|-----------|--------------|
| Vehicle 6 | Registered > |
| Vehicle 4 | Registered > |
| Vehicle 5 | Registered > |

Unassigned Vehicles

| | |
|--------------|------------------|
| howard865686 | Not registered > |
|--------------|------------------|

Vehicle 7

Wi-Fi Name VIA_M500_3E58

Wi-Fi Password 12345678

Unregister

10. Next, use the VIA WorkX Connect app to complete the calibration and optional accessory installation for the VIA Mobile360 Forklift Safety system installed on the forklift. Refer to the VIA Mobile360 Forklift Safety System Installation Guide for all steps and requirements. Information already inputted in the Cloud will populate the fields in the app during the calibration process.
11. In the VIA WorkX Connect Cloud, go to "Management -> Vehicles" and click on the registered vehicle. Calibration and settings information inputted during system calibration will now be displayed with detailed vehicle information in a window on the right side.

Edit

Vehicle 1
Combustion

System Model: Mobile360 FSS - 2PD + DSS
Firmware: 2.2.1
Unregister

Authorized Drivers: 8

Vehicle Model

| | |
|----------------------|-----------------|
| Make | Toyota |
| Model Name | Core IC |
| Drive Train Type | Combustion |
| Inspection Report | Combustion Form |
| Tire Dimensions (mm) | 250 mm |

Driver Login

| | |
|----------------------------|--------------------|
| Login Method | NFC Card / Face ID |
| Login Scan Time (Secs) | 30 |
| Login Picture Delay (Secs) | 300 |

Wi-Fi Settings

| | |
|----------------|------------|
| Wi-Fi Mode | 5 GHz |
| Wi-Fi SSID | VIASH_M500 |
| Wi-Fi Password | 123456789 |

Audio

| | |
|--------------|-------------|
| Alert Volume | <div></div> |
|--------------|-------------|

Alert Settings

| | |
|----------------------|---------|
| Alert Language | English |
| Warning Alert Type | Voice |
| Critical Alert Type | Voice |
| Show Detection Boxes | Yes |

AI Feature

Front

| | |
|----------------------------|---------------------|
| Calibration Status | Calibrated |
| Camera Installation Height | 2.65 m - 2.70 m |
| Primary Detection | |
| Warning Zone | 3.00 m |
| Critical Zone | 2.00 m |
| Adaptive Detection | ≥ 9 km/h |
| Warning Zone | 8.00 m |
| Critical Zone | 5.00 m |
| Detection Field of View | 120° |
| Front Alerts | Critical Alert Only |

Accessory Settings

| | |
|------------------------------|-----------------------|
| NFC Card Reader | Available |
| Speed Sensor | Available |
| Speed Indicator Units | Metric |
| Maximum Speed Limit | 7 km/h |
| Speed / Reverse Light Sensor | Available |
| Display Layout | Front + Rear Dynamic |
| Alert Direction | Moving Direction Only |
| Seatbelt Sensor | Available |
| Seatbelt Sensor Battery | Less than a Week |

Rear

| | |
|----------------------------|---------------------|
| Calibration Status | Calibrated |
| Camera Installation Height | 2.65 m - 2.70 m |
| Warning Zone | 3.00 m |
| Critical Zone | 2.00 m |
| Detection Field of View | 120° |
| Rear Alerts | Critical Alert Only |

Output Customization

| | |
|----------------|---------------------|
| Output 1 | All Critical Alerts |
| Output Voltage | Pull High |
| Output 2 | No Seatbelt Alert |
| Output Voltage | Pull Low |

DSS

| | |
|--------------------|------------|
| Calibration Status | Calibrated |
| Fatigue | ON |
| Phone | ON |
| Smoking | ON |

2. VIA WorkX Connect Cloud

This section describes how to use the VIA WorkX Connect Cloud to perform specific tasks such as:

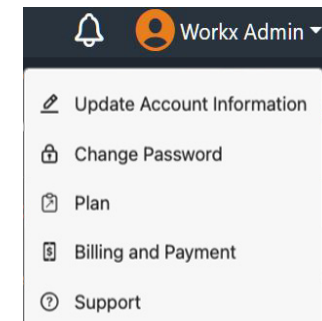
- Setting up of subscription plans, payment methods and user roles.
- Displaying mission-critical information, monitoring fleets, and viewing trip and alert history.
- Managing fleets, Users, VIA Mobile360 FSS settings, and features.

Descriptions and instructions in the following sections are written for Free and Pro Account Users. Exceptions for Free Account Users are mentioned where applicable.

2.1 Account Settings

Account settings can be found by clicking on the username on the right-hand side of the top menu bar. Clicking it expands the menu to display options for:

- [Update Account Information](#) - View and manage account information and VIA WorkX Connect Cloud settings for the current User.
- [Change Password](#) - Change the sign in password for the current User.
- [Plan](#) - View and manage the Account plan.
- [Billing and Payment](#) - Manage payment methods, including the auto renewal option, and view billing records.
- [Support](#) - Get access to support resources, such as documentation, VIA WorkX Connect mobile app links, and technical support.



Information is displayed on the "Plan" and "Billing and Payment" sections to Free and Pro Accounts as listed below.

| Features | Free | Pro |
|-----------------------|---------------------------|----------------------------|
| Storage | 1GB per connected vehicle | 15GB per connected vehicle |
| Geofencing (Optional) | ✗ | ✓ |

2.1.1 Update Account Information

Click on "Update Account Information" in the account settings menu to modify the signed-in user account information, as well as the units and time format displayed in the VIA WorkX Connect Cloud. After making the required changes, click "Save".

The screenshot shows the 'Edit Account' form in the VIA WorkX Connect Cloud interface. The top navigation bar includes 'Dashboard', 'Monitor', 'Management', 'Settings', and 'Users'. The left sidebar has 'Accounts' and 'Roles'. The 'Edit Account' form contains the following fields:

- * Email: WorkxAdmin@workx.com (Note: The email address entered is used as the Sign-In ID and cannot be modified.)
- Employee Number: 0001
- * First Name: Workx
- * Last Name: Admin
- * Role: Administrator (dropdown menu)
- Phone Number: 8861234567890
- Emergency Contact: (empty field)
- Emergency Contact Number: (empty field)
- Photo: (upload icon)

Below the form, there is a section for 'WorkX Connect Cloud Settings' with two dropdown menus:

- Unit of Measure: Metric
- Time Format: YYYY-MM-DD

At the bottom of the form are 'Save' and 'Cancel' buttons.

2.1.2 Change Password

To change the sign in password of the current user, click on "Change Password" in the account settings menu. Enter the current password, then enter the new password twice. Click "Save" to confirm the changes.

Change password

×

Old Password

New Password

Confirm Password

Save

Cancel

2.1.3 Plan

The "Plan" page displays an overview of the current features enabled for the account. In addition, there are options to "Try Pro Version" or "Go Pro Now" for new Free Account Users.

Company Info. [Edit](#)

| | |
|-----------------|-----------------------|
| Company Name | VIA Technologies Inc. |
| Company Address | Xindian, NTPC |
| ZIP Code | 231 |
| Time Zone | Asia/Taipei |

Free

| | |
|-------------------------------|-----------|
| Connected Vehicles | 0 |
| User Accounts (Total / Quota) | 1 / 2 |
| Storage (Used / Total) | 0 B / 0 B |

Upgrade Your Fleet By Going Pro!

- Live Tracking
- Unlimited Video Uploading
- Digitized Inspection Reports
- Driver Face ID Login
- Geofencing

[Try Pro Version](#)
[Go Pro Now](#)

- **"Try Pro Version":** Free account users have the option to experience the Pro features for a one time 30-day period by clicking on the "Try Pro Version" button. Once the free trial is activated, full access will be granted to the account. If users would like to continue using the Pro features after the trial period, a Pro account can be created by clicking on the "Go Pro Now" button. Upon expiration of the free trial period, the account will revert back to a free plan.

**Note:**

Video data collected during the free trial period will be retained for 7 days after the expiration date. Users can regain access to their video data by upgrading their account to a paid Pro plan, otherwise it will be permanently deleted.

Start Trial Plan

×

Confirm to activate your 30-day trial from now.

Get Started

Cancel

Your trial ends in 30 days.

Company Info.

Edit

Company Name

VIATECH

Company Address

No. 531, Zhongzheng Rd, Xindian District, New Taipei City

ZIP Code

231

Time Zone

Asia/Taipei

Trial

Connected Vehicles

0

User Accounts (Total / Quota)

1 / 2

Storage (Used / Total)

0 B / 1.00 GB

Geofencing

✓

- **"Go Pro Now"**: Clicking this button opens the "Create a Cloud Plan" page to create a Pro plan. Users can select the required number of connected vehicle licenses and additional user accounts, as well as enable the Geofencing feature. Users can also choose between "Monthly" or "Yearly" billing cycle frequency. Selecting "Yearly" provides a 2-month savings over the "Monthly" cycle option.

Pricing is based on monthly billing. For the "Monthly" billing cycle, the PayPal payment method will automatically be charged on the first day of each month. For the "Yearly" billing cycle, the PayPal payment method will automatically be charged every year on the first day of the activation month.

After the desired changes are made on the page, the "Your Order" section on the right side displays the amount payable in each billing cycle, the discount, and the prorated charges for the first month.


Note:

Charges for the first month will be pro-rated to sync the monthly billing cycle to the first of each month.

After viewing the order information, click the "PayPal" button below the "Your Order" section. The page will be redirected to the PayPal portal for completion of the transaction. The selected PayPal payment method will be charged immediately to activate the Pro Account with new features.

Create a Cloud Plan

Billing Cycle:

☐ Monthly
☒ Yearly with 2 months free

Connected Vehicles
0

-
1000
+

User Accounts
2

-
1000
+

Geofencing
Enabled

☒

| | Per Vehicle | | free User Accounts | Extra User Account | Geofencing |
|-----------------|-------------|---|-----------------------|--------------------|------------|
| 0-20 Vehicles | US\$300 | + | x 2 | | |
| 21-50 Vehicles | US\$260 | + | x 4 | | |
| 51-100 Vehicles | US\$220 | + | x 6 | | |
| 101+ Vehicles | US\$190 | + | x 8 | US\$250 | US\$200 |

Your Order

New Yearly Plan
US\$ 525840.00

Discount
-US\$ 86679.56

The above fee reflects the amount that will be charged on each billing cycle.

Prorated Charges for the First Month
-US\$ 5762.63

Subtotal
US\$ 525840.00

Discount
-US\$ 92442.19

Total
US\$ 433397.81

Cancel

Upon completion of the transaction, Users will be redirected back to an updated "Plan" page displaying the billing cycle frequency, validity, next billing date, Auto-Renewal status and available features.

Company Info.
Edit

| | |
|-----------------|---|
| Company Name | VIATECH |
| Company Address | No. 531, Zhongzheng Rd, Xindian District, New Taipei City |
| ZIP Code | 231 |
| Time Zone | Asia/Taipei |

Current Plan

| | |
|----------------------------|--------------|
| Billing Cycle | Yearly |
| Valid until 2024-09-01 | |
| Next billing on 2024-09-01 | Auto-Renewal |

| | |
|-------------------------------------|--------------------|
| Connected Vehicles (Active / Quota) | 5 / 1000 |
| User Accounts (Total / Quota) | 10 / 1000 |
| Storage (Used / Quota) | 4.65 GB / 14.65 TB |
| Geofencing | Enabled |

Change Plan

Changing a Plan

When changes are required in a Pro plan, the "Change Plan" button can be clicked to add or remove Connected Vehicle licenses, User accounts and Geofencing features. Users can also change between "Monthly" and "Yearly" as the billing cycle frequency.

Change Plan

Auto Renewal Cycle

☐ Monthly
☒ Yearly with 2 months free

Next billing: 2024-09-01

| | Current | | Current | Next |
|--------------------|---------|---|-------------------------------------|------|
| Connected Vehicles | 1000 | ▶ | 1002 | + |
| User Accounts | 1000 | ▶ | 1002 | + |
| Geofencing | Enabled | ▶ | <input checked="" type="checkbox"/> | |

Price Structure

☒ Apply changes immediately. (This will incur an immediate charge.)

Your Order

| | |
|--|-----------------------|
| Balance Due | US\$ 1044.43 |
| This charge is to enable new features during the current plan period which will be valid from today to 2024-09-02. | |
| New Yearly Plan | US\$ 526896.00 |
| Discount | -US\$ 87816.00 |
| The above fee reflects the amount that will be charged on 2024-09-01 and each billing cycle. | |
| Subtotal | US\$ 527940.43 |
| Discount | -US\$ 87816.00 |
| Total | US\$ 440124.43 |

PayPal

- Upgrading features:** When features are upgraded, Users can apply changes right away by clicking the "Apply changes effective immediately" option at the bottom of the screen. The price payable for applying the changes immediately will be displayed on the right side under "Balance Due" in the "Your Order" section. This price is determined by the cost of the new features pro-rated for the time left in the current billing cycle. The new billing plan fee will be displayed below the "Balance Due" section with the discount scheduled date for payment.
- Downgrading features:** Downgraded features will be removed from the plan in the next billing cycle as described below:

If the current number of used Connected Vehicle licenses or User accounts exceeds the changed number, a dialog box will open requesting to select vehicle(s) / User(s) to unregister/delete when the new plan is activated. Select the vehicle(s) to unregister or User(s) to delete, and click "Confirm".

The image displays two side-by-side screenshots of a 'Change Plan' dialog box. The left dialog is titled 'Change Plan' and contains the text 'Which Connected Vehicles would you like to unregister? (2/2)'. It lists seven vehicles with checkboxes: Vehicle 1 (unchecked), Vehicle 3 (checked), Vehicle 4 (checked), Vehicle 5 (unchecked), Vehicle 6 (unchecked), and Vehicle 7 (unchecked). The right dialog is also titled 'Change Plan' and contains the text 'Which accounts would you like to unregister? (2/2)'. It lists several accounts with checkboxes, where the first two accounts are checked. Both dialogs have a red 'Confirm' button and a white 'Cancel' button at the bottom.

After viewing the order information, click the "PayPal" button below the "Your Order" section. The page will be redirected to the PayPal portal for completion of the transaction. The next billing cycle payment will be scheduled with the new plan price.

Upon completion of the transaction, Users will be redirected back to the "Plan" page which will be updated to reflect the changes made.

- For feature upgrades applied immediately, changes will be reflected in the current plan status and can be used right away.
- For feature upgrades or downgrades scheduled for the next billing cycle, a new column for the "Next Plan Cycle" will be displayed.



Company Info. Edit

Company Name

VIATECH

Company Address

No. 531, Zhongzheng Rd, Xindian District, New Taipei City

ZIP Code

231

Time Zone

Asia/Taipei

Current Plan

Billing Cycle

Yearly

Valid until 2024-09-01

Next billing on 2024-09-01

Auto-Renewal

Connected Vehicles (Active / Quota)

5 / 1000

User Accounts (Total / Quota)

10 / 1000

Storage (Used / Quota)

4.65 GB / 14.65 TB

Geofencing

Enabled

Next Plan

Billing Cycle

Yearly

US\$218200.00

Will be activated on 2024-09-01

Auto-Renewal

Connected Vehicles (Quota)

500

User Accounts (Quota)

500

Storage (Quota)

7.32 TB


Geofencing

Enabled

Change Plan

2.1.3.1 Managing Plan Renewals Manually

By default, Auto-Renewal is enabled for all Pro Accounts. Auto-Renewal can be disabled on the "Billing and Payment " page if required (see [section 2.1.4](#) for more details). If disabled, the Account manager is responsible for managing plan renewals.



Your plan ends in 360 days.

After this billing cycle ends, your plan will be downgraded to a free VIA WorkX Connect plan. To continue using your Pro plan beyond the current billing cycle, select "Extend Plan" before 2024-09-02.

Company Info. [Edit](#)

| | |
|-----------------|---|
| Company Name | VIATECH |
| Company Address | No. 531, Zhongzheng Rd, Xindian District, New Taipei City |
| ZIP Code | 231 |
| Time Zone | Asia/Taipei |

Current Plan

| | |
|-------------------------------------|--------------------|
| Valid until 2024-09-01 | |
| Connected Vehicles (Active / Quota) | 5 / 1000 |
| User Accounts (Total / Quota) | 10 / 1000 |
| Storage (Used / Quota) | 4.65 GB / 14.65 TB |
| Geofencing | Enabled |

[Upgrade Plan](#) [Extend Plan](#)

- **Upgrading Current Plan:** Clicking this button opens the "Upgrade Plan" page, where connected vehicle licenses, User accounts and Geofencing features can be upgraded. The price payable for applying the changes immediately will be displayed on the right side under "Upgraded Features Fee" in the "Your Order" section. This price is determined by the cost of the new features pro-rated for the time left in the current billing cycle.

After viewing the order information, click the "PayPal" button below the "Your Order" section. The page will be redirected to the PayPal portal for completion of the transaction. An immediate charge will occur for upgrading the features.

Once the transaction is confirmed, Users will be redirected to the "Plan" page which will display the updated status for the current plan.

Upgrade Plan

Valid from today to 2024-09-02

| | Current | | Current |
|--------------------|---------|---|-------------------------------------|
| Connected Vehicles | 1000 | ▶ | 1002 |
| User Accounts | 1000 | ▶ | 1002 |
| Geofencing | Enabled | ▶ | <input checked="" type="checkbox"/> |

Price Structure

Your Order

Upgraded Features Fee US\$ 1044.43

This charge is to enable new features during the current plan period which will be valid from today to 2024-09-02.

| | |
|--------------|---------------------|
| Subtotal | US\$ 1044.43 |
| Discount | -US\$ 0.00 |
| Total | US\$ 1044.43 |

Cancel

- Extend Plan:** Clicking this button opens the "Extend Plan" page, where the following changes can be made:
 - Extending Service:** A Pro plan can be extended by either a month or year. The "Your Order" section on the right side will display the "Plan Renewal Fee", i.e., the price of the features selected for the extension period, and the discount.
 - Upgrading features:** Features (Connected Vehicles, User Accounts and Geofencing) can be upgraded and made available immediately for use till the start of the plan extension period, or delayed until the start date of the extension period.

