QUICK START GUIDE

VIA WorkX Connect Cloud

1.03-12092023

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Revision History

Version	Date	Remarks
1.03	12/09/2023	• 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	Added descriptions for supporting the VIA Mobile360 FSS 3PD variant. Added instructions for using the optional card reader for driver registration Updated the "Plan" section for managing plan renewals manually Updated system settings and vehicle management sections
1.01	21/03/2023	Updated the introduction to the VIA WorkX Connect Fleet Management Service. Updated instructions in the "Sign Up and Sign In" section. Added descriptions to the: • "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:

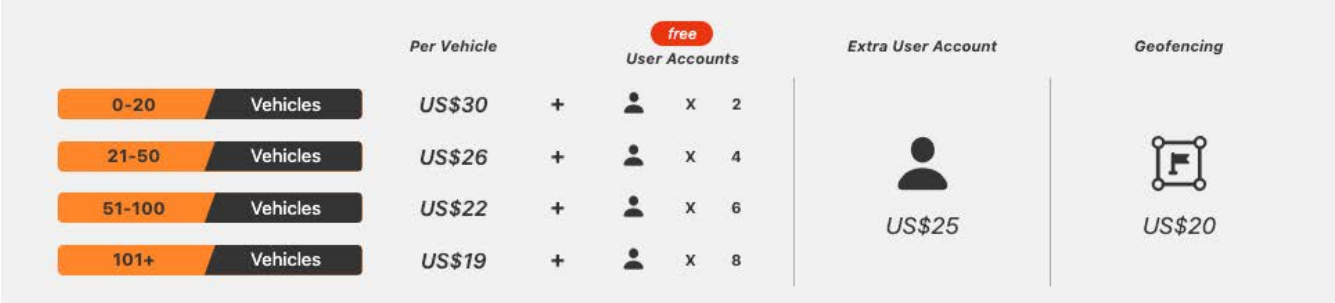
Features	Free	Pro
Vehicle and Driver Management	✓	✓
Inspection Reports	✗	✓
Connected Vehicles	Unlimited	Unlimited
Dashboard Fleet Statistics	✓	+ Inspection Stats and Custom Time Period Filter
Live Tracking	✗	✓
Trip and Alert History	✗	✓
Video uploads by demand	✗	✓
Driver Login Methods	QR Code or NFC 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.



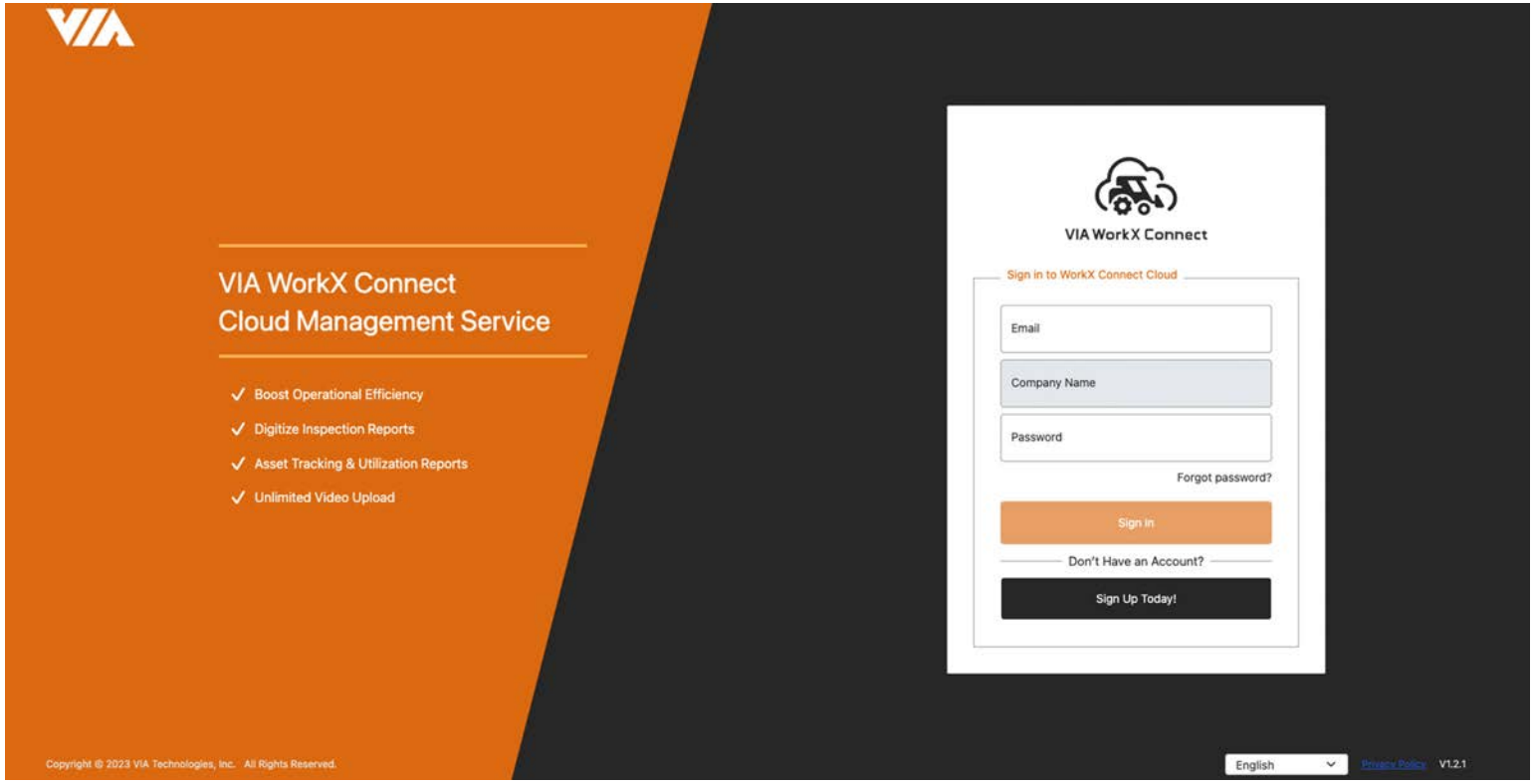
The pricing structure described below is designed to offer the cost advantages of :

- 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		

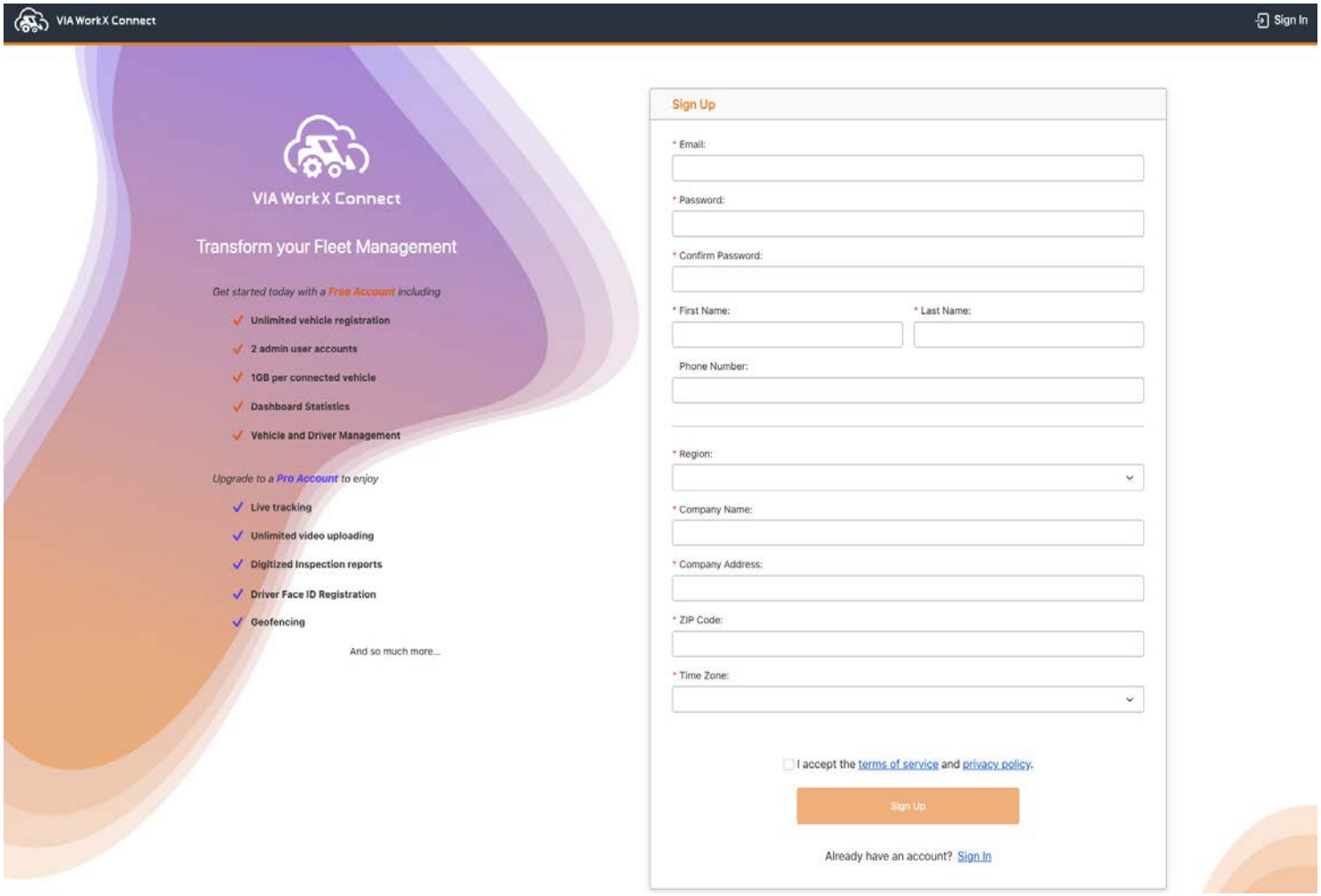
1.1 Sign Up and Sign In

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



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.