If the "Apply changes effective immediately" option is selected, the "Your Order" section on the right side will display an "Upgraded Features Fee" amount, i.e., the price of the added features and prorated for the time left till the end of the current period.
 - Downgrading features:** Features can be downgraded during the extension period.

If the current number of used Connected Vehicle licenses or User accounts exceeds the changed number, a dialog box will open requesting to select vehicle(s) / User(s) to unregister/delete when the new plan is activated. Select the vehicle(s) to unregister or User(s) to delete, and click "Confirm". The features will be removed on the start date of the extension period.

Which Connected Vehicles would you like to unregister? (2/2)

- ☐ Vehicle 1
- ☒ Vehicle 3
- ☒ Vehicle 4
- ☐ Vehicle 5
- ☐ Vehicle 6
- ☐ Vehicle 7

Which accounts would you like to unregister? (2/2)

- ☐ [Account 1]
- ☒ [Account 2]
- ☒ [Account 3]
- ☐ [Account 4]
- ☐ [Account 5]
- ☐ [Account 6]
- ☐ [Account 7]

After viewing the order information, click the "PayPal" button below the "Your Order" section. The page will be redirected to the PayPal portal for completion of the transaction. An immediate charge will occur.

Extend Plan

Extend Service

☐ 1 Month
☒ 1 Year with 2 months free

Current

Current

Extension

| | | | |
|--------------------|---------|---|--|
| Connected Vehicles | 1002 | ▶ | <input type="button" value="-"/> 1004 <input type="button" value="+"/> |
| User Accounts | 1002 | ▶ | <input type="button" value="-"/> 1004 <input type="button" value="+"/> |
| Geofencing | Enabled | ▶ | <input checked="" type="checkbox"/> |

Price Structure

☒ Apply changes immediately. (This will incur an immediate charge.)

Auto-Renewal
☐

Your Order

| | |
|--|-----------------------|
| Upgraded Features Fee | US\$ 87.04 |
| This charge is to enable new features during the current billing cycle which will be valid from today to 2024-09-02. | |
| Plan Renewal Fee | US\$ 527952.00 |
| Discount | -US\$ 87992.00 |
| The above fee reflects the amount that will be charged now to extend your plan until 2024-09-01. | |
| Subtotal | US\$ 528039.04 |
| Discount | -US\$ 87992.00 |
| Total | US\$ 440047.04 |

Extending the Plan without Auto-Renewal

32

If Auto-Renewal is enabled, the "Your Order" section on the right side will display the new plan details for the selected billing cycle, including the payment for each billing cycle, and the discount. For features to be upgraded immediately, a "Balance Due" amount will also be displayed on the right side.

Extend Plan

Auto Renewal Cycle

☐ Monthly
☒ Yearly with 2 month free

Will be activated on 2024-09-03

| | Current | | Current | Next |
|--------------------|---------|---|-------------------------------------|------|
| Connected Vehicles | 1002 | ▶ | 1004 | + |
| User Accounts | 1002 | ▶ | 1004 | + |
| Geofencing | Enabled | ▶ | <input checked="" type="checkbox"/> | |
| Price Structure | | | | |

☒ Apply changes immediately. (This will incur an immediate charge.)

Auto-Renewal ☒

Your Order

Balance Due

US\$ 87.04

This charge is to enable new features during the current plan period which will be valid from today to 2024-09-01.

New Yearly Plan

US\$ 527952.00

Discount

-US\$ 87992.00

The above fee reflects the amount that will be charged on and each billing cycle.

Subtotal

US\$ 528039.04

Discount

-US\$ 87992.00

Total

US\$ 440047.04

Cancel

Extending the Plan with Auto-Renewal

Once the transaction is confirmed, Users will be redirected to the "Plan" page which will display the updated status for the current plan, and details of the extension period, including the validity and features that will be available during the period.

Company Info.
[Edit](#)

| | |
|-----------------|---|
| Company Name | VIATECH |
| Company Address | No. 531, Zhongzheng Rd, Xindian District, New Taipei City |
| ZIP Code | 231 |
| Time Zone | Asia/Taipei |

Current Plan

| | |
|-------------------------------------|--------------------|
| Valid until 2024-09-01 | |
| Connected Vehicles (Active / Quota) | 5 / 1000 |
| User Accounts (Total / Quota) | 10 / 1000 |
| Storage (Used / Quota) | 4.65 GB / 14.65 TB |
| Geofencing | Enabled |

Extension Plan

| | |
|-------------------------------------|----------|
| Valid from 2024-09-01 to 2025-09-01 | |
| Connected Vehicles (Quota) | 1002 |
| User Accounts (Quota) | 1002 |
| Storage (Quota) | 14.68 TB |
| Geofencing | Enabled |

Upgrade Plan

2.1.3.2 Plan Expiration

Free Accounts

If a Free Account is left inactive for 60 days (no user sign in to the VIA WorkX Connect Cloud Service), an email notification is sent to the Account manager and a grace period of seven calendar days is activated to sign in. If the account is not signed into within this grace period, the account and all information will be permanently deleted.

Pro Accounts

- If **Auto-Renewal** is **enabled**: Upon failed payment for a Pro Account, an email notification will be sent to the Account manager, and a grace period of 7 calendar days is activated to pay and renew. The Account will continue to have full access to all Pro features during the grace period. If the plan is not renewed within this grace period, the plan will automatically be downgraded to Free with blocked access to Pro feature data. A grace period of 30 calendar days will be activated to upgrade to Pro. During the grace period, Pro feature data will be kept stored on the server, and the Account manager can sign in anytime to view plan information and upgrade to Pro. If the plan is not upgraded to Pro within this grace period, Pro feature data will be permanently deleted.
- If **Auto-Renewal** is **disabled**: Upon non-payment for a Pro Account, an email notification will be sent to the Account manager, and the plan will automatically be downgraded to Free with blocked access to Pro feature data. A grace period of 7 calendar days will be activated to upgrade to Pro. During the grace period, Pro feature data will be kept stored on the server, and the Account manager can sign in anytime to view plan information and upgrade to Pro. If the plan is not upgraded to Pro within this grace period, Pro feature data will be permanently deleted.

2.1.4 Billing and Payment

The "Billing and Payment" page allows management of the payment method, the Auto-Renewal option, and viewing of billing records.

| Date | Note | Amount |
|------------|----------------------------------|-------------|
| 2022-10-26 | Premium 2022-10-26 to 2023-10-26 | US\$5499.50 |

**Exception:**

The "Billing and Payment" page is not displayed for Free Account Users.

Managing Payment Methods

Clicking "Edit" will redirect Users to the PayPal portal in order to designate the preferred payment option to be used when ordering. After confirming the preferred payment option on the PayPal portal, the PayPal account ID will be displayed.

Managing Auto-Renewal

By default, Auto-Renewal is enabled for all new accounts. If desired, Auto-Renewal can be disabled to prevent the plan from renewing automatically. Toggle the Auto-Renewal switch and click "Confirm" in the pop-up dialog box to re-enable or disable Auto-Renewal. See [section 2.1.3.1](#) for information on Managing Plan Renewals Manually.

When re-enabling the Auto-Renewal option, the page will be redirected to the PayPal portal for Users to confirm scheduled payment charges based on the current plan price.

Confirm to Disable Auto Renewal

You have chosen to disable the "Cloud Auto-Renewal" option for your Cloud Plan. To continue using VIA WorkX Connect Cloud beyond your current billing cycle, visit the "Cloud" tab on your "Plan" page and select "Extend Plan" before the expiration date.

Confirm

Cancel

Confirm to Enable Auto Renewal

You have chosen to re-enable the "Cloud Auto-Renewal" option. After pressing "Confirm" you will be directed to the "Order" page to confirm the "Auto-Renewal" option.

Confirm

Cancel

Viewing Billing Records

The Billing Records section provides a list of all transactions made for orders placed by the account. Clicking on a billing record will present a detailed view of the particular order.

◀ ▶

Billing Details

×

2023-09-01 20:00:54

Cloud - Subscription

2023-09-02 to 2023-10-02

Total US\$ 80.00

Connected Vehicles

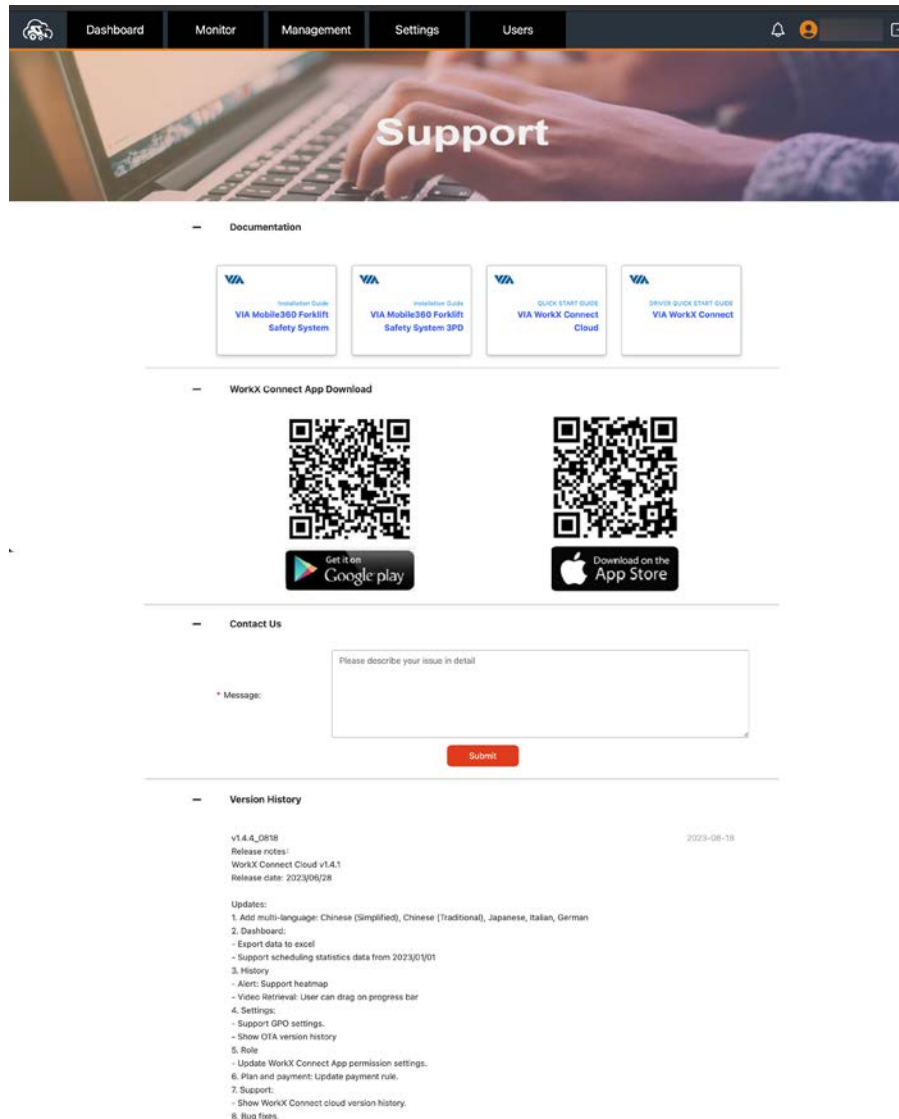
2

Geofencing

Enabled

2.1.5 Support

The "Support" page provides access to support resources, such as documentation, links to the WorkX Connect mobile app, and technical support.



- To download a document, click to expand the "Documentation" section and click on the desired document. The document will be downloaded for viewing offline.
- For VIA WorkX Connect app download links, click to expand the "WorkX Connect App Download" section and scan the appropriate QR code to download the app from the iOS App Store or Google Play Store.
- To request for technical support, click to expand the "Contact Us" section, fill in information in the "Message" field and click on "Submit". A VIA technical support representative will reach out as soon as possible to provide assistance.

2.2 Users

The "Users" section allows for the creation and management of User Roles and Accounts.

Configuration pages and options are displayed in this section based on features available to Free and Pro Accounts as listed below.

| Features | Free | Pro |
|---------------|-----------------------------|-----------|
| User Roles | ✗ | ✓ |
| User Accounts | 2 (Administrator Role only) | Unlimited |

2.2.1 User Roles

The VIA WorkX Connect Cloud allows creation and management of Roles in Pro Accounts to set access permissions for Users. The configuration of a Role assigned to a User determines how the User can interact with the VIA WorkX Connect Cloud and VIA WorkX Connect mobile app.



Exception:

Roles cannot be created and managed by Free Account Users.

The default Administrator role provides access to all permissions in the VIA WorkX Connect Fleet Management Service. This Role cannot be edited nor deleted. At least one User Account must be designated as an Administrator. Designated Administrator Users can create custom Roles and assign them to User Accounts to grant the desired access permissions.

2.2.1.1 Creating a User Role

Follow the steps below to add a new User Account:

1. Click on "Users" in the main menu and the "Roles" sub-menu.
2. Click on "+ New Role".



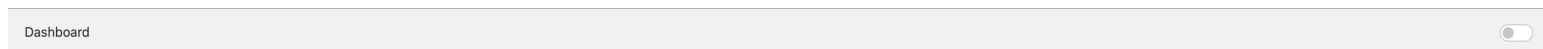
3. Fill in the "Role" name for the new Role.



4. Toggle the switch for "Dashboard" to allow full access to Dashboard stats as required.


Note:

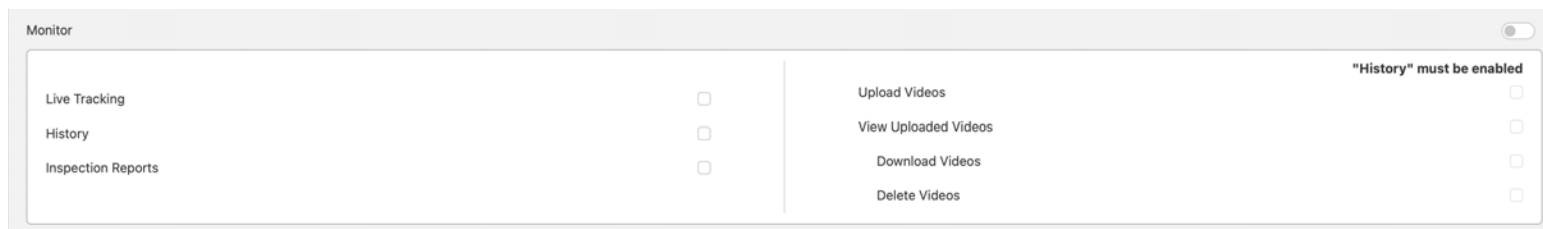
A User must be assigned to a fleet in order to see data on the dashboard.



5. Toggle the switch for "Monitor" to allow full access to monitoring functions, or check/uncheck boxes to specifically allow access to individual Monitoring functions as required.

Videos

If access to the History function is disabled, access to video uploading, viewing, downloading and deleting will also be automatically disabled. If access to the History function is enabled, access to video uploading, viewing, downloading and deleting will also be automatically enabled. Check/uncheck boxes to specifically allow access to individual video uploading, viewing, downloading and delete functions as required.



6. Toggle the switches for Management, Users and Settings to allow full access to fleet, driver, user and settings management functions, or check/uncheck boxes to specifically allow View-Edit-Add-Delete access to individual fleet, driver, user and settings management functions as required.

Management
☐

| | View | Edit | Add | Delete |
|----------|--------------------------|--------------------------|--------------------------|--------------------------|
| Vehicles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Drivers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Models | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Users
☐

| | View | Edit | Add | Delete |
|----------|--------------------------|--------------------------|--------------------------|--------------------------|
| Accounts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Roles | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Settings
☐

| | View | Edit | Add | Delete |
|------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Inspection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Geofence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| System | <input type="checkbox"/> | <input type="checkbox"/> | | |

Users allowed to edit a fleet will automatically receive the permission to edit the User List of that fleet.

7. Toggle the switch for Payment to allow full access to all payment management functions, or check/uncheck boxes to specifically allow access to individual payment management functions as required.

Payment
☐

| | |
|---------------------|--------------------------|
| View Plan | <input type="checkbox"/> |
| Change Plan | <input type="checkbox"/> |
| View Billing Record | <input type="checkbox"/> |
| Change Payment | <input type="checkbox"/> |

8. Toggle the switch for "WorkX Connect APP" to allow signing in to the VIA WorkX Connect mobile app as the role-defined User.

WorkX Connect APP - sign in as user role

Upload Drivers' Face ID Photo

Vehicle Calibration, Registration, and Settings

"Drivers" edit permission must be enabled

"Vehicles" edit permission must be enabled

To allow the permission for a role to use the VIA WorkX Connect mobile app, the following conditions must be met:

- Users allowed to edit vehicles can use the mobile app only for system registration and configuration, camera calibration, and photo album access.
- Users allowed to edit drivers can use the mobile app only to upload driver photos.

After creating all desired Roles, assign a Role to each User Account listed on the User Accounts page. This can be done during or after User Account creation. Refer to [section 2.2.2](#) below for more information.



Note:

A User on the User List of a fleet will see information about the fleet on VIA WorkX Connect Cloud depending on the permissions set for the role assigned to their Account.

2.2.1.2 Viewing, Editing and Deleting Roles

The "Roles" page displays a complete list of User Roles. Clicking a Role slides in a window with detailed role information. To delete a Role, click the checkbox to the left of the Role's name and click the "Delete" button at the bottom of the page. To edit a Role, click "Edit" on the right side of the screen.

Dashboard

Monitor

Management

Settings

Users

Accounts

Roles

+ New Role

| Role | Users | |
|------------------|-------|------|
| Admin - Custom 1 | 0 | Edit |
| Administrator | 8 | |

Delete

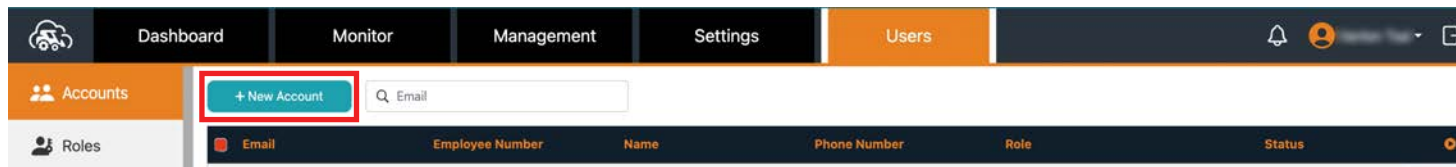
2.2.2 Accounts

The "Accounts" page is for the creation and management of User Accounts. Each User Account should have a Role assigned to it to determine the access privileges for the User.

2.2.2.1 Creating a User Account

Follow the steps below to add a new User Account:

1. Click on "Users" in the main menu, which will go to the "Accounts" sub-menu by default.
2. Click on "+ New Account".



3. Fill in all required and optional information as needed in the fields. Consider the following while filling in information:
 - A "Role" should be selected to set VIA WorkX Connect access privileges for the User. Click on the dropdown menu and select a User Role.
 - The "Units of Measure", "Time Format", and "Portal Language" will only be applied for the User when viewing the VIA WorkX Connect Cloud.
 - Selecting the Fleets adds the User to the User Lists of those Fleets. The permissions set for the Role assigned to the User will determine the information and settings for the selected fleets that the User will receive access to on the cloud.

New Account

* Email

abc@xyz.com

✓

Employee Number

12345

* First Name

ABC

✓

* Last Name

DEF

✓

* Role

Administrator

✓ ▾

Phone Number

123456789

✓

Emergency Contact

Emergency contact name and number

Emergency Contact Number

987654321

Photo

+

WorkX Connect Cloud Settings

Unit of Measure

Metric

▾

Time Format

YYYY-MM-DD

▾

Portal Language

English

▾

Fleet

Save

Cancel

4. Click on "Save" to add the new User Account.

2.2.2.2 Viewing, Editing and Deleting User Accounts

The "Users" page displays a complete list of User Accounts. Clicking a user name slides in a window with detailed user information, including Role and Status information. Clicking on the Role name pops in a window with detailed information of the permissions granted in that User's Role configuration. See section 2.2.1 more information on User Role configurations, refer to [section 2.2.1](#).

Administrator

Email:

Employee Number: 4368

Phone Number: 555-212-6642

Role: **Administrator**

Status: Active

Emergency Contact: None

Emergency Contact Number: None

Unit of Measure: Metric

Time Format: YYYY-MM-DD

Portal Language: None

Fleet:

Combustion Electric Unassign

Administrator's Permissions

Dashboard
Enabled

Monitor
Enabled

Live Tracking
Enabled
History
Enabled
Inspection Reports
Enabled

Upload Videos
"History" must be enabled
View Uploaded Videos
Download Videos
Delete Videos

Management
Enabled

| | View | Edit | Add | Delete |
|----------|------|------|-----|--------|
| Vehicles | ✓ | ✓ | ✓ | ✓ |
| Drivers | ✓ | ✓ | ✓ | ✓ |
| Models | ✓ | ✓ | ✓ | ✓ |

Settings
Enabled

| | View | Edit | Add | Delete |
|------------|------|------|-----|--------|
| Inspection | ✓ | ✓ | ✓ | ✓ |
| Geofence | ✓ | ✓ | ✓ | ✓ |
| System | ✓ | ✓ | | |

Users
Enabled

| | View | Edit | Add | Delete |
|----------|------|------|-----|--------|
| Accounts | ✓ | ✓ | ✓ | ✓ |
| Roles | ✓ | ✓ | ✓ | ✓ |

Payment
Enabled

View Plan
Change Plan
View Billing Record
Change Payment

WorkX Connect APP - sign in as user role
Enabled

Upload Drivers' Face ID Photo
Vehicle Calibration, Registration, and Settings

"Drivers" edit permission must be enabled
"Vehicles" edit permission must be enabled

OK

Account Status

The current Status of a User Account will be reflected by one of the following three indicators:

- **Active:** The User Account is currently active and regularly used.
- **Activation Pending:** The User Account is pending activation. The Account User can complete Account activation by clicking the activation link provided in the account activation email.
- **Remove on <date>:** The User Account is scheduled for deletion as part of an Account plan downgrade on the next billing date.

Editing or Deleting an Account

To delete a User Account, click the checkbox to the left of the user's name and click the "Delete" button at the bottom of the page. To edit a user profile, click "Edit" on the right side of the screen.

| Email | Employee Number | Name | Phone Number | Role | Status | |
|-------------------------|-----------------|-------------|--------------|---------------|--------|------|
| admin@viamanagement.com | 1000 | System User | 555-555-1000 | Administrator | Active | Edit |
| admin@viamanagement.com | 1001 | John Doe | 555-555-1001 | Administrator | Active | Edit |
| admin@viamanagement.com | 1002 | Jane Smith | 555-555-1002 | Administrator | Active | Edit |
| admin@viamanagement.com | 1003 | John Doe | 555-555-1003 | Administrator | Active | Edit |
| admin@viamanagement.com | 1004 | John Doe | 555-555-1004 | Administrator | Active | Edit |
| admin@viamanagement.com | 1005 | John Doe | 555-555-1005 | Administrator | Active | Edit |
| admin@viamanagement.com | 1006 | John Doe | 555-555-1006 | Administrator | Active | Edit |
| admin@viamanagement.com | 1007 | John Doe | 555-555-1007 | Administrator | Active | Edit |

Delete

If the registered email address is changed, the previous email address receives an email stating that it is no longer the registered email address, and the new email address receives an account activation email. Click on the account activation link in the email to create a password and complete activation.

2.3 Alert Notifications






When real-time alerts for Unauthorized Drivers, Critical Inspection Items Failed, Geofencing and Seatbelt alerts are sent to the VIA WorkX Connect Cloud, the "🔔" alert icon in the main menu will show a red dot.

**Exception:**

Alert notifications for critical inspection items failed and Geofencing are not displayed for Free Account Users.

Clicking on the alert icon pops-up a window showing the list of alerts for the past 24 hours and includes relevant information about the alert. When the image or inspection report is available for an alert, the image field will show a checkmark.



| Notifications (Last 24 hours)  | | | | | | |  |
|---|----------------------|----------------|---------------|-----------------|-------|---|---|
| Time | Alerts | Driver | Fleet | Vehicle ID | Speed |  | |
| 2023-05-23 16:03:28 | Seatbelt Low Battery | Unknown Driver | Wang0-Fleet02 | WANG0-Vehicle04 | N/A |  | |
| 2023-05-23 16:02:24 | Unauthorized Driver | Unknown Driver | Wang0-Fleet02 | WANG0-Vehicle04 | N/A |  | |

**Note:**

Time and stats will be displayed based on the time zone of the device used while viewing the data.

Clicking on an alert from the list will pop-up a window with detailed alert information.

Unauthorized Driver and Seatbelt alerts will include a snapshot taken with the driver camera, while Geofencing alerts will include snapshots of all three cameras. Inspection reports with critical items failed alerts will show the submitted inspection report for review when clicked from the list.


Note:

Geofencing alert notifications require that "Geofencing" be enabled in Account Settings and Geofences are assigned to vehicles. Refer to sections [2.1.3](#) and [A.1](#) for more information.

◀ ▶

PD - Front Critical
2022-09-02 14:45:47

✕

Snapshot

Event Location

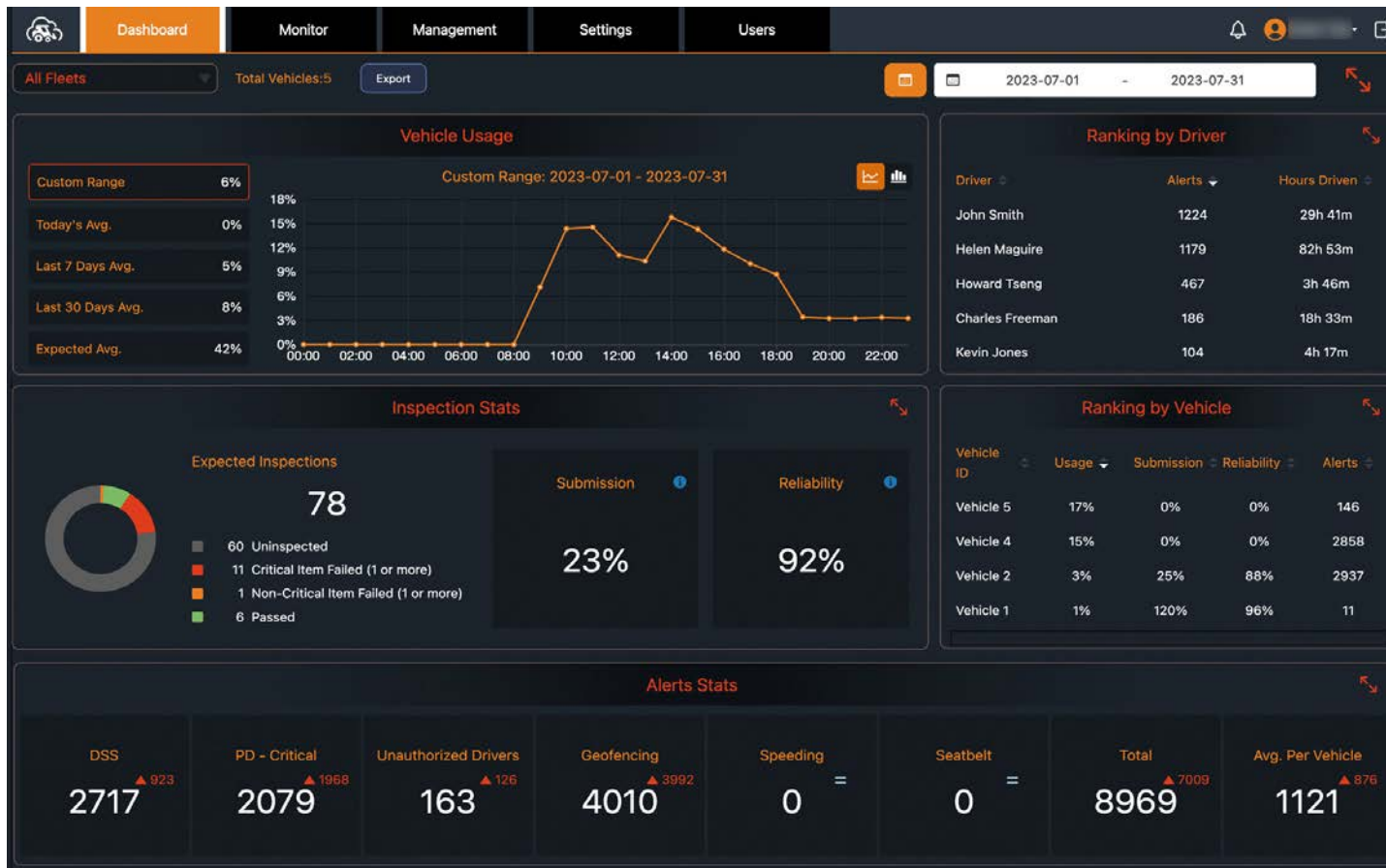
Vehicle ID: Vehicle 7
Speed: N/A
Alert Location: 940 Mission Ct, Fremont, CA 94539, USA

Fleet: Combustion

Driver: Unknown Driver
Authorized: No

2.4 Dashboard

The Dashboard is the homepage of the VIA WorkX Connect Cloud and provides a quick overview with key information about the performance and health of the fleet and drivers.



Note:

Alerts Stats will be displayed on the Dashboard depending on the configurations of VIA Mobile360 FSS and optional accessories installed in connected vehicles. Time and stats displayed on the Dashboard are based on the time zone of the device used while viewing the data.

Information displayed on the Dashboard differ for Free and Pro Accounts as follows:

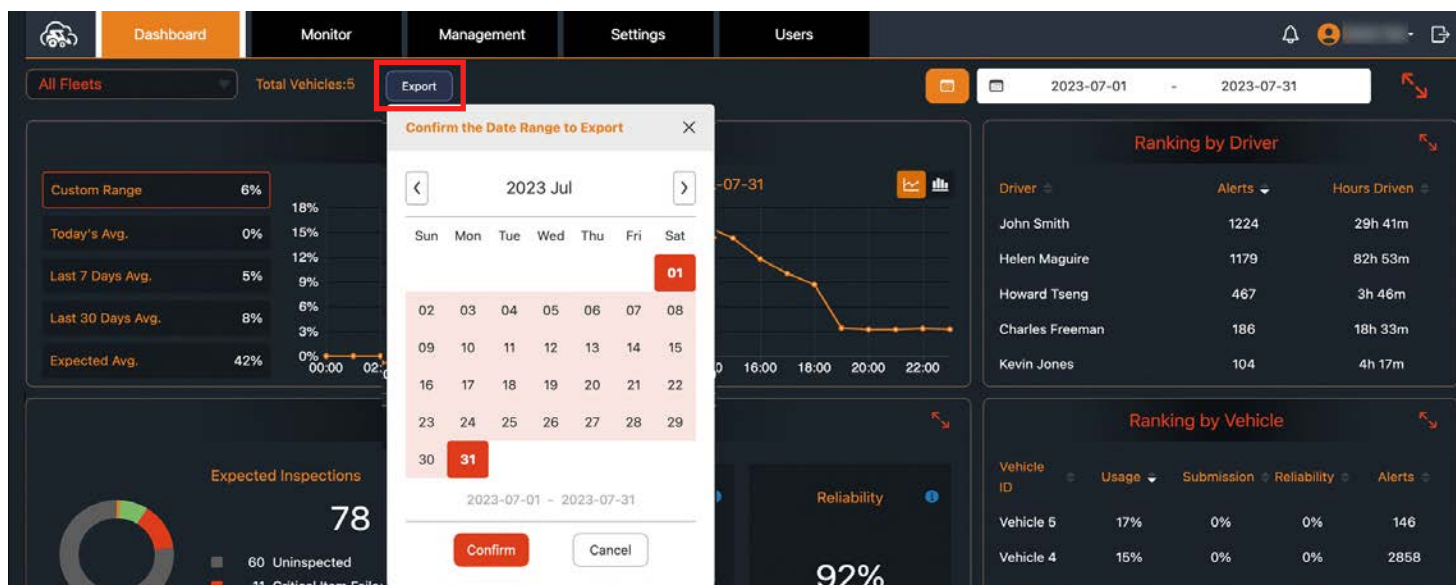
| Features/Stats | Free | Pro |
|------------------------------------|------|-----|
| Custom Time Period Filter | ✗ | ✓ |
| Inspection Stats | ✗ | ✓ |
| Geofencing Alerts Stats (optional) | ✗ | ✓ |

Dashboard information can be filtered by fleet and time as described below.

- Fleet Filter:** By default, all fleets are selected. To change which fleet statistics are included in the summary, click on the drop-down menu in the top-left corner and select the fleets to be included/excluded. The total number of vehicles included in the selected fleets will be shown beside the drop-down menu.



- Export:** Dashboard stats for a selected time period can be exported to an Excel spreadsheet for reporting or record-keeping. To export stats, click 'Export', keep or modify the time period, and click 'Confirm'. The Excel spreadsheet will be generated and automatically downloaded. The spreadsheet provides summarized and detailed stats on types of alerts generated, vehicle usage, inspection reports submitted and vehicle reliability, plus individual accounts of vehicles and drivers with types of alerts generated.

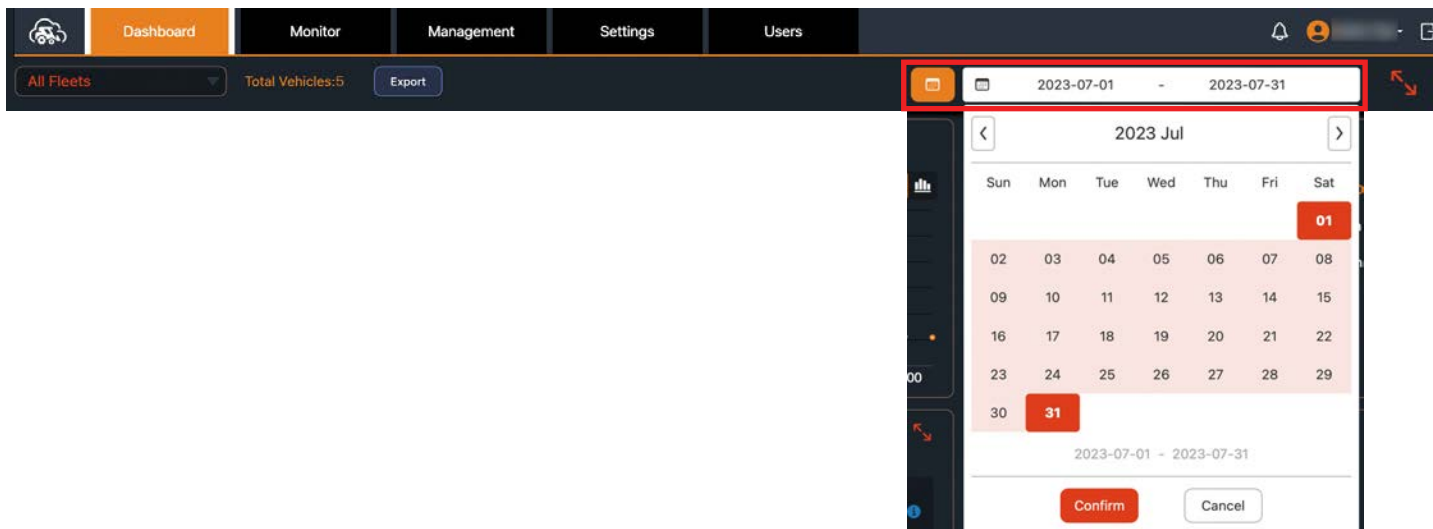


**Note:**

Stats for a custom time period can be exported by Pro Account Users only.

- **Time Period Filters:** Statistics can be filtered by the current working day, the last completed 7 or 30 working days, or a custom time period for which data is available.