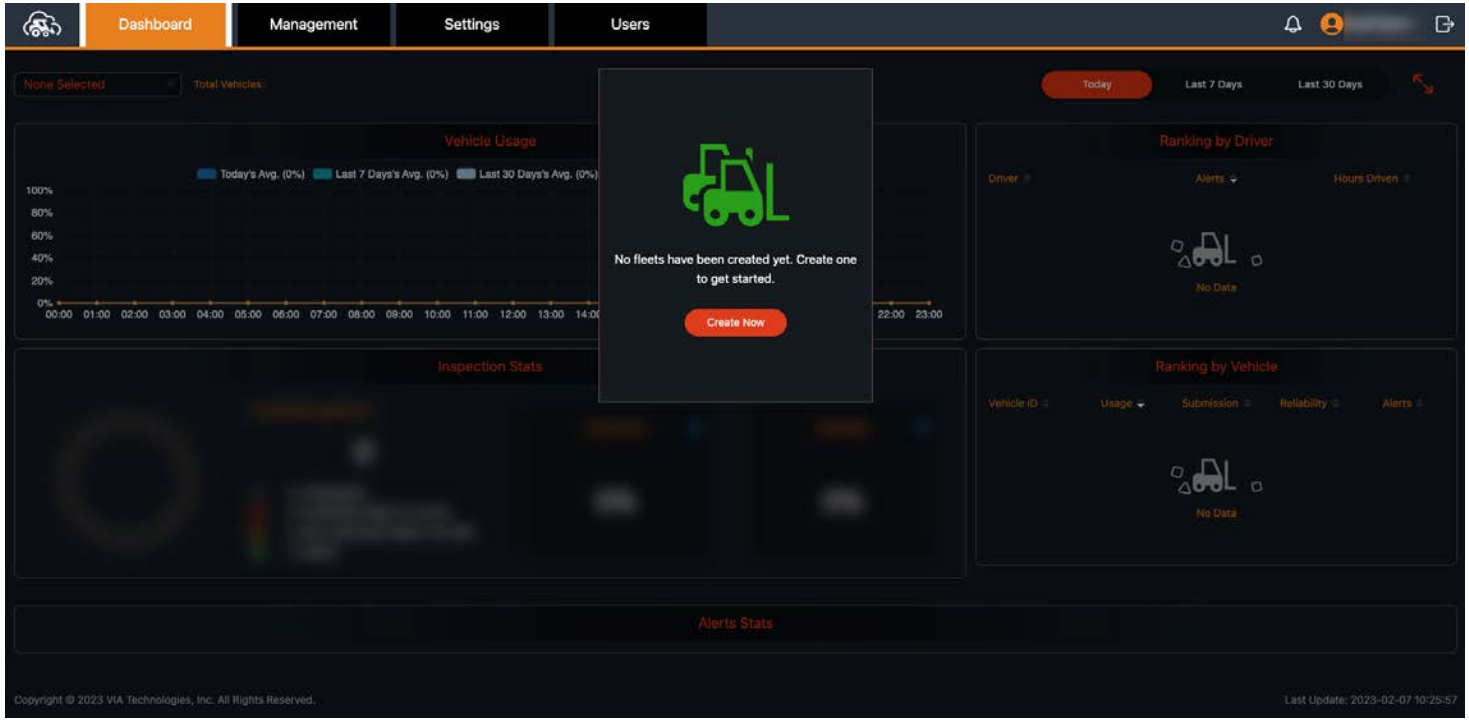


3. An account activation email will be sent to the email registered. Click on the account activation link in the email to complete activation.
4. Sign in to your new account and create a fleet to get started with a Free account.

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.

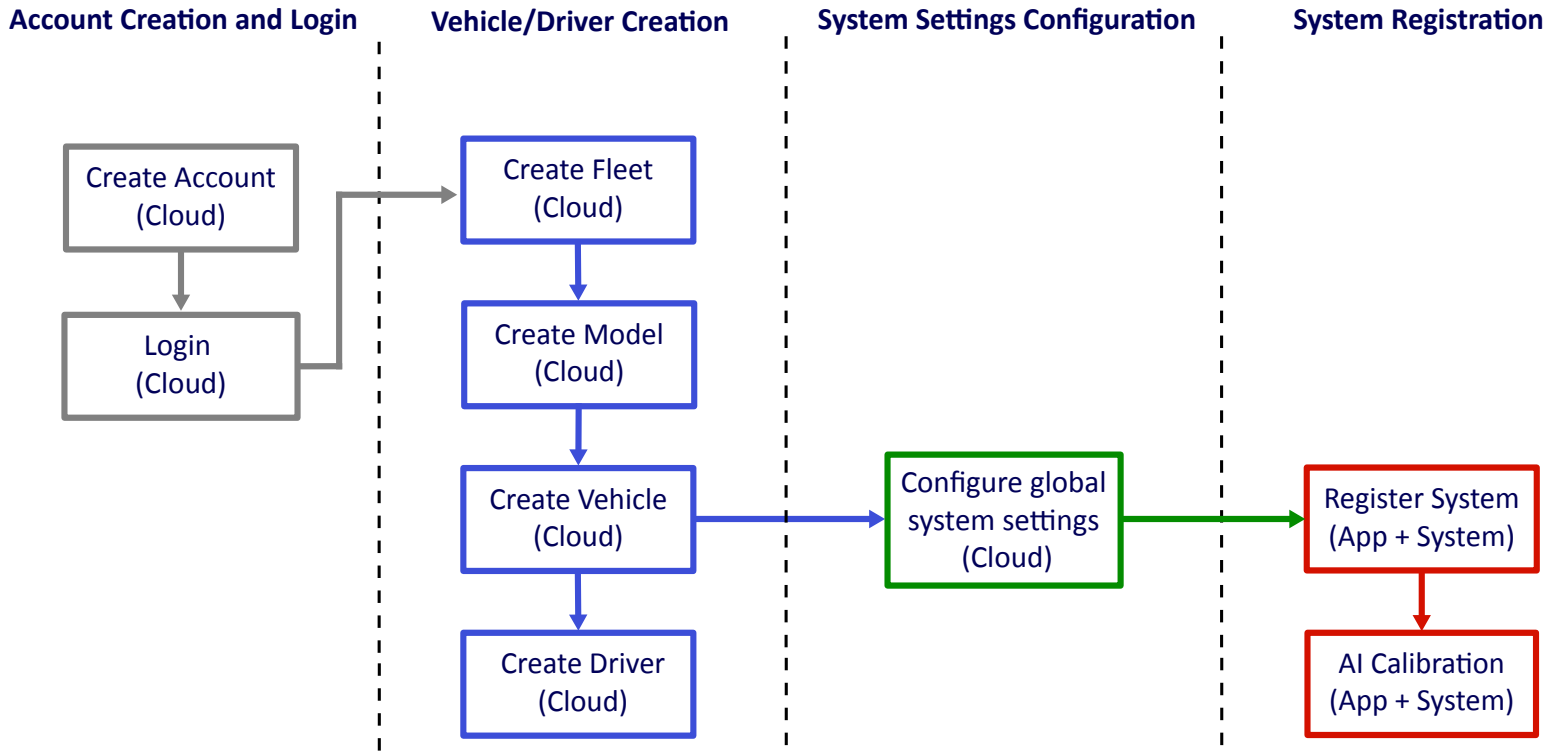


1.2 VIA WorkX Connect Setup

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.

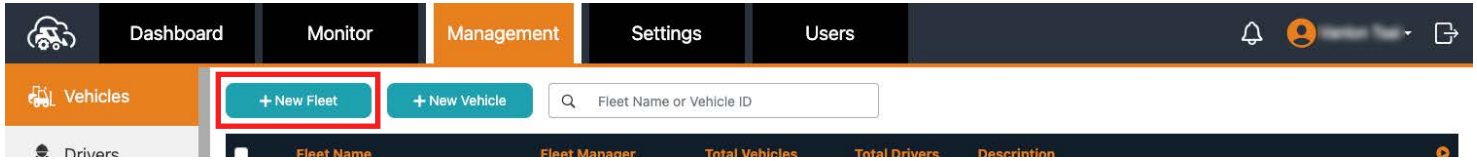
The chart below illustrates the VIA WorkX Connect Cloud and VIA Mobile360 FSS setup process.



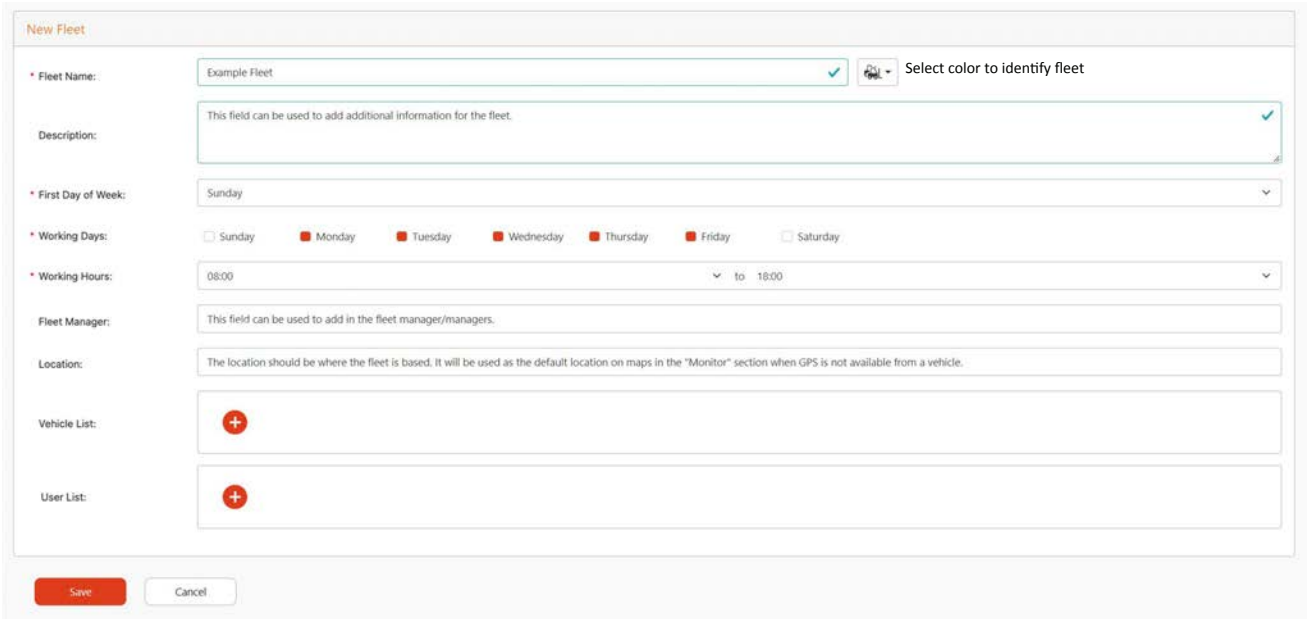
1.2.1 Creating Fleets and Vehicles

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.

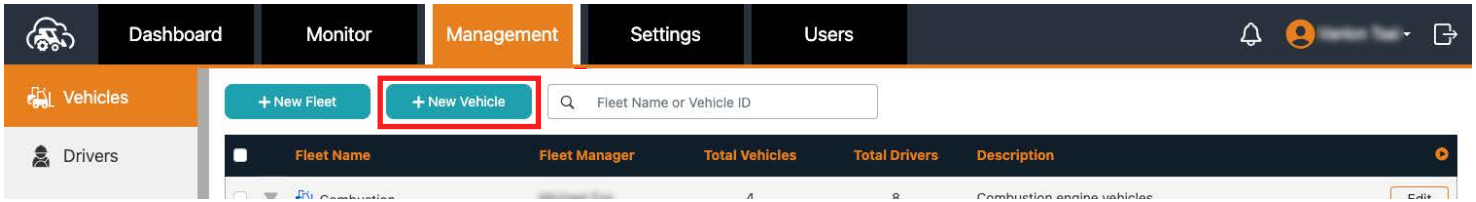


3. Fill in all required and optional information as needed in the fields.



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.



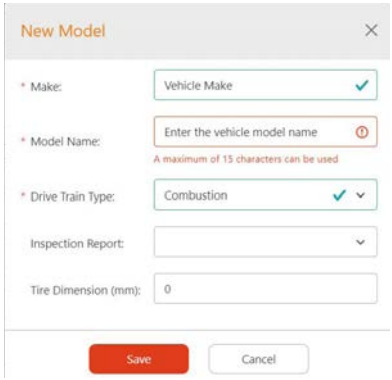
6. Fill in all required and optional information as needed in the fields:

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.