Select the desired time period or click the calendar icon for custom time filtering of statistics for any time period for which data is available. The calendar icon is also displayed in the full-page views of Inspection Stats, Alerts Stats, Ranking by Driver and Ranking by Vehicle on the Dashboard.



2.4.1 Vehicle Usage

The Vehicle Usage section of the Dashboard provides an overview of the vehicle utilization over the selected time period.

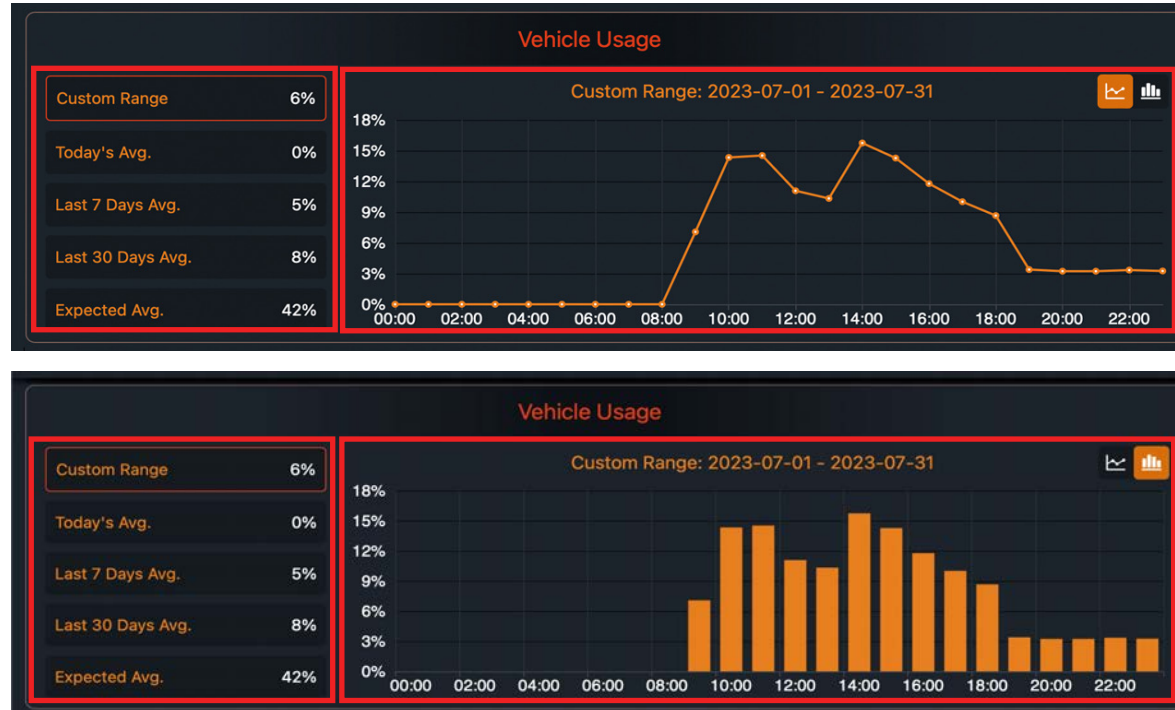
Averages

Average vehicle usage rates for the current day, past 7 days, and past 30 days are displayed with the expected average vehicle usage rate on the left side of the Vehicle Usage section. If a custom period filter was selected, the average vehicle usage rate during the custom time period will also be displayed above the average vehicle usage rate for the current day.

The expected average vehicle usage rate is based on the working days/hours set for a fleet and provides a baseline to compare with the average vehicle usage rates for the custom time period, current day, past 7 days, and past 30 days. The usage percentages represent the amount of time the vehicles are used over the total time in the selected time period.

Actual

The right side of the Vehicle Usage section shows a graph of actual hourly vehicle utilization rates over the selected time period. The graph can be displayed as a line or bar chart, and not only helps identify the trend in vehicle utilization, but also which times of the day and to what extent the vehicles are being used.

**Note:**

The bottom axis of the chart represents 24 hours in a day with usage plotted for each hour of vehicle use. For example, 10:00 represents the time from 10:00 to 11:00.

2.4.2 Inspection Stats

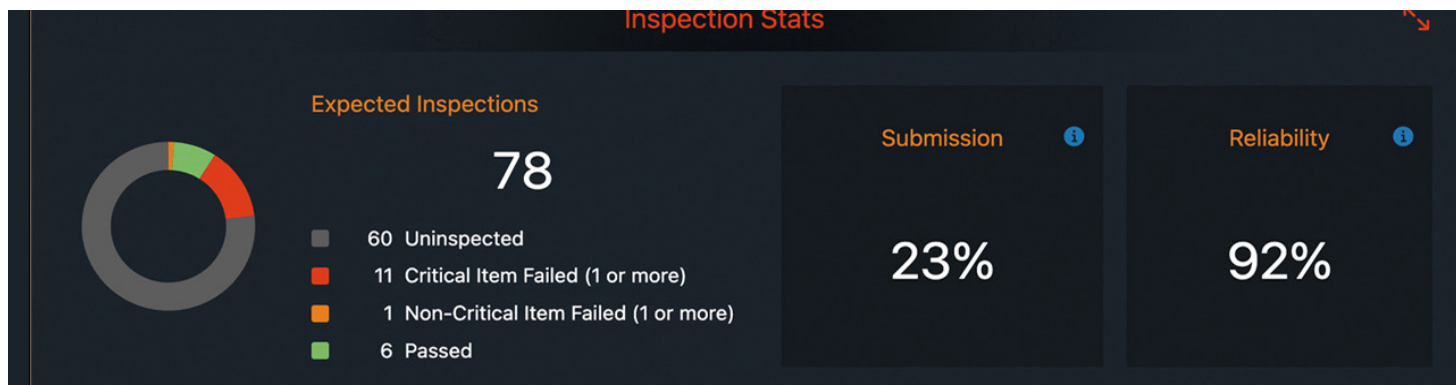
The Inspection Stats section of the Dashboard tracks inspection report submissions as well as the overall health of the fleet.

**Exception:**


Inspection Stats are not displayed for Free Account Users.

The Submission Rate tracks whether or not reports are being done and reported, where each vehicle requires one report per day of use.

The Reliability Rate provides a quick stat to identify the overall health of the vehicles, providing a score based on the total number of passed items over the total number of inspection items for all reports submitted in the selected time period.



Clicking the full-page view " " button will provide a detailed table of the inspection report statistics for each vehicle.



| Inspection Stats | | | | | | | |
|------------------|------------|----------|-----------|------------|----------------------|--------------------------|-------------|
| | | | | | | | |
| Rank | Vehicle ID | Expected | Submitted | Submission | Critical Item Failed | Non-Critical Item Failed | Reliability |
| 1 | Vehicle 4 | 35 | 6 | 17% | 3 | 21 | 78% |
| 2 | Vehicle 3 | 10 | 5 | 50% | 6 | 11 | 91% |
| 3 | Vehicle 2 | 8 | 4 | 50% | 6 | 7 | 85% |
| 4 | Vehicle 1 | 5 | 6 | 120% | 4 | 7 | 96% |
| 5 | Vehicle 5 | 5 | 0 | 0% | 0 | 0 | 0% |
| 6 | Vehicle 6 | 4 | 0 | 0% | 0 | 0 | 0% |
| 7 | Vehicle 7 | 0 | 0 | 0% | 0 | 0 | 0% |

2.4.3 Alerts Stats

The Alerts Stats section of the Dashboard provides a quick summary of the different types of alerts that have been reported by the selected fleets over a given time period.

The smaller numbers beside each alert count shows the difference in alert count between the selected time period and the past time period of the same length.



Exception:

Geofencing Alerts Stats (optional) are not displayed for Free Account Users.

Clicking the full-page view " " button will provide a more comprehensive overview of the alert statistics.

The table displays the rankings by "Vehicles" or "Drivers" with a complete breakdown of all alerts, while the chart shows the hourly distribution of the alerts for the selected time period. Clicking the checkbox beside an Alert column filters the Alerts included in the hourly distribution chart.


Note:

The bottom axis of the chart represents 24 hours in a day with the number of alerts plotted for each hour of vehicle use. For example, 10:00 represents the time from 10:00 to 11:00.

2.4.4 Ranking by Driver

The Ranking by Driver section of the Dashboard provides insights into how much time each driver has driven and the number of alerts generated while they were driving in the selected time period. The table can be enlarged by clicking the full-page view "↗" button.

| Ranking by Driver | | | ↗ |
|-------------------|--------|--------------|---|
| Driver | Alerts | Hours Driven | |
| John Smith | 1224 | 29h 41m | |
| Helen Maguire | 1179 | 82h 53m | |
| Howard Tseng | 467 | 3h 46m | |
| Charles Freeman | 186 | 18h 33m | |
| Kevin Jones | 104 | 4h 17m | |

2.4.5 Ranking by Vehicle

The Ranking by Vehicle section of the Dashboard provides insights into key statistics for each vehicle including the usage, inspection report submission and health stats and the number of alerts generated while in use for the selected time period. The table can be enlarged by clicking the full-page view "↗" button.

| Ranking by Vehicle | | | | | ↗ |
|--------------------|-------|------------|-------------|--------|---|
| Vehicle ID | Usage | Submission | Reliability | Alerts | |
| Vehicle 5 | 17% | 0% | 0% | 146 | |
| Vehicle 4 | 15% | 0% | 0% | 2858 | |
| Vehicle 2 | 3% | 25% | 88% | 2937 | |
| Vehicle 1 | 1% | 120% | 96% | 11 | |

2.5 Monitor

The "Monitor" section allows Users to track vehicles, in real-time as well as view historical records of alerts, trips, inspection reports and uploaded videos to the VIA WorkX Connect Cloud.


Exception:

The "Monitor" section is not displayed for Free Account Users.

2.5.1 Live Tracking






The "Live Tracking" page provides real-time tracking of registered vehicles. Selecting the "Active" tab will display a list of all fleets with vehicles currently in use.

Clicking on a fleet name will show the location of each active vehicle on the map, while clicking on a specific vehicle in the map will center on that vehicle and display a pop-up window on the right-hand side of the screen showing detailed information of the current trip as well as the driver snapshot taken after sign in.


Note:

The location of the vehicle on the map will use the current GPS position if available. If GPS is not available, the location of the fleet it is assigned to will be used.

In the list of active vehicles, the following icons will be shown beside a vehicle to indicate:

- "  " - Unauthorized Driver Alert status
- "  " - No 4G signal status
- "  " - No GPS signal status
- "  " - Seatbelt ON status
- "  " - Seatbelt OFF status



Note:

The off-line icon appears next to a vehicle if the device does not report a 4G signal for more than 10 minutes. If the device does not report a 4G signal for more than 3 hours, it will be moved to the "Non-active Vehicles" list.

Clicking the "Non-active Vehicles" tab will display the list of vehicles not currently active. Clicking a vehicle in the list will display its last known location and information about its last trip.

2.5.2 History

The "History" page provides the ability to review collected information by alerts, or trip history (by fleet, vehicle or driver).

2.5.2.1 Alerts

By default, the Alert filter is selected when viewing the "History" page. Users can click on the time period filter and select a time period in the calendar that includes days with Alerts. Days with Alerts will be indicated in the calendar with a red dot beside them. Alerts can then be filtered by an Alert type or all Alert types depending on data available from the selected time period. The quick search bar to the right of the time period filter can be used for quickly filtering Alerts by Vehicle ID.

The screenshot displays the VIA WorkX Connect Cloud interface. The top navigation bar includes 'Dashboard', 'Monitor' (selected), 'Management', 'Settings', and 'Users'. The left sidebar shows 'Live Tracking', 'History' (selected), 'Inspection Reports', and 'Uploaded Videos'. The main content area shows the 'Alert' filter selected, with a dropdown menu open showing various alert types: DSS - Camera Blocked, DSS - Fatigue, DSS - Phone Usage, DSS - Smoking, Geofencing - Enter, Geofencing - Exit, PD - Front Critical, PD - Left Critical, PD - Rear Critical, PD - Right Critical, Seatbelt, Speeding, and Unauthorized Driver. A calendar for August 2023 is shown, with a search bar for 'Vehicle 3' and a 'Map View' button. The calendar highlights days with alerts (red dots) and shows a list of alerts for 'Vehicle 3' with a 'Confirm' button.

| Time | Alert Type | Driver | Vehicle | Status |
|---------------------|----------------------|--------|------------|-----------|
| 2022-07-29 16:43:24 | DSS - Camera Blocked | | | |
| 2022-07-29 16:43:19 | DSS - Fatigue | | | |
| 2022-07-29 16:43:19 | DSS - Phone Usage | | | |
| 2022-07-29 16:41:46 | DSS - Smoking | | | |
| 2022-07-29 16:12:51 | Geofencing - Enter | | | |
| 2022-07-29 16:12:51 | Geofencing - Exit | | | |
| 2022-07-29 16:12:33 | PD - Front Critical | | | |
| 2022-07-29 16:12:25 | PD - Left Critical | | | |
| 2022-07-29 16:12:25 | PD - Rear Critical | | | |
| 2022-07-29 15:53:35 | PD - Right Critical | | | |
| 2022-07-29 15:49:31 | Seatbelt | | | |
| 2022-07-29 15:48:51 | Speeding | | | |
| 2022-07-29 15:48:51 | Unauthorized Driver | | | |
| 2022-07-29 15:46:35 | Geofencing - Exit | 王 司机2 | Combustion | Vehicle 3 |
| 2022-07-29 15:46:27 | Geofencing - Exit | 王 司机2 | Combustion | Vehicle 3 |

Once the Alerts are filtered, they will be displayed in List View by default. Selecting one from the list will pop-up a window with details as well as a snapshot taken from the relevant camera at the time of the alert.

◀ ▶

PD - Front Critical
2022-09-02 14:45:47

✕

Snapshot

Event Location

Vehicle ID: Vehicle 7
Speed: N/A
Alert Location: 940 Mission Ct, Fremont, CA 94539, USA

Driver: Unknown Driver
Authorized: No

The filtered Alerts can also be plotted on a map if the locations and distribution of Alerts are to be determined. To display the filtered Alerts on a map, click 'Map View' on the top-right edge of the screen.

Dashboard

Monitor

Management

Settings

Users

Alert

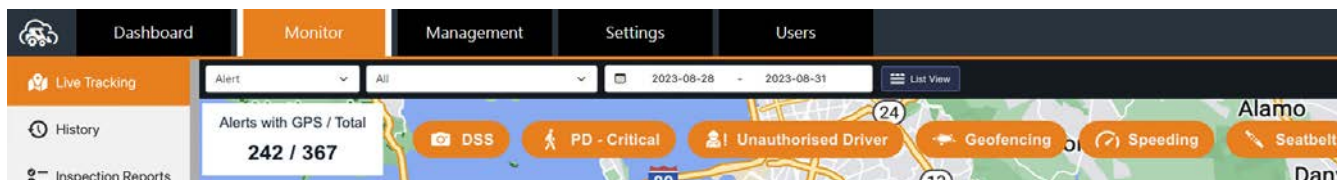
All

2023-08-28 - 2023-08-31

Vehicle 3

Map View

A zoomed-out view of the world map will be displayed with the regional location of the filtered alerts. Located on the top left corner of the map view is the number of Alerts with GPS locations per Total number of Alerts. To its right is the legend for the filtered Alert types. Clicking on an Alert type in the legend excludes its representation on the map.

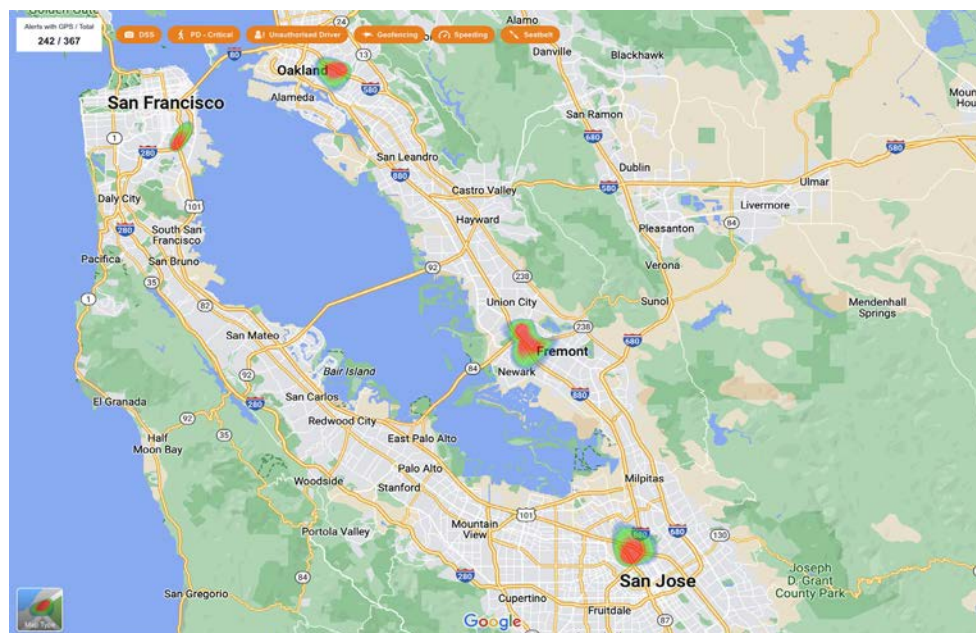


Map Types







Located on the bottom-left corner is a 'Map Type' button, which can be clicked to view or change the map type selection. Two options Heatmap and Bubblemap are available.

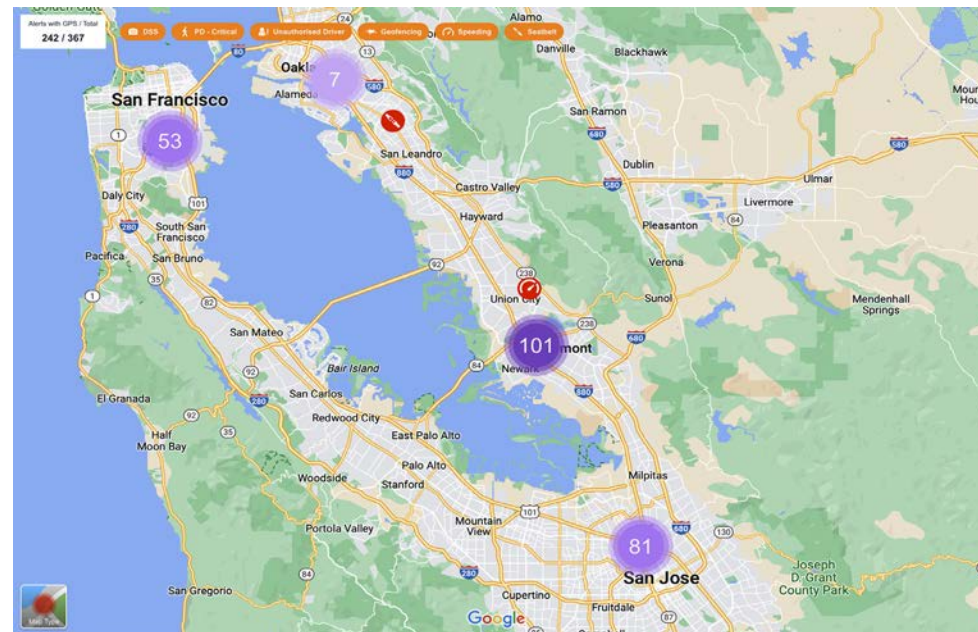
Heatmap

The default Map Type selection is Heatmap. A Heatmap displays the locations with color codes to show the concentration of Alerts that have been reported from a region. Green indicates low, yellow indicates high, and red indicates critically high concentrations, respectively. Zooming in to the region allows the viewing of locations where the Alerts of varying concentrations were reported from.



Bubblemap

The other Map Type is Bubblemap. A Bubblemap displays singular events of Alerts as Alert types. The Alert types are DSS Alert , People Detection Critical Alert , Unauthorized Driver Alert , Geofencing Alert , Speeding Alert , or Seatbelt Alert . For multiple Alert events in a region, Alerts will be collectively displayed on the map as a purple-colored bubble with an Alert count number in it. The shade of purple in the bubble depends on the concentration of Alerts that have been reported from a region. Lighter the shade, lower the concentration, while darker the shade, higher the concentration. Zooming in to the region allows the viewing of locations where the Alerts of varying concentrations were reported from.

**Note:**

Geofencing Alerts are only available for Pro Accounts.

2.5.2.2 Trips

A trip is defined as the time when a vehicle is turned on to when it is turned off. Users can search for trips by using the "Fleet", "Vehicle" or "Driver" filters for a given selected time period in the calendar. Days with trips will be indicated in the calendar with a red dot beside the date.

Summary statistics for all trips included in the search results will be displayed on the left-hand side of the screen with a list of all trips underneath it. Clicking on any trip in the list will show the detailed statistics for that trip on the right-hand side of the screen. Clicking on a checkmark "✓" or "--" in the photo column of the alert list will pop-up a window with detailed information and corresponding snapshots if available for the alert.

The screenshot displays the VIA WorkX Connect Cloud Monitor interface. The top navigation bar includes Dashboard, Monitor (selected), Management, Settings, and Users. The left sidebar shows Live Tracking, History, Inspection Reports, and Uploaded Videos. The main content area is divided into several sections:

- Summary Statistics:**
 - DSS Alert:** 2249 Times
 - Fatigue:** 0 Times
 - Phone Usage:** 0 Times
 - Smoking:** 0 Times
 - Camera Blocked:** 2249 Times
 - PD - Critical:** 204 Times
 - Front:** 0 Times
 - Rear:** 204 Times
 - Left:** 0 Times
 - Right:** 0 Times
 - Unauthorized Drivers:** 7 Times
 - Speeding Alert:** 0 Times
 - Geofencing Alert:** 0 Times
 - Enter:** 0 Times
 - Exit:** 0 Times
 - Seatbelt Alert:** 7 Times
- Trip List:**
 - 05-02-2023
 - Trip - 1 Vehicle 1 11:05 - 11:32
 - Trip - 2 Vehicle 1 11:39 - 11:47
 - 05-03-2023
 - Trip - 1 Vehicle 1 15:09 - 17:24
 - Trip - 2 Vehicle 1 17:29 - 05:29 +1
 - 05-05-2023
 - Trip - 1 Vehicle 1 17:38 - 05:37 +1
- Vehicle Details (Vehicle 1):**
 - Driver: Unknown Driver
 - Authorized: No
 - Fleet: Combustion
 - Vehicle Model: Core IC
 - Start: N/A
 - End: N/A
 - Trip Duration: 02:14:48
- Alerts Summary:**
 - DSS Alert:** 188 Times
 - Fatigue:** 0 Times
 - Phone Usage:** 0 Times
 - Smoking:** 0 Times
 - Camera Blocked:** 188 Times
 - PD - Critical:** 71 Times
 - Front:** 0 Times
 - Rear:** 71 Times
 - Geofencing Alert:** 0 Times
 - Enter:** 0 Times
 - Exit:** 0 Times
 - Seatbelt Alert:** 1 Time
 - Speeding Alert:** 0 Times
- Alerts Table:**

| Time | Alerts | Speed | Photo |
|---------------------|----------------------|-------|-------|
| 05-03-2023 15:11:53 | Seatbelt | N/A | ✓ |
| 05-03-2023 15:13:42 | DSS - Camera Blocked | N/A | -- |
| 05-03-2023 15:13:43 | PD - Rear Critical | N/A | ✓ |
- Video Retrieval:**
 - Time: 15:09:57 to 17:24:45
 - Selected Time: 16:37:06
 - Seconds Before: - 30s +
 - Seconds After: - 30s +
- Select Cameras:** Driver Camera, Rear Camera, Front Camera
- Notes:** Add a description of the video here.
- Upload to Cloud:** Button

2.5.2.3 Video Uploads

When viewing a trip, if the video is still available on the system the trip was generated on, the video upload section will be located on the bottom right-hand side of the screen.

The screenshot displays the 'Video Retrieval' interface. At the top, a horizontal time bar spans from 15:09:57 to 17:24:45. A green marker is positioned at 16:37:06. Below the time bar, there are three input fields: 'Seconds Before' with a minus sign, '30s', and a plus sign; 'Time' with a green circle icon, a minus sign, '16:37:06', and a plus sign; and 'Seconds After' with a diamond icon, a minus sign, '30s', and a plus sign. Below these fields, there is a 'Select Cameras' section with three buttons: 'Driver Camera' (highlighted in orange), 'Rear Camera', and 'Front Camera'. Below the camera selection, there is a 'Notes' section with a text input field containing the placeholder text 'Add a description of the video here.' and an 'Upload to Cloud' button at the bottom.

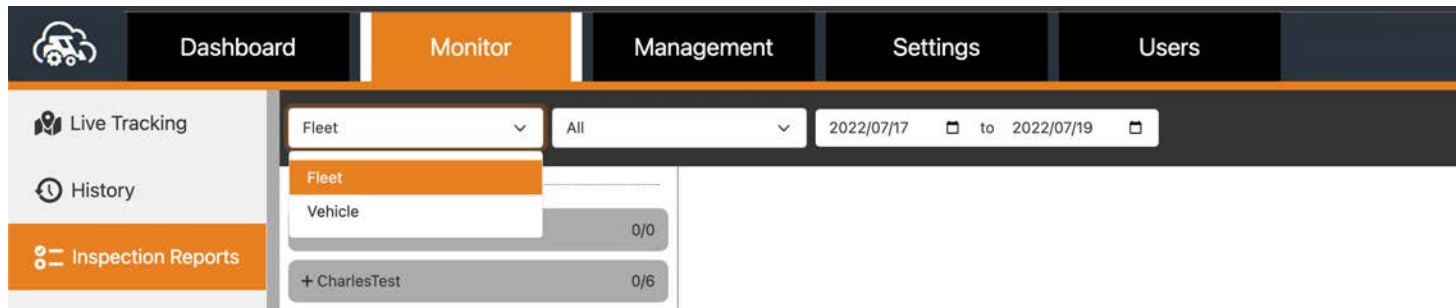
To upload a video to the Cloud, follow the steps below:

1. Select a point on the time bar by either inputting a time in the "Time" field or clicking on an alert in the alert list above (the green marker will automatically jump to the time the alert was triggered).
2. Next, select how many seconds to include before and after the green marker. Clicking the "+" and "-" for "Seconds Before/After" will move the corresponding indicator forward or backwards by 5 seconds. The maximum time any video can be is 60 seconds.
3. Select which camera recordings to include in the video upload by clicking on the appropriate cameras which will turn orange when selected.
4. Insert a description in the "Notes" field if necessary, then click on the "Upload to Cloud" button.

Videos can then be reviewed by selecting "Uploaded Videos" in the sub-menu on the left-hand side of the screen. See [section 2.5.4](#) for more details.

2.5.3 Inspection Reports

The Inspection Reports page allows Users to review submitted inspection reports and can be filtered by either fleet or vehicle for a given selected time period in the calendar.



When searching by "Fleet", aggregated inspection report statistics will be displayed on the left-hand side of the page. The results will be grouped by day and fleets with reports submitted during the time period requested. Expanding a fleet will show the distribution of the submitted reports.

| | | |
|----------------------------|----------|--|
| - Combustion | 2/2 | Submitted Reports/Total Expected Reports |
| + Non-Critical Item Failed | 0 | |
| - Critical Item Failed | 2 | |
| Vehicle 3 | 14:19:29 | |
| Vehicle 7 | 17:59:19 | |
| + Uninspected | 0 | |
| + Passed | 0 | |

Clicking on a vehicle in the list displays the vehicle's inspection report on the right-hand side of the screen.

The screenshot displays the VIA WorkX Connect Cloud interface. The top navigation bar includes Dashboard, Monitor (selected), Management, Settings, and Users. The left sidebar contains Live Tracking, History, Inspection Reports (selected), and Uploaded Videos. The main content area is divided into two sections. The left section shows a list of vehicles for the date 2022-09-29, including Vehicle 3 (14:19:29) and Vehicle 7 (17:59:19). The right section displays the inspection report for Vehicle 3, which is a Combustion engine model. The report includes a checklist for Powered Industrial Trucks, with items such as Lift Chains and rollers, Overhead Guard, Hydraulic Cylinders, Mast Assembly, Hydraulic Fluid, Gauges, Lights, Horn, Safety seat, Propane Tank, Propane Odor, Engine Oil, and Engine Coolant. The report also shows the inspection date (2022-09-29 14:19:29), the inspector (Charles wang), and the reliability (88%).

Dashboard **Monitor** Management Settings Users

Live Tracking History Inspection Reports Uploaded Videos

Fleet All 2022-09-01 - 2022-09-30

2022-09-29

- Combustion 2/2
- + Non-Critical Item Failed 0
- Critical Item Failed 2

Vehicle 3 14:19:29

Vehicle 7 17:59:19

- + Uninspected 0
- + Passed 0

+ Electric 0/1

2022-09-28

- + Electric 0/1

2022-09-27

- + Electric 0/1

2022-09-23

- + Combustion 1/1
- + Electric 0/1

2022-09-22

- + Combustion 1/1
- + Electric 0/2

2022-09-20

18:22:43

Timezone: UTC+8

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Vehicle ID: Vehicle 3

Fleet: Combustion

Model: Core IC

Inspection Report: Combustion Form

Reliability: 88%

Submitted at: 2022-09-29 14:19:29

Submitted by: Charles wang

Sample Generic Checklist for Powered Industrial Trucks

| 1/2 | Lift Chains and rollers |
|-------|--|
| ✓ | ! - Is there wear or damage or kinks, signs of rust, or any sign that lubrication is required? |
| ✗ | - Is there squeaking? |
| 20/21 | Generic |
| ✓ | ! - Overhead Guard - Are there broken welds, missing bolts, or damaged areas? |
| ✗ | ! - Hydraulic Cylinders - Is there leakage or damage on the lift, tilt, and attachment functions of the cylinders? |
| ✓ | ! - Mast Assembly - Are there broken welds, cracked or bent areas, and worn or missing stops? |
| ✓ | - Hydraulic Fluid - Check level? |
| ✓ | - Gauges - Are they all properly working? |
| ✓ | - Lights - If equipped with lights, are they working properly? |
| ✓ | - Horn - Does the horn work? |
| ✓ | - Safety seat - If the truck is equipped with a safety seat is it working? |
| ✓ | - Propane Tank - Is the tank guard bracket properly positioned and locked down? |
| ✓ | - Propane Odor - If you detect the presence of propane gas odor, turn off the tank valve and report the problem. |
| ✓ | - Engine Oil - Check levels. |
| ✓ | - Engine Coolant - Visually check the level. Note: Never remove the radiator cap to check the coolant level when the |

2.5.4 Uploaded Videos

The "Uploaded Videos" page manages all videos that have been uploaded to the VIA WorkX Connect Cloud from the History page. Uploaded videos can be filtered by either fleet or vehicle for a given selected time period in the calendar. The video archives are arranged by the time they were uploaded to the Cloud. Clicking on an archive will expand to show all videos (listed by camera) that were uploaded for the request. Additional information such as Driver and Speed can also be displayed if available for the fleet or vehicle by clicking on the field filter icon on the right side of the screen.

The screenshot shows the VIA WorkX Connect Cloud interface. The top navigation bar includes Dashboard, Monitor (selected), Management, Settings, and Users. The left sidebar has Live Tracking, History, Inspection Reports, and Uploaded Videos (selected). The main content area displays a table of uploaded videos, filtered by Fleet and All. The table has columns for Fleet, Vehicle ID, Time Recorded, Duration, Time Uploaded, and Upload Status. Two vehicles are listed: Vehicle 4 (Electric) and Vehicle 7 (Combustion). Vehicle 4's details are expanded, showing a table of camera uploads (Front, Rear, DSS) with video sizes and download buttons. A 'Delete' button is at the bottom. A 'Display Fields' dropdown menu is shown on the right, listing fields: Vehicle ID, Time Recorded, Duration, Time Uploaded, Upload Status, Driver, Speed, and Notes.

| Fleet | Vehicle ID | Time Recorded | Duration | Time Uploaded | Upload Status |
|-------------------------------------|------------|---------------------|----------|---------------------|---------------|
| <input type="checkbox"/> Electric | Vehicle 4 | 2022-10-18 16:18:50 | 25s | 2022-10-18 16:21:42 | Completed |
| Camera | | | | | |
| Video Size | | | | | |
| Front | 24.69MB | ✓ | Download | | |
| Rear | 24.91MB | ✓ | Download | | |
| DSS | 25.22MB | ✓ | Download | | |
| <input type="checkbox"/> Combustion | Vehicle 7 | 2022-10-13 14:01:29 | 20s | 2022-10-27 13:24:55 | Completed |

The "Upload Status" column identifies the status of the video upload request and will show, Completed, Acquiring or Failed, where Failed means the video is no longer available on the system.

To playback or download a video to a local device, press the "Download" button beside the desired video. The video will open in a new browser page where it can be played directly.

To download the video to a local PC, click the three dots on the lower right-hand side of the video timeline to bring up the option to download. Click Download and specify the location to save the file to. Press "Save" to download the video.

**Note:**

Direct playback of videos is only supported in Chrome, Edge and Safari browsers.




2.6 Management

The "Management" section allows creation, editing and deletion of fleets, vehicles, drivers and vehicle models.

2.6.1 Vehicles

The "Vehicles" page displays a complete list of created fleets. Clicking on an individual fleet expands the group and displays assigned vehicles within the fleet, including attached sensors and the VIA Mobile360 FSS firmware of each vehicle. Clicking a vehicle name slides in a window with detailed vehicle information.

Sensors that may be attached to a vehicle include the seatbelt sensor , speed sensor , reverse light sensor , and the NFC card reader . The seatbelt sensor's battery status will also be displayed as follows depending on the battery lifespan:

| Battery Lifespan Indicator | Battery Lifespan |
|---|-----------------------------|
|  | Sufficient |
|  | Less than a month remaining |
|  | Less than a week remaining |

The seatbelt sensor's battery lifespan is subject to the extent of usage. Refer to the table below to check estimated battery lifespan based on average operating hours per week.

| Average Operating Hours Per Week | Battery Lifespan (in months) |
|----------------------------------|------------------------------|
| 40 | 39 |
| 80 | 20 |
| 120 | 13 |

Dashboard
 Monitor
 Management
 Settings
 Users

Vehicles

Drivers

Models

+ New Fleet
 + New Vehicle

| <input type="checkbox"/> | Fleet Name | Fleet Manager | Total Vehicles | Total Drivers | Description | | | |
|--------------------------|---------------|---------------|----------------|------------------|---------------------|---------|-------------|--|
| <input type="checkbox"/> | ▼ Combustion | | 4 | 8 | Combustion engin... | | | |
| <input type="checkbox"/> | Vehicle ID | Make | Vehicle Model | Drive Train Type | Authorized Drivers | Sensors | Firmware | |
| <input type="checkbox"/> | Vehicle 1 | Toyota | Core IC | Combustion | 8 | | 2PD - 2.2.1 | |
| <input type="checkbox"/> | Vehicle 2 | Toyota | Core IC | Combustion | 1 | | | |
| <input type="checkbox"/> | Vehicle 3 | Toyota | Core IC | Combustion | 1 | | 3PD - 1.2.0 | |
| <input type="checkbox"/> | Vehicle 7 | Toyota | Core IC | Combustion | 1 | | | |

Deleting Vehicles: Fleets and vehicles can be deleted by checking the box to the left of the respective name in the table and clicking the "Delete" button at the bottom of the page.



Note:

When deleting a fleet, the vehicles in the fleet will keep all information and be assigned to the unassigned vehicle group at the bottom of the list. When deleting a vehicle, all information will be removed.

Editing Vehicles: A vehicle's profile contains information and VIA Mobile360 FSS settings of that vehicle. The settings may be the default global system settings configured as described in [section 2.7.3](#), or specific settings configured on the VIA WorkX Connect Cloud or mobile app.