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

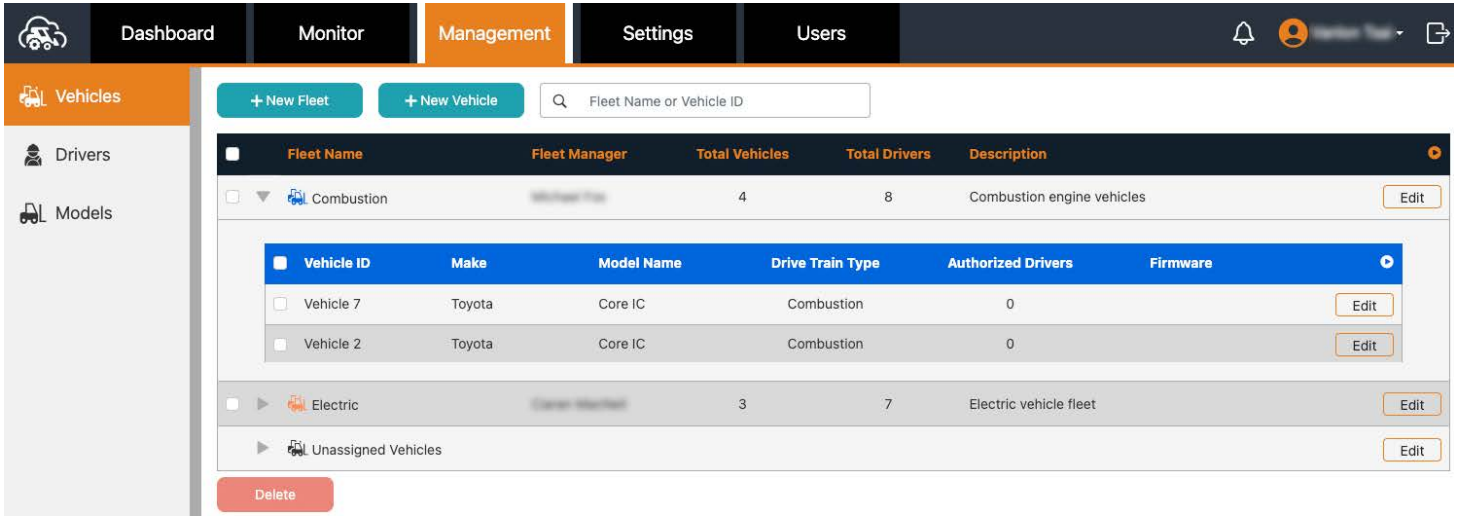
Note:
See section 1.2.2 for instructions for creating a driver.

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.

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.

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.

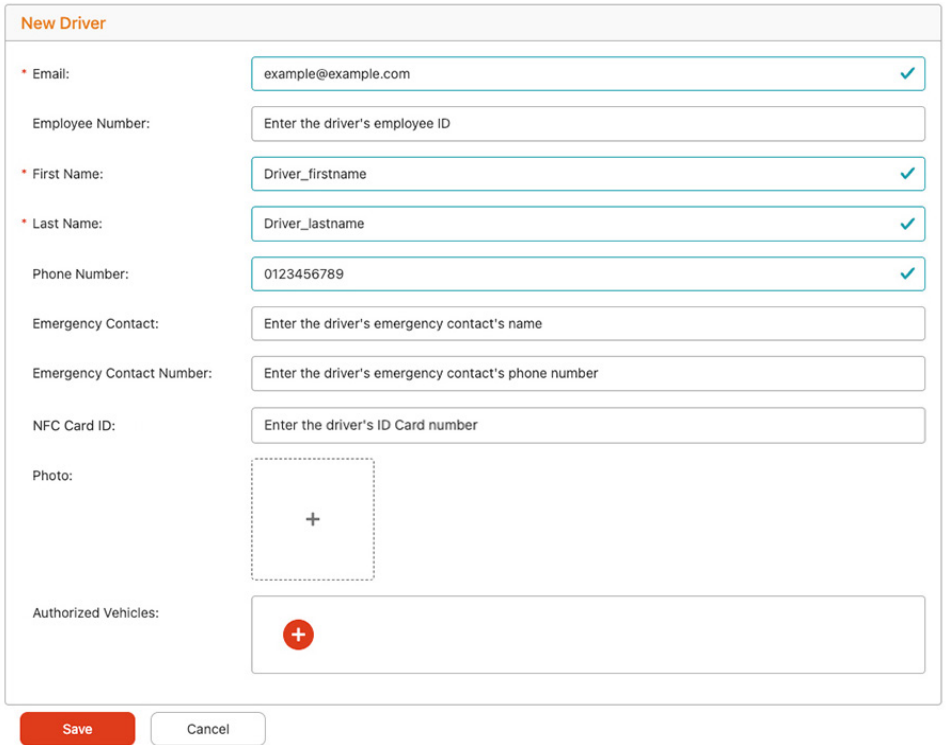


1.2.2 Creating Drivers

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.

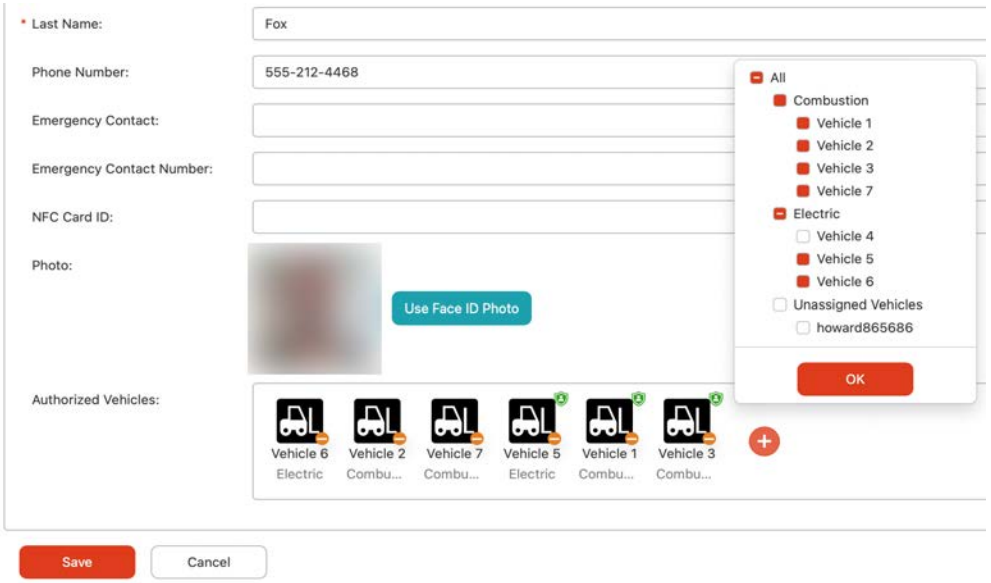
3. Fill in all required and optional information as needed in the fields:



- 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.



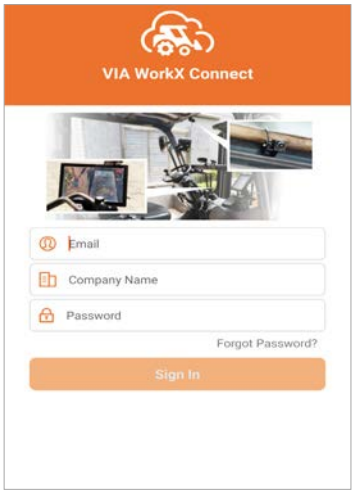
5. To use a Face ID for driver login, a Pro Account is required. The Administrator can use the VIA WorkX Connect app to upload a Driver ID photo required for Face ID vector generation. Download the VIA WorkX Connect app available on the Google Play Store for Android devices or the App Store for iOS devices.

Get it on Google play

Download on the App Store

Note:
For information on activating the Pro trial or upgrading to a Pro Account, see section 2.1.3.

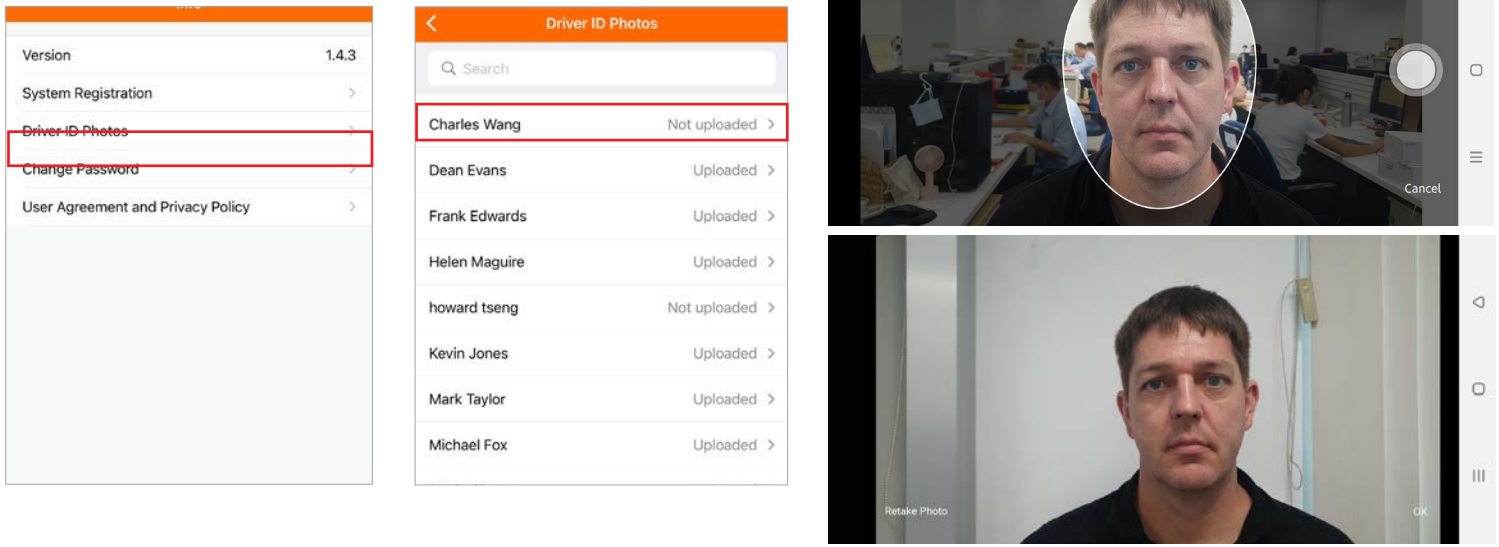
6. Launch the VIA WorkX Connect app.



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

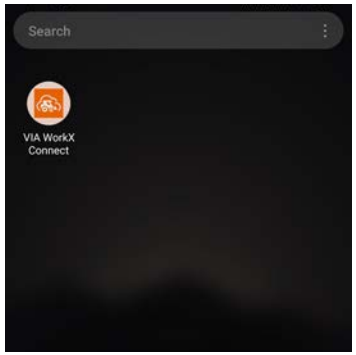
Default global system settings should be configured for all VIA Mobile360 FSS that will be registered to the VIA WorkX Connect Cloud. To know more about default global system settings and configuration, refer to section 2.7.3.

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.