To edit a fleet or vehicle profile, click "Edit" on the right side of the screen and make the required changes. The "Sync with Cloud" button on the vehicle editing page can be clicked if required to quickly sync the vehicle's settings with the global system settings on the cloud. Click "Save" to confirm the changes once done.

The screenshot shows the VIA WorkX Connect Cloud interface. The top navigation bar includes Dashboard, Monitor, Management (selected), Settings, and Users. The left sidebar shows Vehicles (selected), Drivers, and Models. The main content area displays a table of vehicles under the Management tab. The table has columns for Fleet Name, Fleet Manager, Total Vehicles, Total Drivers, and Description. Below this, there is a table of individual vehicles with columns for Vehicle ID, Make, Vehicle Model, Drive Train Type, Authorized Drivers, Sensors, and Firmware. Red boxes highlight the delete checkboxes in the first column of the vehicle table, the 'Delete' button at the bottom of the table, and the 'Edit' buttons in the last column of the vehicle table.

| Fleet Name | Fleet Manager | Total Vehicles | Total Drivers | Description |
|--|---------------|----------------|---------------|---------------------------------------|
| <input type="checkbox"/> ▼ Combustion | | 4 | 8 | Combustion engin... Edit |

| <input type="checkbox"/> | Vehicle ID | Make | Vehicle Model | Drive Train Type | Authorized Drivers | Sensors | Firmware | Edit |
|--------------------------|------------|--------|---------------|------------------|--------------------|---------|-------------|-------------------|
| <input type="checkbox"/> | Vehicle 1 | Toyota | Core IC | Combustion | 8 | | 2PD - 2.2.1 | Edit |
| <input type="checkbox"/> | Vehicle 2 | Toyota | Core IC | Combustion | 1 | | | Edit |
| <input type="checkbox"/> | Vehicle 3 | Toyota | Core IC | Combustion | 1 | | 3PD - 1.2.0 | Edit |
| <input type="checkbox"/> | Vehicle 7 | Toyota | Core IC | Combustion | 1 | | | Edit |

Delete

Save Cancel Sync with Cloud

2.6.2 Drivers

The "Drivers" page displays a complete list of created drivers. Clicking a driver name slides in a window with detailed driver information. To delete a driver profile, click the checkbox to the left of the driver's name and click the "Delete" button at the bottom of the page. To edit a driver profile, click "Edit" on the right side of the screen.

| Driver Name | Email | Phone Number | Authorized Vehicles | Face ID Photo | Status | |
|--|------------------------|--------------|---------------------|---------------|--------|------|
| <input type="checkbox"/> Charles Wang | CharlesWang@via.com | 555-555-5555 | 1 | ✗ | Active | Edit |
| <input type="checkbox"/> Dean Evans | DeanEvans@via.com | 555-555-5555 | 4 | ✓ | Active | Edit |
| <input type="checkbox"/> Frank Edwards | FrankEdwards@via.com | 555-555-5555 | 4 | ✓ | Active | Edit |
| <input type="checkbox"/> Helen Maguire | HelenMaguire@via.com | 555-555-5555 | 4 | ✓ | Active | Edit |
| <input type="checkbox"/> Howard Williams | HowardWilliams@via.com | 555-555-5555 | 4 | ✗ | Active | Edit |
| <input type="checkbox"/> Kevin Jones | KevinJones@via.com | 555-555-5555 | 4 | ✓ | Active | Edit |
| <input type="checkbox"/> Mark Taylor | MarkTaylor@via.com | 555-555-5555 | 4 | ✓ | Active | Edit |
| <input type="checkbox"/> Michael Fox | MichaelFox@via.com | 555-555-5555 | 0 | ✓ | Active | Edit |
| <input type="checkbox"/> Robin Cheng | RobinCheng@via.com | 555-555-5555 | 4 | ✓ | Active | Edit |

Delete

2.6.3 Models

The "Models" page displays a complete list of all created vehicle models. Vehicle models can be added and assigned to vehicles to speed up the vehicle creation process and manage inspection reports.



Exception:

Inspection reports cannot be assigned to vehicle models by Free Account Users.

Clicking a vehicle model name slides in a window with detailed vehicle model information.

To delete a vehicle model, click the checkbox on the left of the vehicle model name and click the "Delete" button at the bottom of the page. To edit a vehicle model profile, click "Edit" on the right side of the screen.


Note:

If the inspection report used for the vehicle model is changed, all vehicles associated with it will now use the new inspection report.

| Make | Model Name | Drive Train Type | Vehicles | Inspection Report | Tire Dimension (mm) | | |
|--------------------------|------------|------------------|------------|-------------------|---------------------|-----|-------------------------------------|
| <input type="checkbox"/> | Toyota | Core IC | Combustion | 4 | Combustion Form | 250 | <input type="button" value="Edit"/> |
| <input type="checkbox"/> | Toyota | 48V Electric | EV | 3 | EV Form | 300 | <input type="button" value="Edit"/> |

When deleting a model, a pop-up window will open showing a list of vehicles currently associated with it. If the User wishes to continue using the vehicles, a new vehicle model must be replaced. Select the appropriate vehicle model to be used or select "Delete Vehicle" if the vehicle is no longer required. Press "Apply" to save the changes.

Vehicle Model Deletion

To delete the Core IC vehicle model you must apply a new vehicle model or delete a vehicle from the list below. (If a vehicle is deleted the system will be unregistered and stop sending data.)

Apply to all:

Vehicle List:


Note:

If a vehicle is deleted, the system registered to it will be unregistered and stop sending data to the Cloud. To continue using the system, install it on another vehicle and complete the setup.

2.7 Settings

The "Settings" section provides Users the ability to manage the creation, editing and deletion of inspection reports, Geofences (if enabled and set up), and default system settings.

Configuration pages and options are displayed in this section based on features available to Free and Pro Accounts as listed below.

| Features | Free | Pro |
|-----------------------|---------------------|------------------------------|
| Inspection Reports | ✗ | ✓ |
| Driver Login Methods | QR Code or NFC Card | QR Code, NFC Card or Face ID |
| OTA System Upgrades | Mobile app only | Cloud only |
| Geofencing (Optional) | ✗ | ✓ |

2.7.1 Inspection Reports

Routine and thorough inspections help ensure all critical forklift parts and features are checked before use. The "Inspection" page allows the creation and management of inspection reports to digitize the maintenance reporting flow.



Exception:

The "Inspection" page is not displayed for Free Account Users.

2.7.1.1 Creating an Inspection Report

Follow these steps to create an inspection report and assign it to a vehicle model:

1. Click on "Settings" in the main menu and on "Inspection" in the left-side sub-menu.
2. On the "Inspection" page, click on "+ New Report" to create a new inspection report.



3. Fill in the "Report Name" for the new inspection report.

The screenshot shows the VIA WorkX Connect Cloud interface. The top navigation bar includes 'Dashboard', 'Monitor', 'Management', 'Settings', and 'Users'. The 'Settings' tab is active. On the left sidebar, 'Inspection' and 'Geofence' are listed. The main content area shows the 'New Report' form with a 'Report Name' field containing 'Example Report' and a green checkmark icon.

4. By default, items included in the U.S. Government's OSHA report "[Sample Daily Checklists for Powered Industrial Trucks](#)" are provided.
 - Select the desired items to be included in the inspection report by clicking on the checkbox beside each field. Once selected the checkbox will turn red.

The screenshot shows the 'Sample Generic Checklist for Powered Industrial Trucks' form. The checklist includes the following items:

- ☒ Overhead Guard - Are there broken welds, missing bolts, or damaged areas?
- ☒ Hydraulic Cylinders - Is there leakage or damage on the lift, tilt, and attachment functions of the cylinders?
- ☒ Mast Assembly - Are there broken welds, cracked or bent areas, and worn or missing stops?
- ☒ Hydraulic Fluid - Check level?
- ☐ Gauges - Are they all properly working?
- ☒ Lights - If equipped with lights, are they working properly?
- ☐ Horn - Does the horn work?
- ☒ Safety seat - If the truck is equipped with a safety seat is it working?

5. If additional items are needed, new "Groups -> Sections -> Items" can be added.
 - **Group:** A group can be used to organize items that should be done together, for example "Pre-Operation" or "Operational".
 - **Section:** A section can be used to create a sub-group of items within a group, for example "Lights" or "Engine".
 - **Item:** An item is a specific check that needs to be done, for example "Are the lights working?".
 - **New Group:** Click on "+ Custom Group" at the bottom of the page and enter the title of the group. Click on "Save" to save the new group.

The screenshot shows the 'New Group' form. It has a 'New Group Title' field with a green checkmark icon. Below the field are two buttons: 'Save' (highlighted in red) and 'Cancel'.

- **New Section:** Click on "+ Custom Section" within the desired group and enter the title of the new section. Click on "Save" to save the new section.

The screenshot shows the 'New Section' form. It has a 'New Section Title' field with a green checkmark icon. Below the field are two buttons: 'Save' (highlighted in red) and 'Cancel'.

- **New Item:** Click on "+ Custom Item" within the desired group or section and enter the details of the new checklist requirement. If it is a critical item, click on the "Critical Item" checkbox to the left of the input field. When enabled it will turn red. Click on "Save" to save the new item.

6. If a custom group, section or item needs to be modified or removed, click on the edit "✎" or the delete "🗑" icon located beside the corresponding field on the right-hand side of the page.
7. After all items have been selected, click on "Save" at the bottom of the page to save the new inspection report and return to the "Settings -> Inspection" page.

8. After the new inspection report is created, the next step is to add it to a vehicle model. Go to "Management -> Models" and click on 'Edit' for the vehicle model that the inspection report should be for. In the "Inspection Report" field, select the inspection report from the dropdown menu then click on "Save" to save the changes.

9. All vehicles of that vehicle model will now have the inspection report associated with them. Each day a forklift is turned on, the VIA Mobile360 FSS will play an audio notification "Daily inspection required" to prompt the driver to complete the inspection and submit a report through the VIA WorkX Connect app. For more information on how a driver can receive and submit the inspection report, see [section 3.2.2](#).

2.7.1.2 Viewing, Editing and Deleting Inspection Reports

The "Inspection" page displays a complete list of all created inspection reports. Clicking an inspection report name will expand to show the inspection items included. To edit an inspection report, click the "Edit" button on the right side of the screen. To delete an inspection report, click the checkbox to the left of the inspection report name and click the "Delete" button at the bottom of the page.

| Report Name | Items | Models |
|-----------------|-------|--------|
| Combustion Form | 41 | 1 |
| EV Form | 41 | 1 |

When deleting an inspection report, a pop-up message will appear showing which vehicle models currently are using the inspection report. Users can replace the inspection report used of the vehicle models or select None. If None is selected, all vehicles associated with the vehicle model will no longer perform the inspection report routine. A new inspection report can be added back to the vehicle models at a later time to re-enable the function. Click "Apply" to save the changes.

Inspection Report Deletion

Replace a new inspection report for the vehicle models listed below, or select "None" to remove the inspection report function. You can apply an inspection report at a later time if desired.

Apply to all None

Model List

Core IC None

Apply Cancel

2.7.2 Geofence

The "Geofence" page allows the creation, editing and deletion of geofence alerts. This feature must be enabled in the Pro Account to be available. For more information on creating and managing geofence alerts, refer to [section A.1 Geofences](#).

**Exception:**

The "Geofence" page is not displayed for Free Account Users.

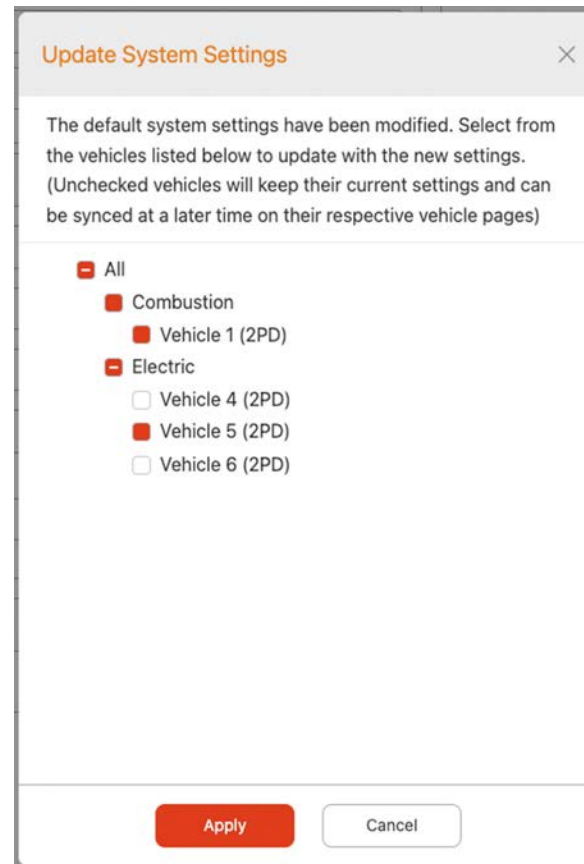
2.7.3 Settings

The "System" page allows configuration of default global settings for all VIA Mobile360 FSS that will be registered to the VIA WorkX Connect Cloud. These settings are used to provide default values when creating a Vehicle Model and Vehicle.

When the VIA WorkX Connect app is used to modify settings for a vehicle, the settings will be saved to the system and synced to the vehicle's settings on the cloud. When the default global settings are modified on the cloud, a pop-up dialog will be displayed for Users to select the applicable vehicles:

- For Administrator Users, the pop-up dialog will list the vehicles of all fleets.
- For Users managing fleets, the pop-up dialog will list all the vehicles of their managed fleets.

Once confirmed, the modified settings will be applied to the selected vehicles on the next bootup.



Configure global VIA Mobile360 FSS settings as described below:

Alerts:

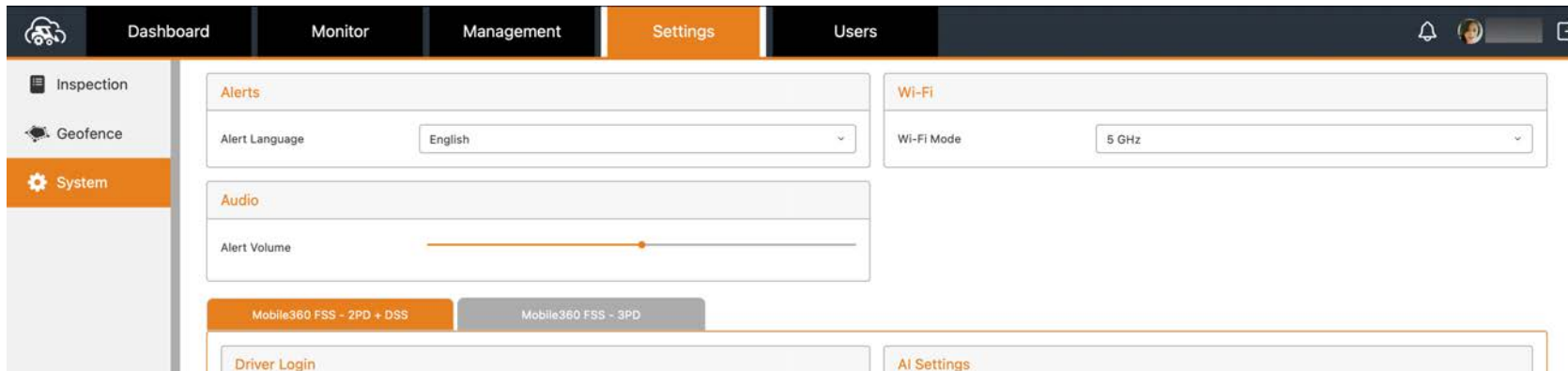
- **Alert Language** - Select the language used to play back audio alerts on the registered systems. Clicking on the dropdown menu will reveal a list of available alert languages to choose from (English, Japanese, Traditional Chinese, Simplified Chinese, Italian, German, French and Spanish are supported).

Wi-Fi:

- **Wi-Fi Mode** - Switch the system's Wi-Fi mode between 2.4GHz/5GHz.

Audio:

- **Alert Volume** - Adjust the volume level for alert notifications. There are 5 settings between the minimum and maximum volumes. Where min=0% and max=100%.



Mobile360 FSS - 2PD + DSS

Driver Login:

- **Login Method** - Select the login methods that drivers can use to register for trips, including "NFC Card" , "QR Code" , and "Face ID" methods.



Exception:

The Driver Face ID login method is not available to Free Account Users. For more information on the Driver QR Code login method, see [section 3.2.1](#).



Note:

For drivers to use Face ID to register for trips, the DSS function must be calibrated first and drivers should have a Face ID photo associated with their profile. See [section 1.2.2.1](#) for more information on using Face ID for driver login.

- **Login Scan Time** - Set the time drivers have to register for trips after system bootup. The default setting is 60 seconds.

- **Login Picture Delay** - Set the time to take a photo with the driver camera after the login process completes. This will be added to the trip history to verify who drove the vehicle.

Accessory Settings: The following settings are for vehicles fitted with the optional speed and reverse light sensor kit.

- **Speed Indicator Units** - Select the units for the speed indicator displayed on the optional 7" display interface. Clicking on the dropdown menu displays a list to select Metric, Imperial, or US Customary.
- **Maximum Speed Limit** - Select the maximum speed value that will trigger a speed alert detection.
- **Display Layout without Sensors** - Select "2 Camera" or "Rear Only" to set the display layout when the optional speed/reverse light sensors are not installed.
- **Display Layout with Speed / Reverse Light Sensor** - Additional display layout settings are available when the optional speed/reverse light sensors are installed.

Rear Dynamic - If the reverse light sensor is installed, selecting this setting allows display layouts to be filtered when the forklift is in reverse.

- Driving in reverse: The display UI shows the full-screen rear camera view.
- Driving forward: The display UI shows the split-screen camera view.
- Stationary: The display UI shows the split-screen camera view.

Front + Rear Dynamic - If both speed and reverse light sensors are installed, selecting this setting allows display layouts to be filtered when the forklift is in reverse or moving forward.

- Driving in reverse: The display UI shows the full-screen rear camera view.
- Driving forward: The display UI shows the full-screen front camera view.
- Stationary: The display UI shows the split-screen camera view.
- **Alert Direction** - Select "Both Directions" to receive front and rear alert notifications irrespective of the forklift moving direction, or select "Moving Direction Only" to receive alert notifications only for the forklift's moving direction.

AI Settings:

People Detection:

- **Front/Rear Alerts** - Select which audio notifications to play.
- **Warning/Critical Alert Type** - Allows for the warning/critical audio alert to be changed between sound and voice notifications.
- **Show Detection Boxes** - Allows display of box-shaped people detection target overlays on the display interface.

Driver Safety System: Enable/disable the playback of alert warnings on the system for driver fatigue, phone usage and smoking detection.

Output Customization: These settings are for relaying alert signals from the VIA Mobile360 M500 system's custom output interfaces to custom controller devices using the optional DIO2 cable accessory.



Note:

Refer to Appendix section A.3 of the VIA Mobile360 Forklift Safety System Installation Guide for more information on the optional DIO2 cable accessory and installation procedures.

Configure the VIA Mobile360 M500 system's Output signals as described in the steps below:

1. Each Output cable can provide one Alert type. Click the "Output 1" or "Output 2" dropdown menu, and select the desired Alert type from the following list:
 - PD Alerts
 - All PD Alerts
 - All PD Critical Alerts
 - All PD Warning Alerts
 - All Front PD Alerts
 - All Rear PD Alerts
 - Front PD Critical Alerts
 - Front PD Warning Alerts
 - Rear PD Critical Alerts
 - Rear PD Warning Alerts
 - DSS Alerts
 - All DSS Alerts
 - Phone Usage Alert
 - Smoking Alert
 - Fatigue Alert
 - Camera Blocked
 - Sensor Alerts
 - Over Speed Alert
 - No Seatbelt Alert

**Note:**

To receive sensor alerts, ensure that corresponding alerts are enabled.

- Cloud Alerts
 - Authorized Driver Alert
 - Unauthorized Driver Alert
 - Failed Critical Item Inspection Report Alert
 - All Geofencing Alerts
 - Enter Geofence Zone Alert
 - Exit Geofence Zone Alert
2. Next, click the "Output Voltage" dropdown menu for "Output 1" or "Output 2" , and select "Pull High", "Pull Low" or "N/A" as the desired Output signal.
 3. Repeat steps 1 - 2 above to configure output from the other cable ("Output 1" or "Output 2") if desired.

Firmware Upgrade: Displays the current firmware version available for all VIA Mobile360 FSS 2PD + DSS. If an upgrade is available, a button will be shown to push the OTA upgrade to all systems when the vehicles come online next.

Mobile360 FSS - 2PD + DSS
Mobile360 FSS - 3PD

Driver Login

Login Method

☐ NFC Card
☐ QR Code
☐ Face ID

Login Scan Time (Secs)

Login Picture Delay (Secs)

Accessory Settings

Speed Indicator Units

Maximum Speed Limit (km/h)

Display Layout without Sensors

Display Layout with Speed / Reverse Light Sensor

Alert Direction

AI Settings

People Detection

Front Alerts

Rear Alerts

Warning Alert Type

Critical Alert Type

Show Detection Boxes

Driver Safety System

Fatigue Alerts

Phone Usage Alerts

Smoking Alerts

Output Customization

Output 1

Output Voltage

Output 2

Output Voltage

Firmware Upgrade

Current Firmware Version: v2.3.7 [Version History](#)

Release Notes:
M500 STD v2.3.7 Release

Mobile360 FSS - 3PD

Driver Login:

- [Login Method](#) - Select whether drivers can register for trips using the "NFC Card" method.
- [Login Scan Time](#) - Set the time to allow drivers to register for trips after system bootup. The default setting is 60 seconds.

Accessory Settings: The following settings are for vehicles fitted with the optional speed sensor kit.

- [Speed Indicator Units](#) - Select the units for the speed indicator displayed on the optional 7" display interface. Clicking on the dropdown menu will reveal a list to change between Metric, Imperial, and US Customary.
- [Maximum Speed Limit](#) - Select the maximum speed value that will trigger a speed alert detection.
- [Display Layout without Sensors](#) - Select '3 Camera' or 'Rear Only' to set the display layout when the optional reverse light sensor is not installed.
- [Display Layout with Reverse Light Sensor](#) - An additional display layout setting are available when the optional reverse light sensor is installed.

Rear Dynamic - If the reverse light sensor is installed, selecting this setting allows display layouts to be filtered when the forklift is in reverse.

- Driving in reverse: The display UI shows the full-screen rear camera view.
- Driving forward: The display UI shows the split-screen camera view.
- Stationary: The display UI shows the split-screen camera view.

AI Settings:

People Detection:

- [Left/Right/Rear Alerts](#) - Select which audio notifications to play.
- [Warning/Critical Alert Type](#) - Allows for the warning/critical audio alert to be changed between sound and voice notifications.
- [Show Detection Boxes](#) - Allows display of box-shaped people detection target overlays on the display interface.

Output Customization: These settings are for relaying alert signals from the VIA Mobile360 M500 system's custom output interfaces to custom controller devices using the optional DIO2 cable accessory.



Note:

Refer to Appendix section A.3 of the VIA Mobile360 Forklift Safety System Installation Guide for more information on the optional DIO2 cable accessory and installation procedures.

Configure the VIA Mobile360 M500 system's Output signals as described in the steps below:

1. Each Output cable can provide one Alert type. Click the "Output 1" or "Output 2" dropdown menu, and select the desired Alert type from the following list:

- PD Alerts
 - All PD Alerts
 - All PD Critical Alerts
 - All PD Warning Alerts
 - All Rear PD Alerts
 - All Left PD Alerts
 - All Right PD Alerts
 - Rear PD Critical Alerts
 - Rear PD Warning Alerts
 - Left PD Critical Alerts
 - Left PD Warning Alerts
 - Right PD Critical Alerts
 - Right PD Warning Alerts
- Sensor Alerts
 - Over Speed Alert
 - No Seatbelt Alert



Note:

To receive sensor alerts, ensure that corresponding alerts are enabled.

- Cloud Alerts
 - Authorized Driver Alert
 - Unauthorized Driver Alert
 - Failed Critical Item Inspection Report Alert
 - All Geofencing Alerts
 - Enter Geofence Zone Alert
 - Exit Geofence Zone Alert

2. Next, click the "Output Voltage" dropdown menu for "Output 1" or "Output 2" , and select "Pull High", "Pull Low" or "N/A" as the desired Output signal.
3. Repeat steps 1 - 2 above to configure output from the other cable ("Output 1" or "Output 2") if desired.

Firmware Upgrade: Displays the current firmware version available for all VIA Mobile360 FSS 3PD. If an upgrade is available, a button will be shown to push the OTA upgrade to all systems when the vehicles come online next.

Mobile360 FSS - 2PD + DSS

Mobile360 FSS - 3PD

Driver Login

Login Method ☒ NFC Card

Login Scan Time (Secs)

Accessory Settings

Speed Indicator Units

Maximum Speed Limit (km/h)

Display Layout without Sensors

Display Layout with Reverse Light Sensor

Firmware Upgrade

Current Firmware Version: v1.3.7 [Version History](#)

Release Notes:
M500 3PD v1.3.7 Release

AI Settings

People Detection

Left Alerts

Right Alerts

Rear Alerts

Warning Alert Type

Critical Alert Type

Show Detection Boxes

Output Customization

Output 1

Output Voltage

Output 2

Output Voltage

2.8 OTA Firmware Upgrade

To receive the latest firmware from VIA by OTA, systems must be registered on the VIA WorkX Connect Cloud. When a new version is released, Cloud Users will receive a notification when logging in to VIA WorkX Connect.

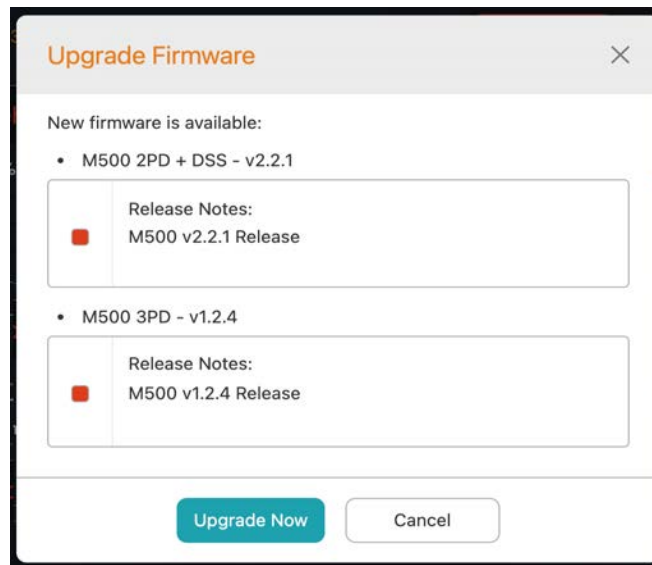
**Exception:**

The OTA Firmware Upgrade option is not available to Free Account Users. Free Account Users can use the VIA WorkX Connect mobile app to download an OTA update to the mobile device and push the update to each VIA Mobile360 FSS.

To push the latest upgrades to registered systems, select the upgrades and click "Upgrade Now", then confirm the upgrades by clicking "Upgrade Now" again in the subsequent pop-up window.

**Note:**

If the user selects Cancel, the upgrade can be deployed at a later date through "Settings -> System" under the "Firmware Upgrade" section.



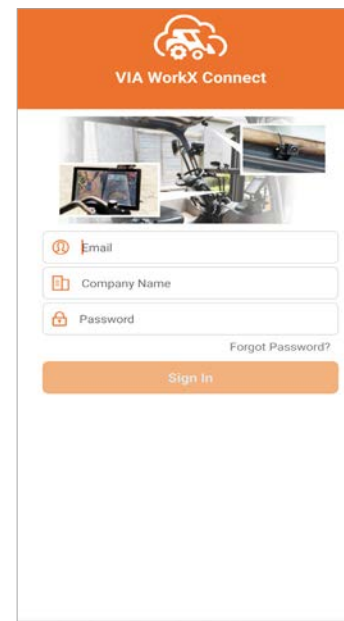
The next time a registered system is turned on, the pre-installed OTA Client program will check if there is a new firmware version available on Cloud and will download the available package. If the download is successful, the next time the system is powered on, it will automatically start upgrading the system firmware.

3. VIA WorkX Connect App

This section describes how Cloud Users and Drivers can use the VIA WorkX Connect app to complete specific tasks. The app is available on the Google Play Store for Android devices and the App Store for iOS devices.



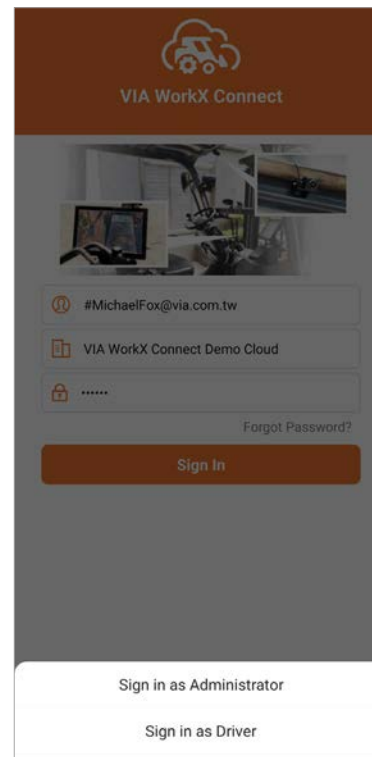
After downloading, launch the VIA WorkX Connect app and login as a Cloud User or Driver.



3.1 Cloud Users

Cloud Users with Roles allowing access to the VIA WorkX Connect app (with edit vehicle and driver permissions) can register systems to vehicles, add Driver ID photos to enable Face ID logins, calibrate systems after installation on target vehicles, and directly download alert images and videos from systems. Refer to [section 2.2.1](#) for more information on User Roles.

If a Cloud User is also a registered Driver, they will be presented with the option to sign in either as a Cloud User or Driver after signing in.



For more information on adding Driver ID Photos, see [section 1.2.2](#).

For more information on performing System Registration, see [section 1.2.4](#).

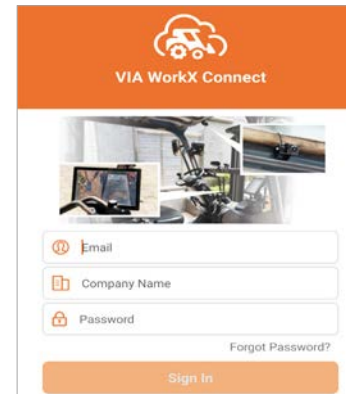
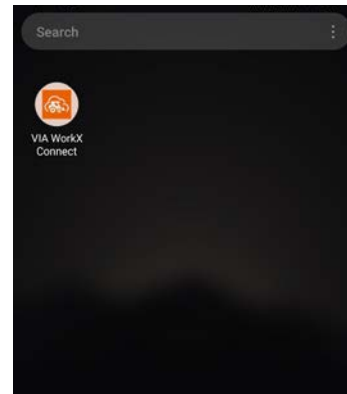
For more information regarding calibrating VIA Mobile360 FSS, please refer to the VIA Mobile360 Forklift Safety System Installation Guide. After signing in as a Cloud User, the app flow will follow the same behavior as the VIA WorkX app for the standalone system as described in the guide.

3.1.1 Configuring Custom APN Settings

On each VIA Mobile360 FSS installed in a forklift, an enterprise may deploy a data SIM card requiring system configuration of Access Point Name (APN) settings for Internet access. The VIA WorkX Connect mobile app supports this requirement by providing an APN Settings configuration option.

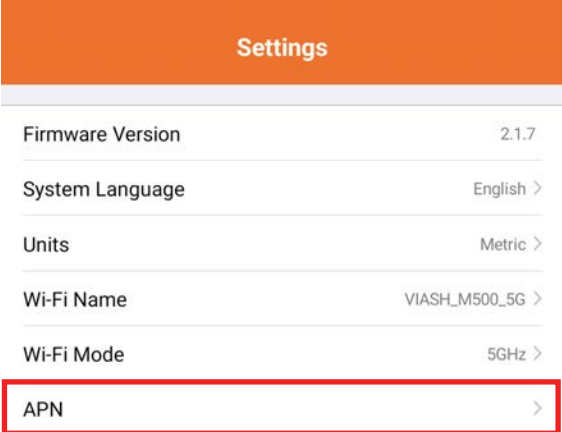
Follow the steps below to configure the APN settings on a system:

1. Power ON the forklift and wait for the VIA Mobile360 FSS to fully boot.
2. Each VIA Mobile360 FSS has a unique Wi-Fi SSID and password set for it during the System Registration process described in [section 1.2.4](#). Go to the available Wi-Fi connections on the mobile device, select the target system from the list and enter the Wi-Fi password once prompted.
3. Launch the VIA WorkX Connect app.

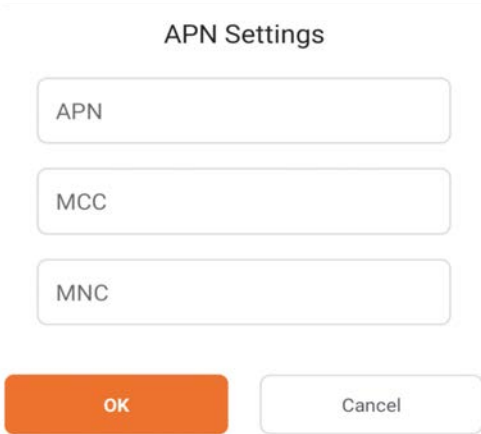


4. Enter the Administrator Username, tap the Company Name field to auto-populate the field, and enter the Password used for signing into the VIA WorkX Connect Cloud and tap "Sign In".
5. Follow the prompts if any, and tap the "Settings" tab on the bottom bar of the app.

6. Tap "APN" and enter the desired APN, MCC and MNC settings in the pop-up window displayed.



The Settings menu is shown with an orange header. The 'APN' option at the bottom is highlighted with a red rectangular border. Other options include Firmware Version (2.1.7), System Language (English), Units (Metric), Wi-Fi Name (VIASH_M500_5G), and Wi-Fi Mode (5GHz).



The APN Settings pop-up window is displayed. It has a title 'APN Settings' and three input fields labeled 'APN', 'MCC', and 'MNC'. At the bottom, there are two buttons: 'OK' (orange) and 'Cancel' (white with orange border).

7. Tap "OK" to complete the APN settings configuration.

3.2 Drivers

Drivers can use the VIA WorkX Connect app to get the Driver QR code to register for trips if Driver Face ID or NFC card are not used, and to complete the daily inspection reports for the systems.

3.2.1 Trip Registration using QR Code

To use the QR Code to register for a trip, follow the steps below.

1. Sign in to the VIA WorkX Connect app with the driver's email, company name and password. After signing in, the Driver QR Code will be shown on the screen.
2. Start the forklift and wait for the audio prompt to "Register Driver for Trip".
3. Place the QR Code in the app in front of the Driver Camera until "Driver Registered" is heard.



4. The driver has now successfully registered for the trip.

3.2.2 Submitting Inspection Reports

In order for the inspection report function to work, the model of the vehicle with the registered system should have an inspection report assigned to it on the VIA WorkX Connect Cloud, as described in [section 2.7.1.1](#).

When a driver starts a forklift with a registered VIA Mobile360 FSS and completes the Driver registration process, if an inspection report has not been submitted for the vehicle on that day, the driver will hear the "Inspection Required" notification. Follow the steps below to complete the inspection report.



Note:

Only authorized drivers who have successfully registered for the trip will be able to view the inspection report form in the VIA WorkX Connect app.

1. Start the forklift and if the "Inspection Required" notification is heard after registering for the trip, sign in to the VIA WorkX Connect mobile app.
2. Tap the "Inspection" tab along the bottom menu bar in the app.
3. The forklift name will be displayed with the "Start Inspection" button. Tap the button to view the Inspection report.
4. Perform the safety inspection by checking off all items in the form.
5. Once completed, press "Submit" to submit the inspection report to the VIA WorkX Connect Cloud.