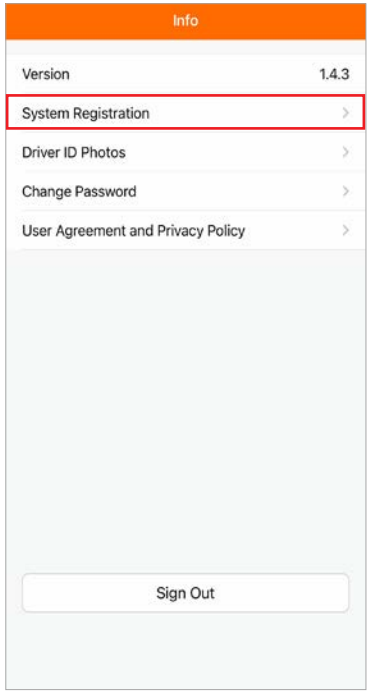
After completing system installation, register the VIA Mobile360 FSS with the VIA WorkX Connect Cloud as described below.

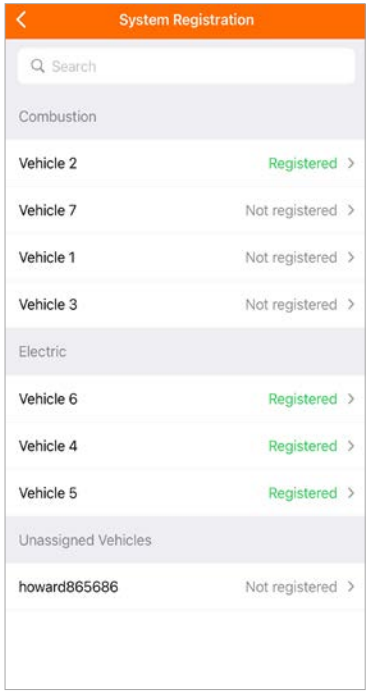
1. Launch the VIA WorkX Connect app.



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.

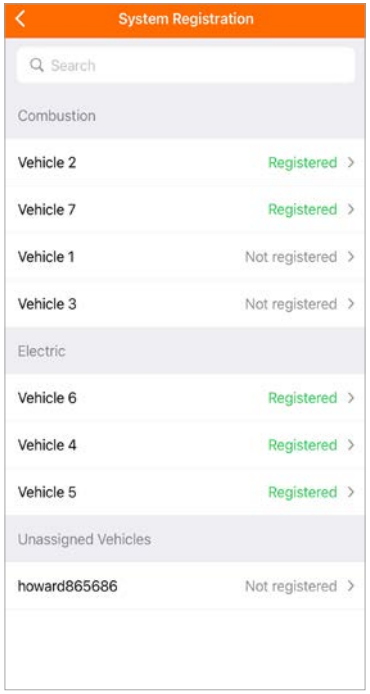




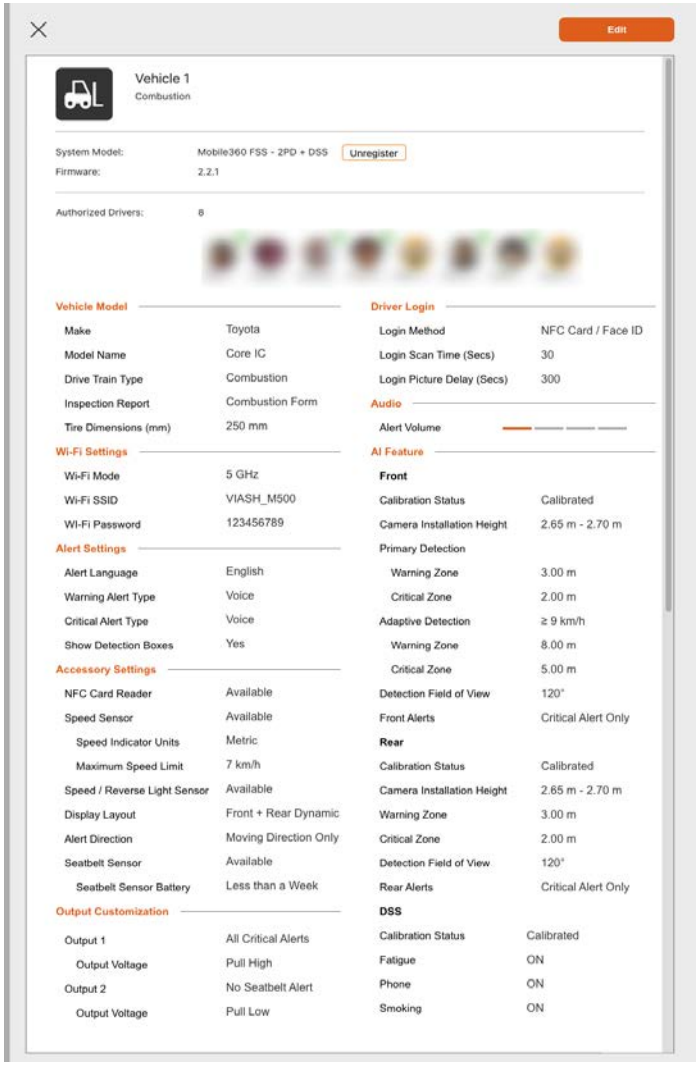
7. Register the VIA Mobile360 FSS using QR code or Wi-Fi as described below:
   - QR Code: Place the QR code in front of the driver camera lens (for 2PD +DSS) or right camera lens (for 3PD) of the VIA Mobile360 FSS.
   - Wi-Fi: Check the available Wi-Fi connections on the mobile device and select the 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.



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.



2. VIA WorkX Connect Cloud

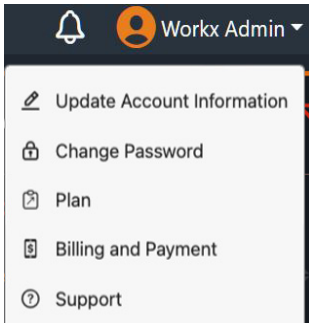
This section describes how to use the VIA WorkX Connect Cloud to perform specific tasks such as:

- 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:



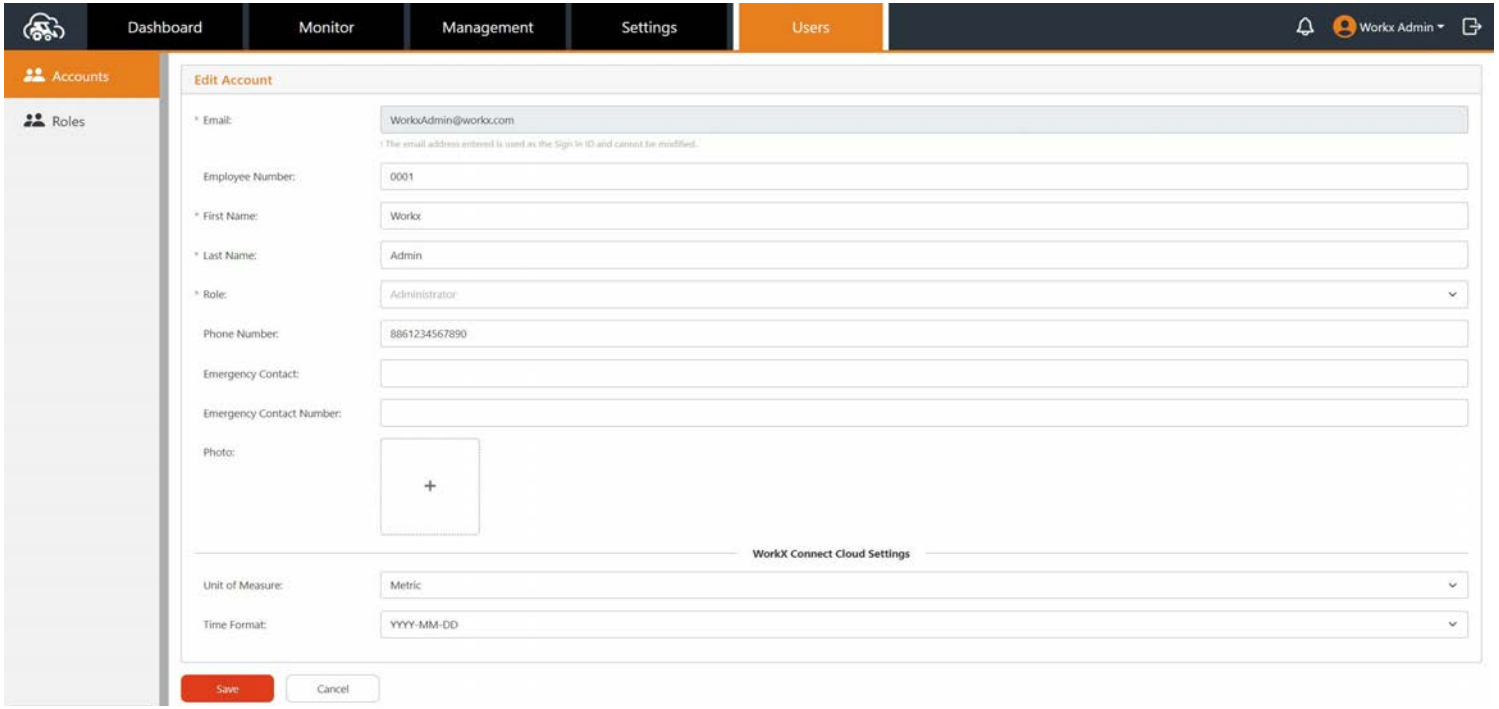
- Update Account Information - View and manage account information and VIA WorkX Connect Cloud settings for the current User.
- Change Password - Change the sign in password for the current User.
- Plan - View and manage the Account plan.
- Billing and Payment - Manage payment methods, including the 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)	✘	✓

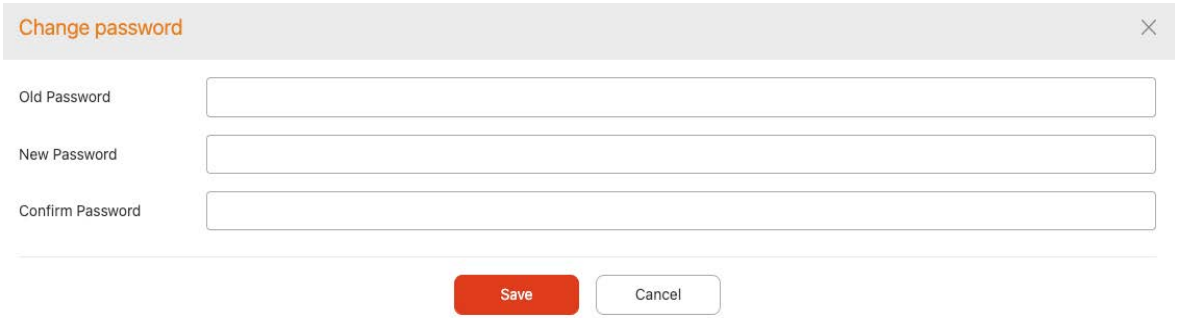
2.1.1 Update Account Information

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".



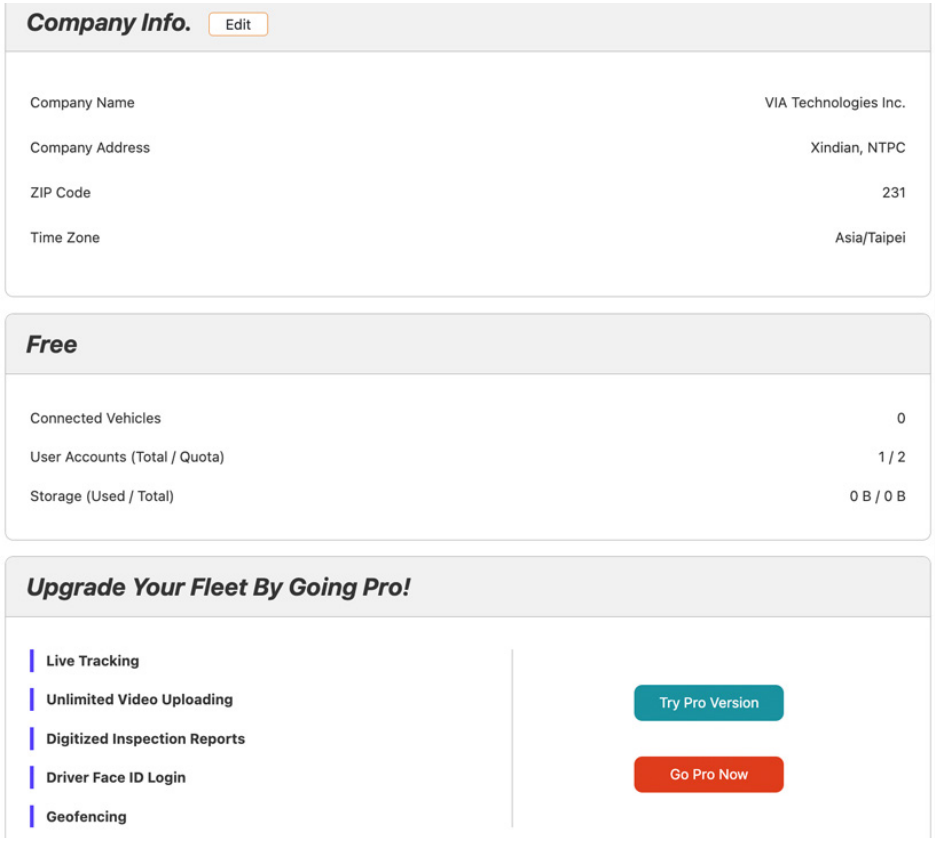
2.1.2 Change Password

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.



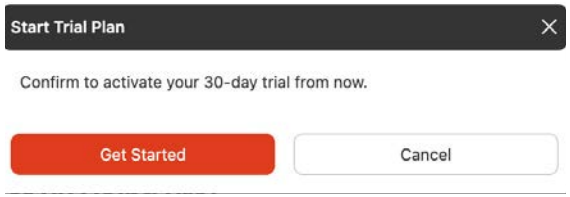
2.1.3 Plan

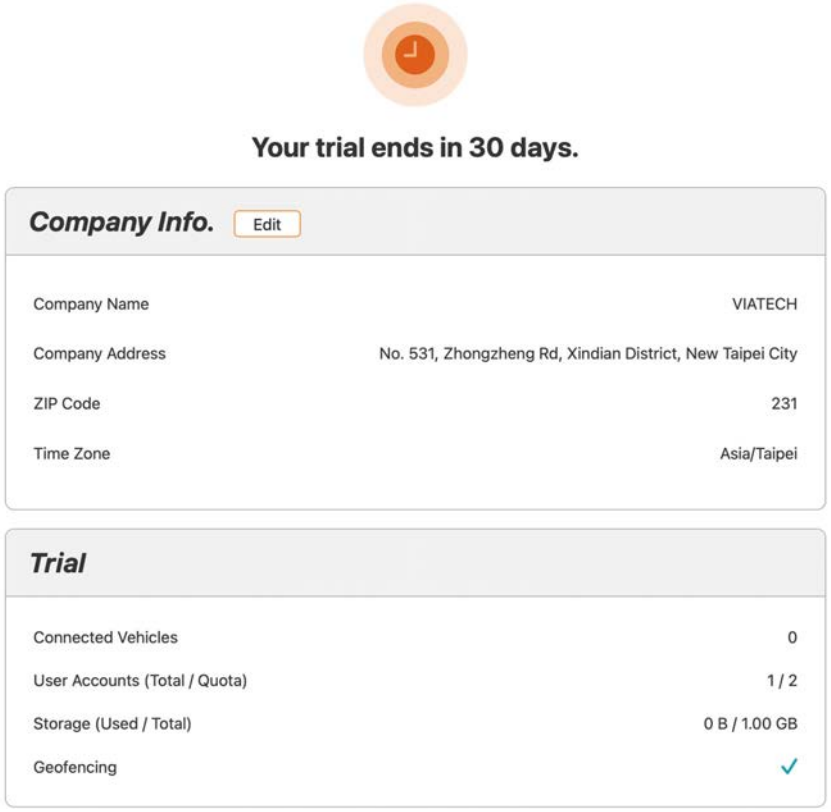
The "Plan" page displays an overview of the current features enabled for the account. In addition, there are options to "Try Pro Version" or "Go Pro Now" for new Free Account Users.



- **"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.





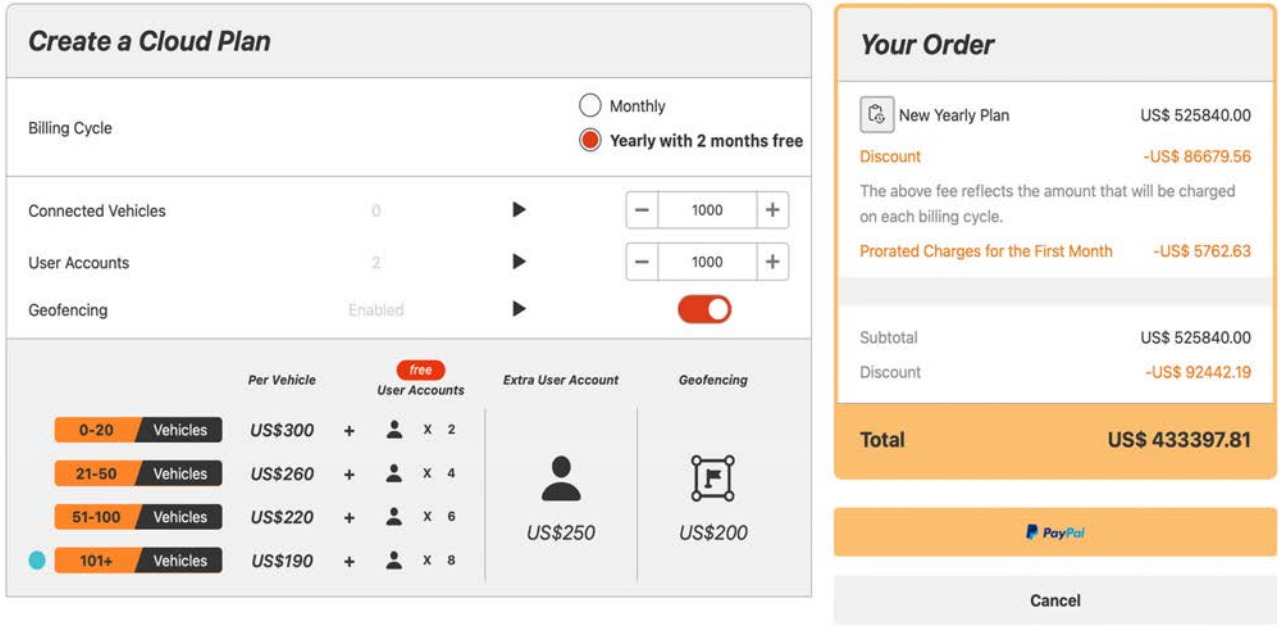
- **"Go Pro Now":** Clicking this button opens the "Create a Cloud Plan" page to create a Pro plan. Users can select the required number of connected vehicle licenses and additional user accounts, as well as enable the Geofencing feature. Users can also choose between "Monthly" or "Yearly" billing cycle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

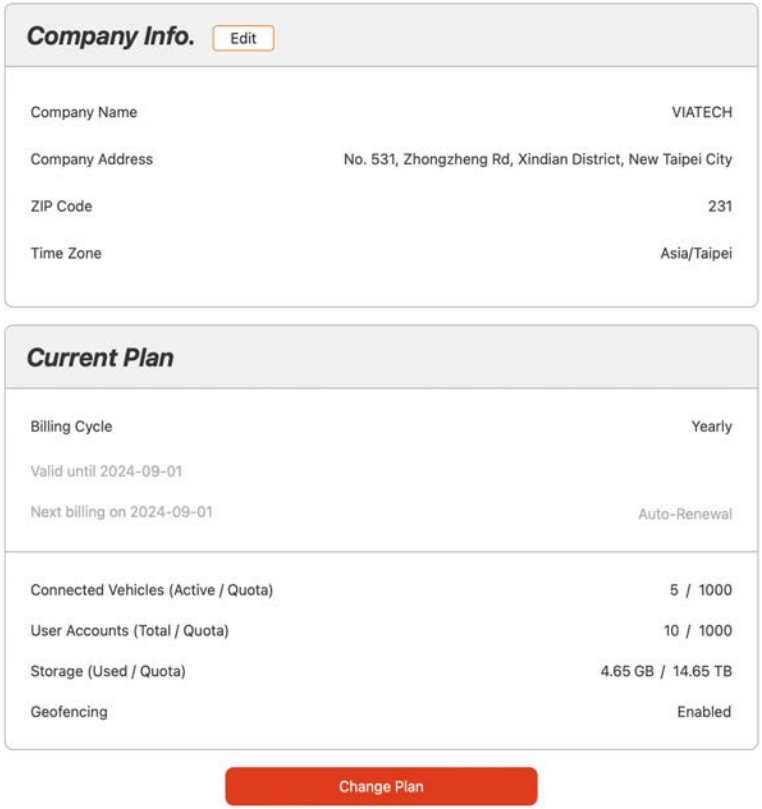
  After the desired changes are made on the page, the "Your Order" section on the right side displays the amount payable in each billing cycle, the discount, and the prorated charges for the first month.

  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.