Inspection

Vehicle 7

Start Inspection

Refresh

QR Code Inspection Info

Start Inspection

Vehicle ID: Vehicle 7
Fleet: Combustion
Model: Core IC

Sample Generic Checklist for Powered Industrial Trucks

Lift Chains and rollers Pass Fail

Is there wear or damage or kinks, signs of rust, or any sign that lubrication is required? ☐ ☐

Is there squeaking? ☐ ☐

Generic Pass Fail

Overhead Guard - Are there broken welds, missing bolts, or damaged areas? ☐ ☐

Hydraulic Cylinders - Is there leakage or damage on the lift, tilt, and attachment functions of the cylinders? ☐ ☐

Mast Assembly - Are there broken welds, cracked or bent areas, and worn or missing stops? ☐ ☐

Propane Hose Pass Fail

Is it damaged? It should not be frayed, pinched, kinked, or bound in any way. ☐ ☐

Is the connector threaded on squarely and tightly? ☐ ☐

Tow Hook Pass Fail

Does it engage and release smoothly? ☐ ☐

Does the safety catch work properly? ☐ ☐

Submit

Appendix A Optional Features

A.1 Geofences

Geofencing is a location-based service provided as an optional add-on feature for VIA WorkX Connect Cloud Pro Accounts. GPS and cellular data are used to track and report vehicles entering or exiting geofence regions. Drivers will be notified through an audio alert when an alert rule has been broken and notifications will be sent to the VIA WorkX Connect Cloud to notify managers.

**Note:**

VIA Mobile360 FSS include a GPS module pre-installed to support the Geofence feature. In order to function properly, the system must be able to receive the GPS signal. If forklifts operate in indoor environments, the Geofencing feature may not work correctly as GPS signals can be blocked indoors. The feature is intended for outdoor scenarios only.

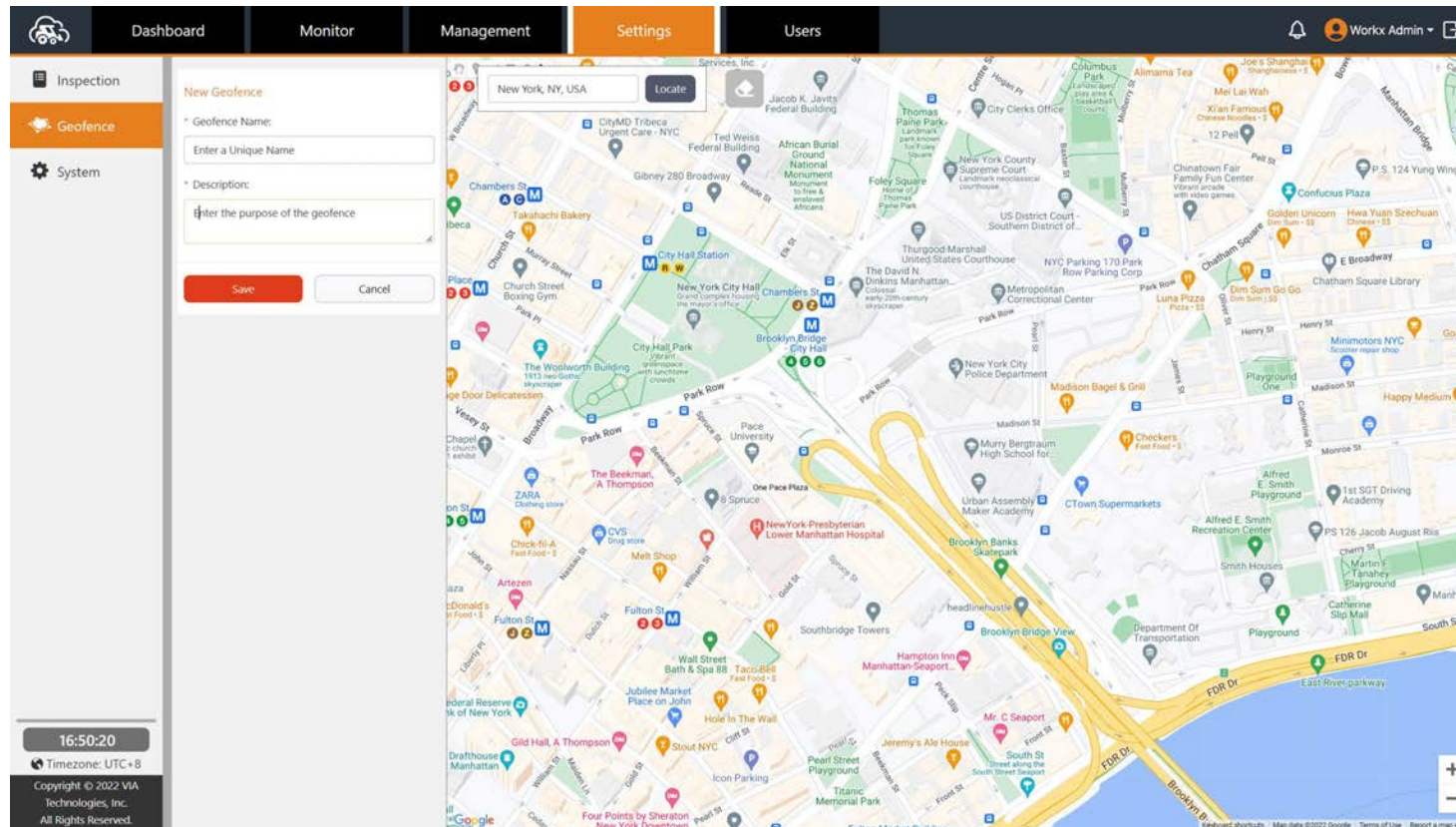
A.1.1 Creating and Assigning Geofences

If the "Geofencing" feature is enabled in the VIA WorkX Connect Cloud Pro Account, the Geofence page will be available under "Settings -> Geofence". Follow these steps to create and assign a geofence for fleets and vehicles:

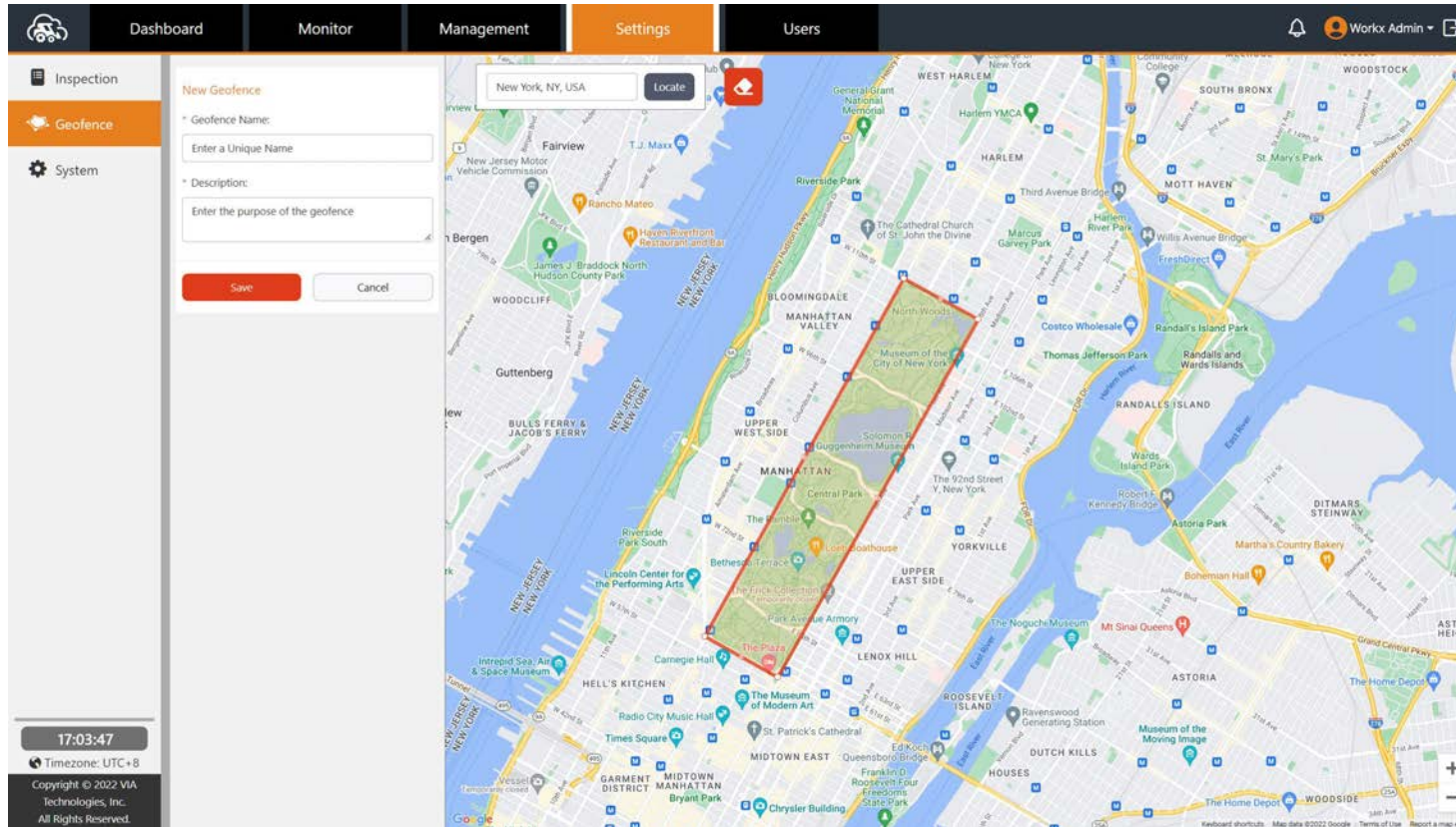
1. In the VIA WorkX Connect Cloud, click on "Settings" in the main menu and "Geofence" in the sub-menu on the left-hand side of the screen.
2. On the "Geofence" page, click on "+ New Geofence" to create a new geofence.



3. Enter a name and description for the Geofence.
4. Next, enter the location for the intended geofence in the "Locate" field and press "Locate". Options will appear of potential locations. Select the appropriate one and the map will move to the location. Hover over the map and use the mouse's scroll wheel to zoom in and out. To reposition the map manually, click and hold the left mouse button while moving the mouse over the map.



- Once the map shows the correct location, start creating the boundary lines for the geofence by clicking on the map. This will create the first point for the geofence. Click on the next position to create a line between the points. Continue until the region on the map has been completed.

**Note:**

Boundary lines cannot overlap, and to complete a geofence, an area must be completely enclosed on the map.

- Click "Save" to create the geofence.

- After clicking "Save", a pop-up window will appear to assign the alert rules for vehicles. For each vehicle that the geofence should be applied, select whether an alert should be created when it enters or exits the zone by checking the appropriate box. To find vehicles quickly, the Fleet filter can be used or the vehicle ID can be typed directly in the search box.

The screenshot shows a pop-up window titled "Add vehicles to this Geofence and set alert rules". It contains the following elements:

- Geofence Name:** Enter a Unique Name
- Description:** Enter the purpose of the geofence
- Vehicles Included:** 0
- Fleet Filter:** A dropdown menu currently set to "All Fleets".
- Search:** A text input field labeled "Please input vehicle ID" with a red "Search" button.
- Vehicle List Table:**

| Vehicle | <input type="checkbox"/> Enter Zone | <input type="checkbox"/> Exit Zone |
|-----------------|-------------------------------------|------------------------------------|
| 2222 | <input type="checkbox"/> | <input type="checkbox"/> |
| C.E FL1 | <input type="checkbox"/> | <input type="checkbox"/> |
| CCC-12345 | <input type="checkbox"/> | <input type="checkbox"/> |
| Charles-vehicle | <input type="checkbox"/> | <input type="checkbox"/> |
| k-vehicle | <input type="checkbox"/> | <input type="checkbox"/> |
| k-vehicle2 | <input type="checkbox"/> | <input type="checkbox"/> |
- Buttons:** A red "Save" button and a grey "Cancel" button at the bottom.

- Once rules for all vehicles required have been entered, press "Save" and return to the "Geofence" page.

A.1.2 Managing Geofences

The "Geofence" page displays a complete list of all created geofences. A geofence can be quickly found by using the search field at the top of the page or by scrolling through the list. Clicking on a geofence in the list will show the location and boundaries of it on the map. Also in the list of geofences, are three icons to manage the alert settings, edit the geofence location and delete the geofence.

This image shows a close-up of the management icons for a geofence. It includes a text input field for "Enter a Unique Name" and another for "Enter the purpose of the geofence". To the right of these fields are three icons: a forklift (representing vehicles), a pencil (representing edit), and a trash can (representing delete).

To add or remove vehicles or change the alert settings for a particular geofence, click on the "forklift" icon. This will bring up the pop-up window to change the settings.

Add vehicles to this Geofence and set alert rules

Geofence Name: Enter a Unique Name

Description: Enter the purpose of the geofence

Vehicles Included: 5

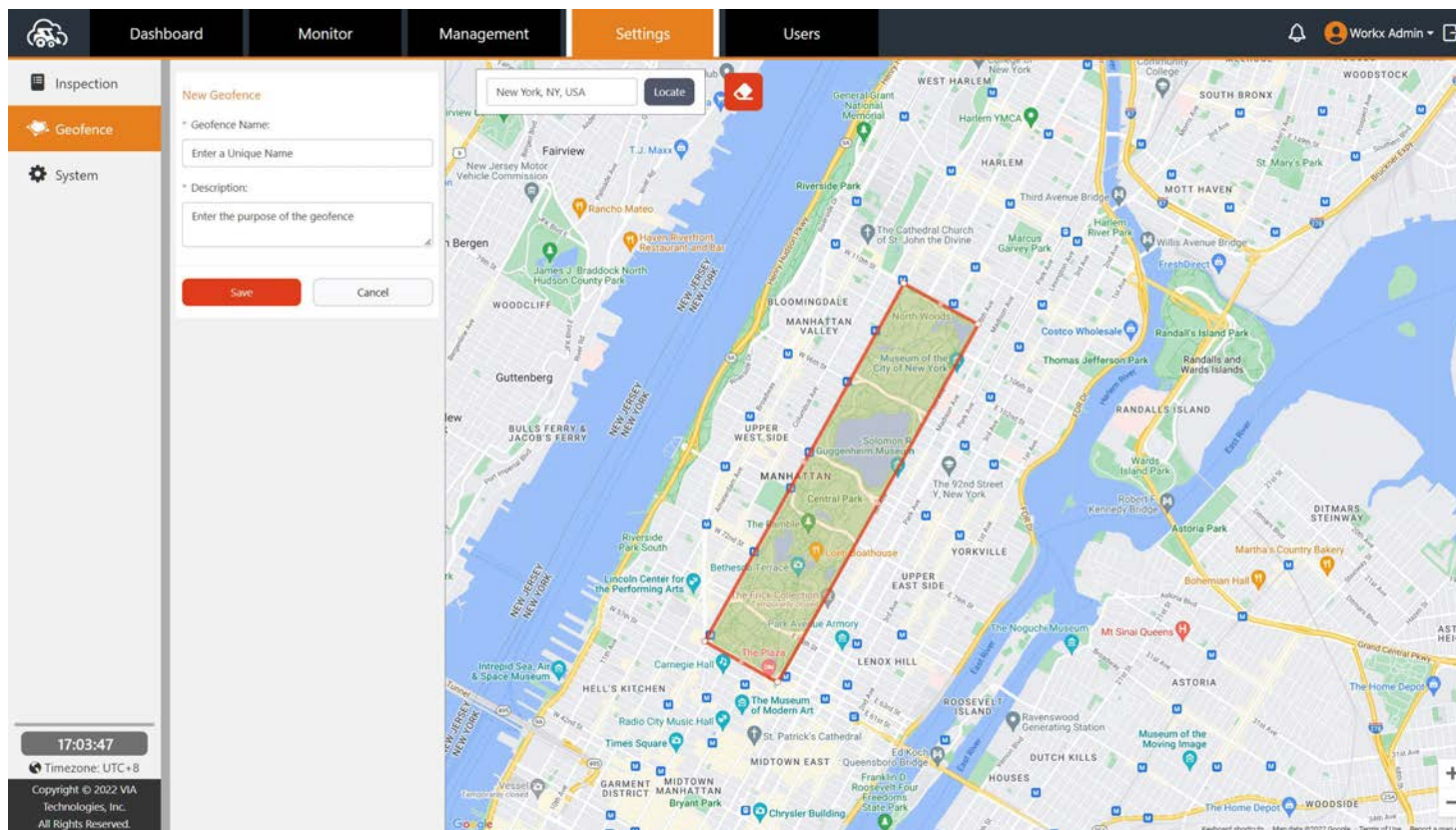
All Fleets
Please input vehicle ID
Search

| Vehicle | Enter Zone | Exit Zone |
|-----------------|-------------------------------------|-------------------------------------|
| CCC-12345 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| C.E FL1 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2222 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Charles-vehicle | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| k-vehicle | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| k-vehicle2 | <input type="checkbox"/> | <input type="checkbox"/> |

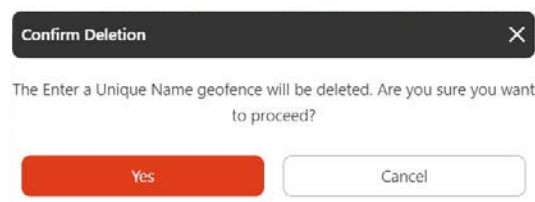
Save
Cancel

Click "Save" to save changes or "Cancel" to exit without saving.

To edit the geofence boundaries, click the "Edit" icon. This will bring up the map. The name and description can be modified directly. To change the geofence boundaries, left click on a boundary corner and while holding the left mouse button down drag the point to a new location. Alternatively, click the eraser icon at the top of the screen to delete all boundaries and start afresh as described in [section A.1.1](#).



To delete a geofence, click on the "Delete" icon. Click on "Yes" to confirm deletion of the geofence.





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