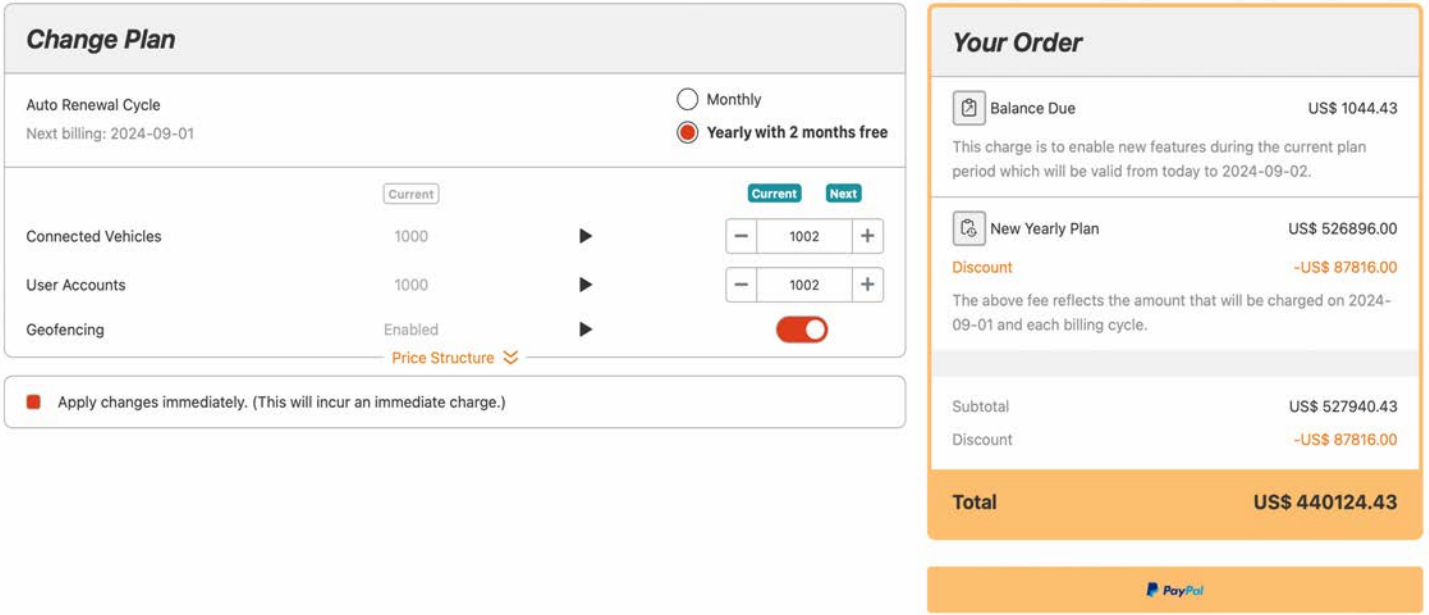


Upon completion of the transaction, Users will be redirected back to an updated "Plan" page displaying the billing cycle frequency, validity, next billing date, Auto-Renewal status and available features.



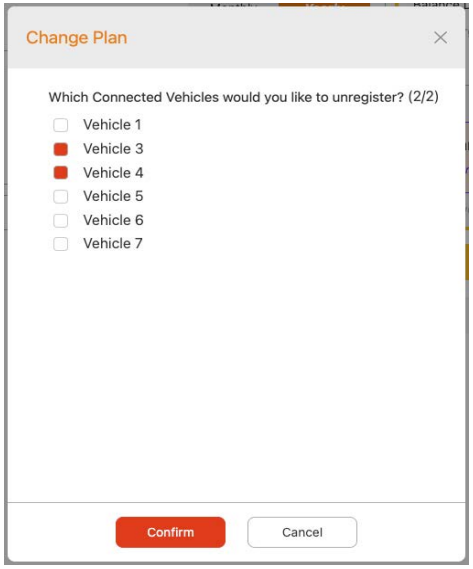
Changing a Plan

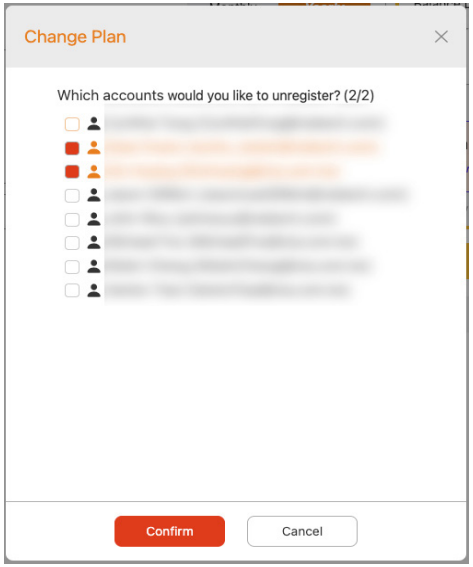
When changes are required in a Pro plan, the "Change Plan" button can be clicked to add or remove Connected Vehicle licenses, User accounts and Geofencing features. Users can also change between "Monthly" and "Yearly" as the billing cycle frequency.



- 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".

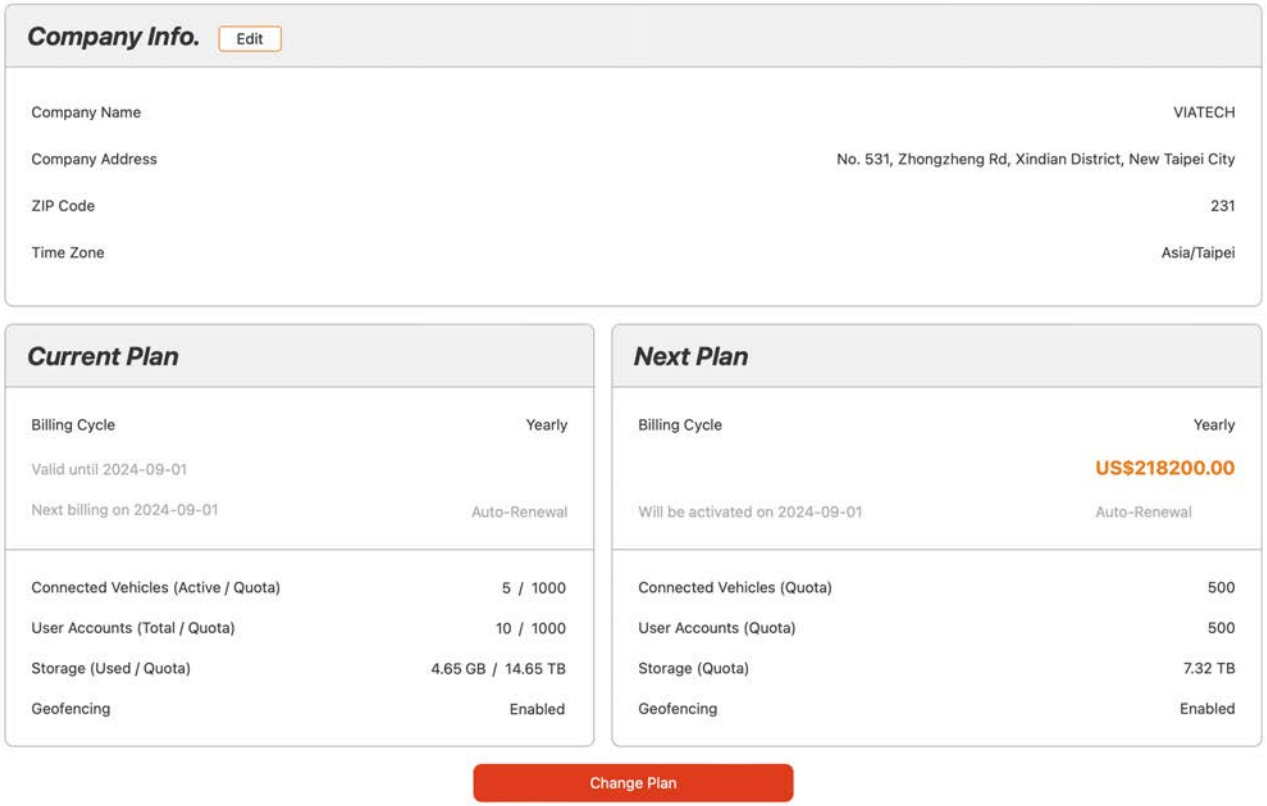




After viewing the order information, click the "PayPal" button below the "Your Order" section. The page will be redirected to the PayPal portal for completion of the transaction. The next billing cycle payment will be scheduled with the new plan price.

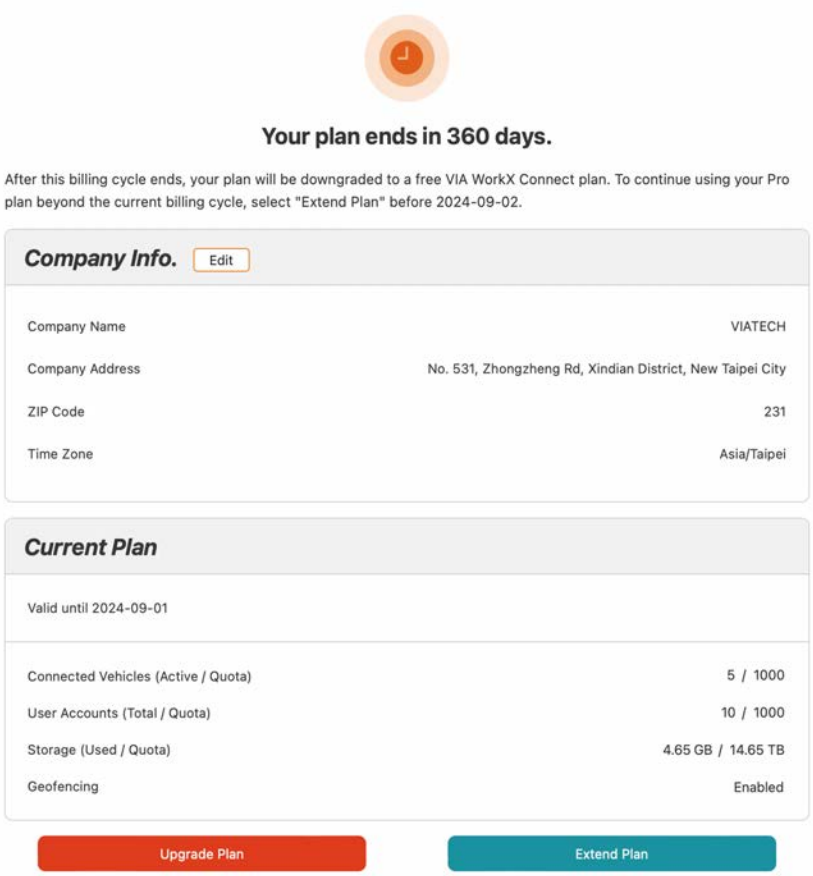
Upon completion of the transaction, Users will be redirected back to the "Plan" page which will be updated to reflect the changes made.

- 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

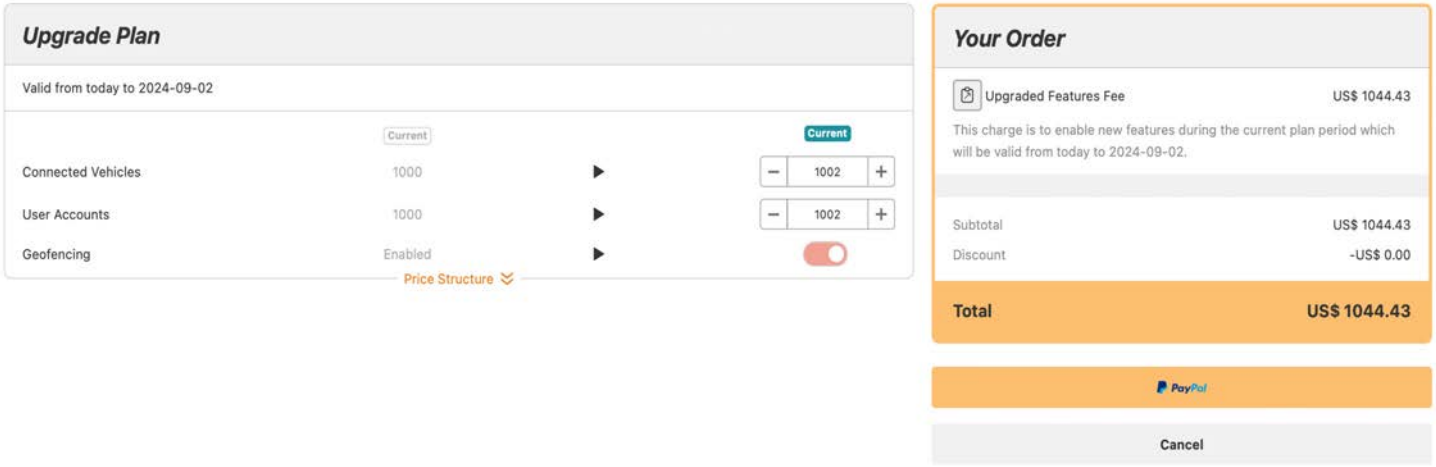
By default, Auto-Renewal is enabled for all Pro Accounts. Auto-Renewal can be disabled on the "Billing and Payment " page if required (see section 2.1.4 for more details). If disabled, the Account manager is responsible for managing plan renewals.



- **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.

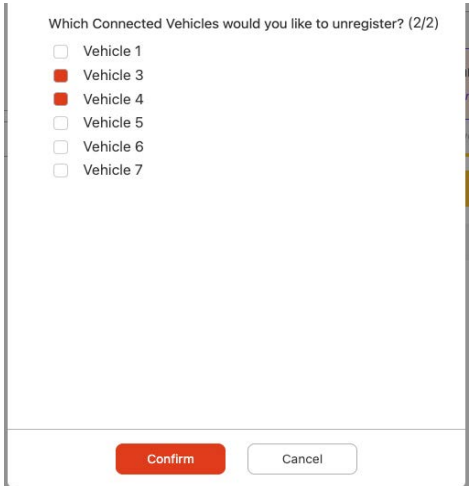
Once the transaction is confirmed, Users will be redirected to the "Plan" page which will display the updated status for the current plan.

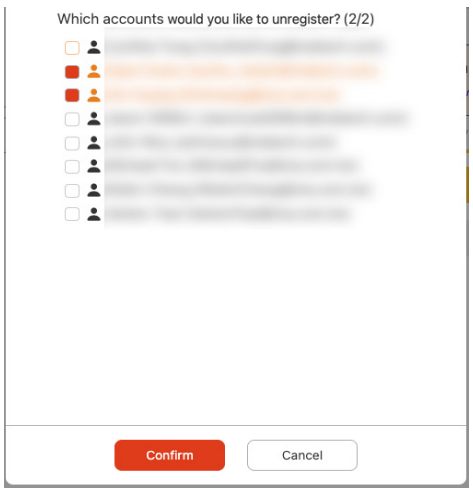


- **Extend Plan:** Clicking this button opens the "Extend Plan" page, where the following changes can be made:
  - Extending Service: A Pro plan can be extended by either a month or year. The "Your Order" section on the right side will display the "Plan Renewal Fee", i.e., the price of the features selected 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.

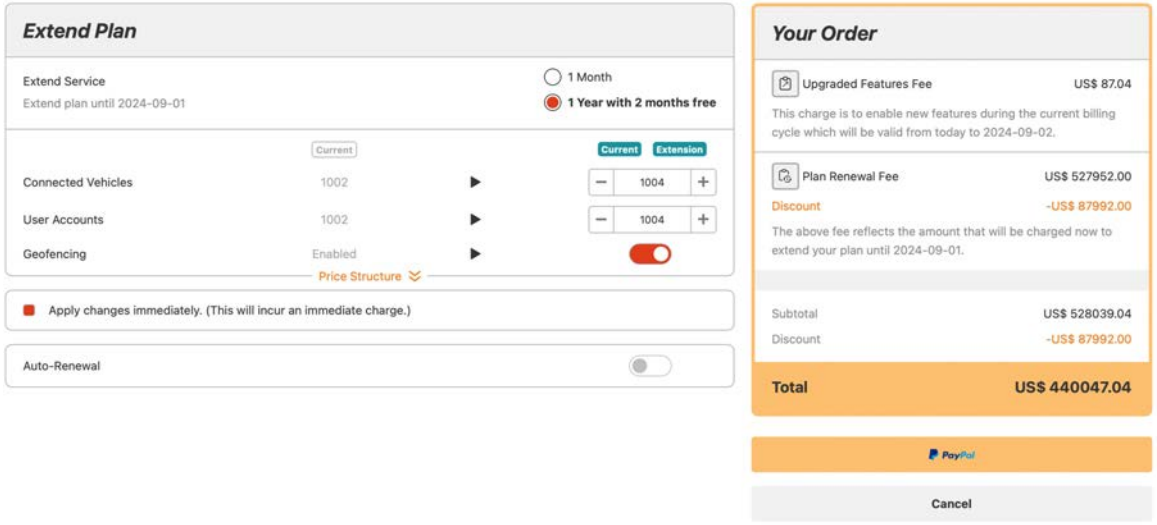
    If the "Apply changes effective immediately" option is selected, the "Your Order" section on the right side will display an "Upgraded Features Fee" amount, i.e., the price of the added features and prorated for the time left till the end of the current period.
  - Downgrading features: Features can be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



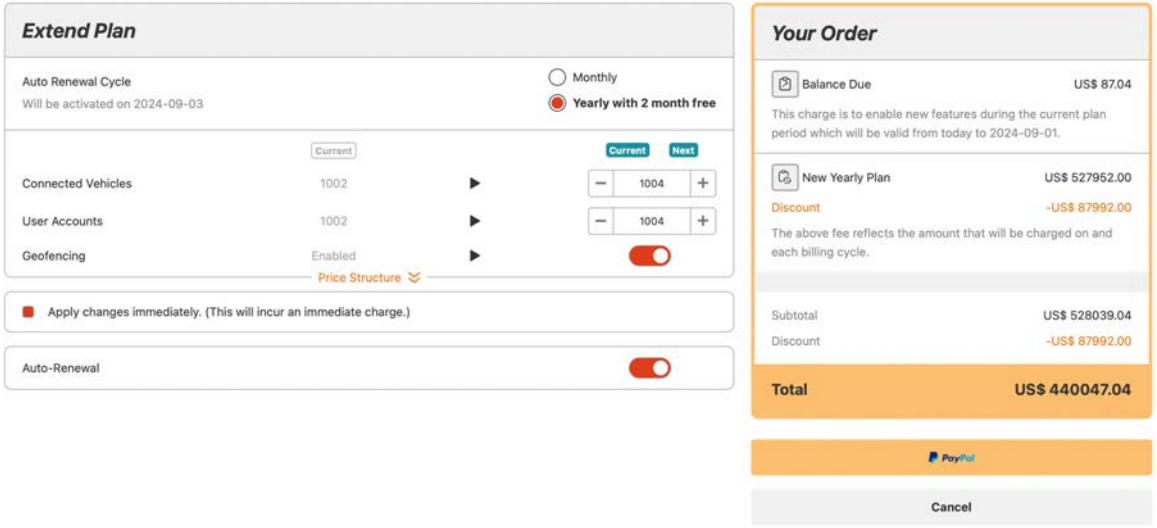


After viewing the order information, click the "PayPal" button below the "Your Order" section. The page will be redirected to the PayPal portal for completion of the transaction. An immediate charge will occur.



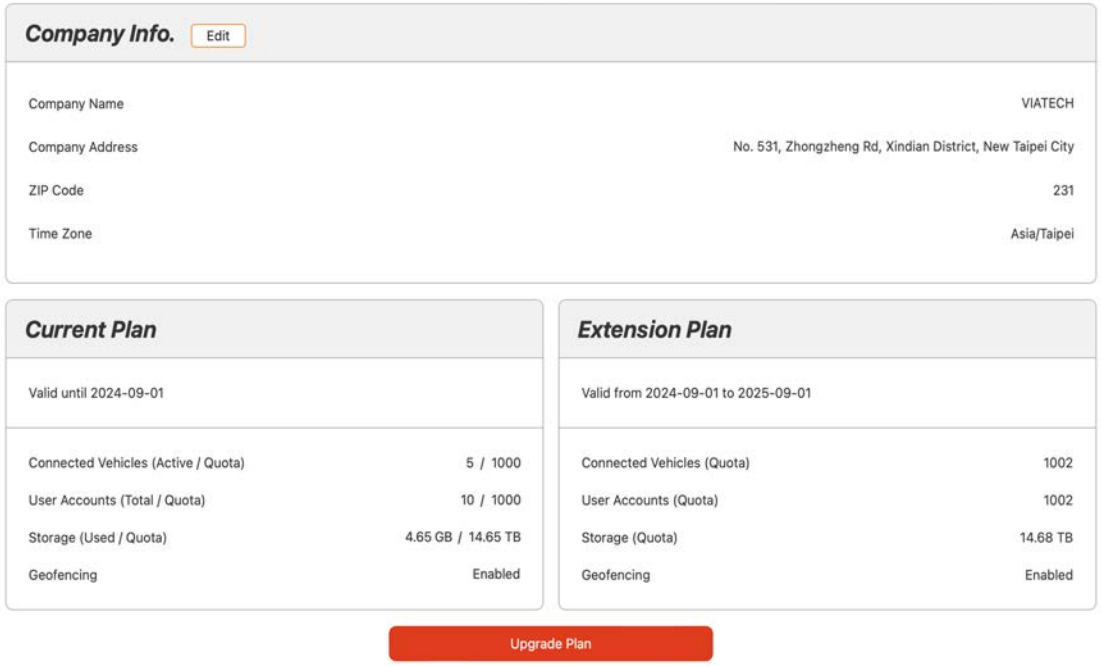
Extending the Plan without Auto-Renewal

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.



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.



2.1.3.2 Plan Expiration

Free Accounts

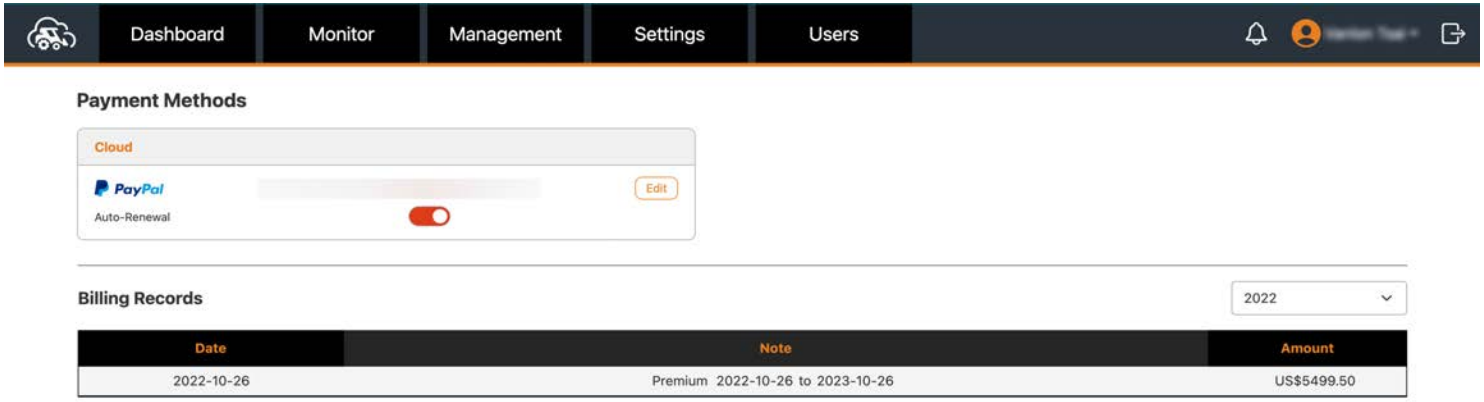
If a Free Account is left inactive for 60 days (no user sign in to the VIA WorkX Connect Cloud Service), an email notification is sent to the Account manager and a grace period of seven calendar days is activated to sign in. If the account is not signed into within this grace period, the account and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



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

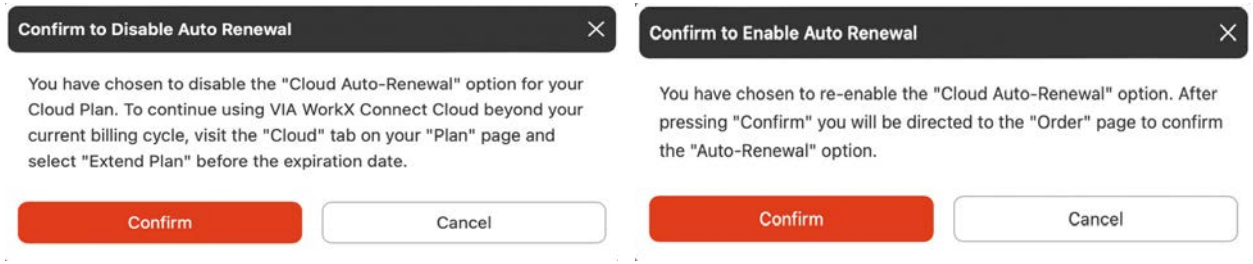
Managing Payment Methods

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.

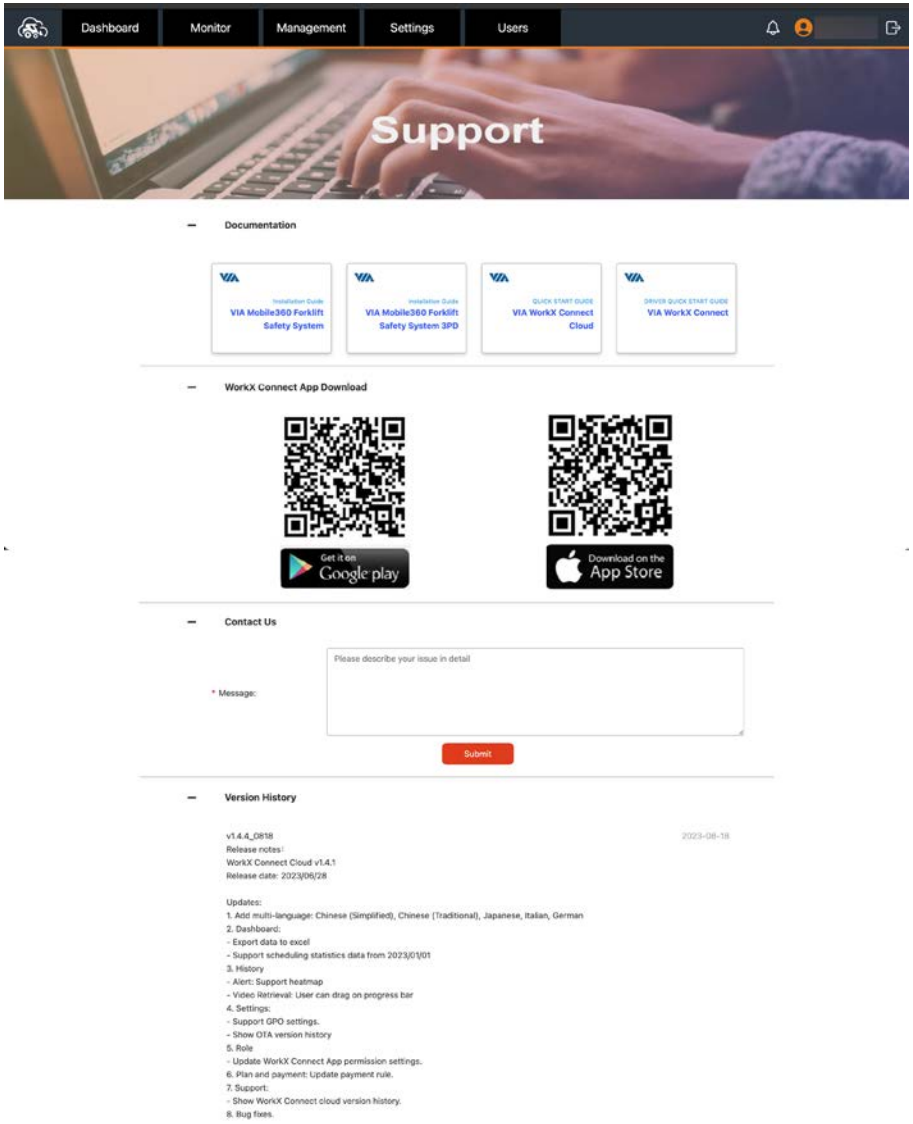


Viewing Billing Records

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.

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.

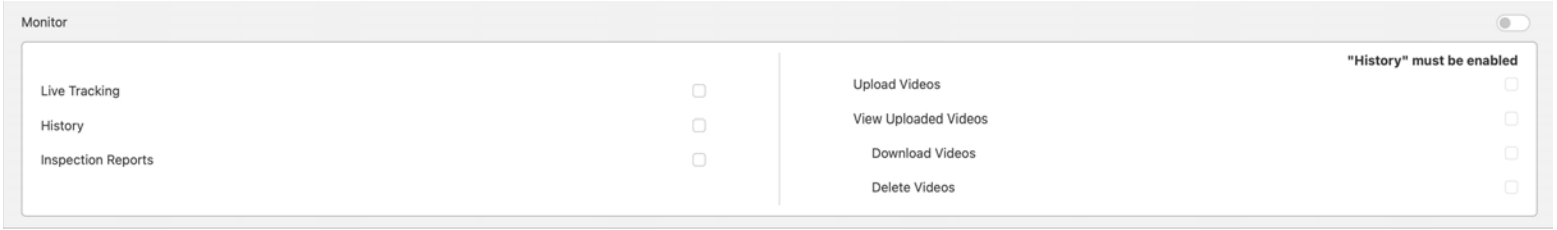
4. Toggle the switch for "Dashboard" to allow full access to Dashboard stats as required.

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

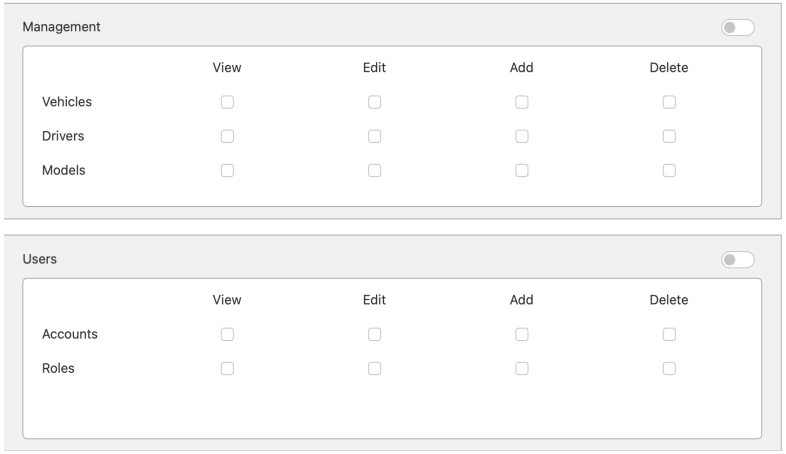
5. Toggle the switch for "Monitor" to allow full access to monitoring functions, or check/uncheck boxes to specifically allow access to individual Monitoring functions as required.

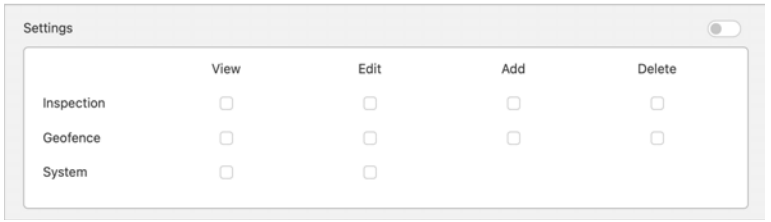
Videos

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.



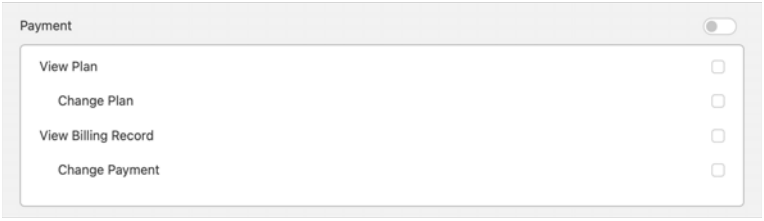
6. Toggle the switches for Management, Users and Settings to allow full access to fleet, driver, user and settings management functions, or check/uncheck boxes to specifically allow View-Edit-Add-Delete access to individual fleet, driver, user and settings management functions as required.



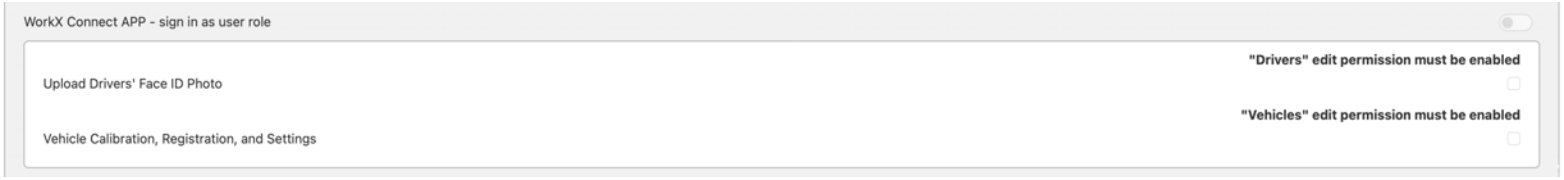


Users allowed to edit a fleet will automatically receive the permission to edit the User List of that fleet.

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.



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



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

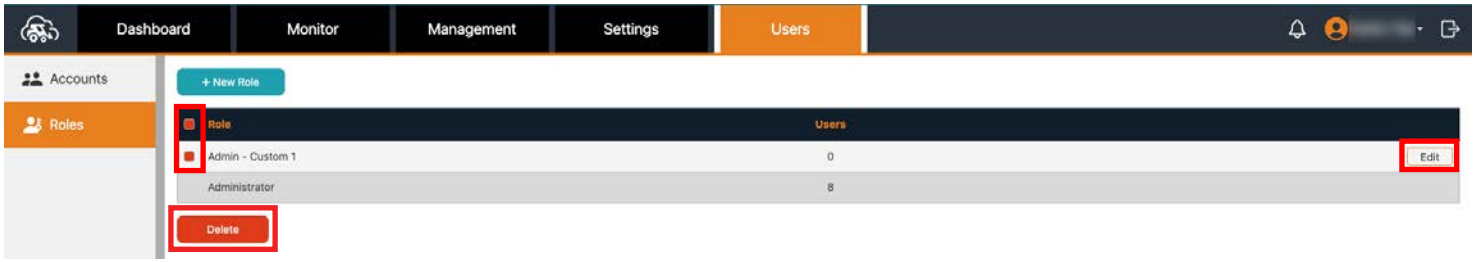
- Users allowed to edit vehicles can use the mobile app only for system registration and configuration, camera calibration, and photo album access.
- Users allowed to edit drivers can use the mobile app only to upload driver photos.

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.



2.2.2 Accounts

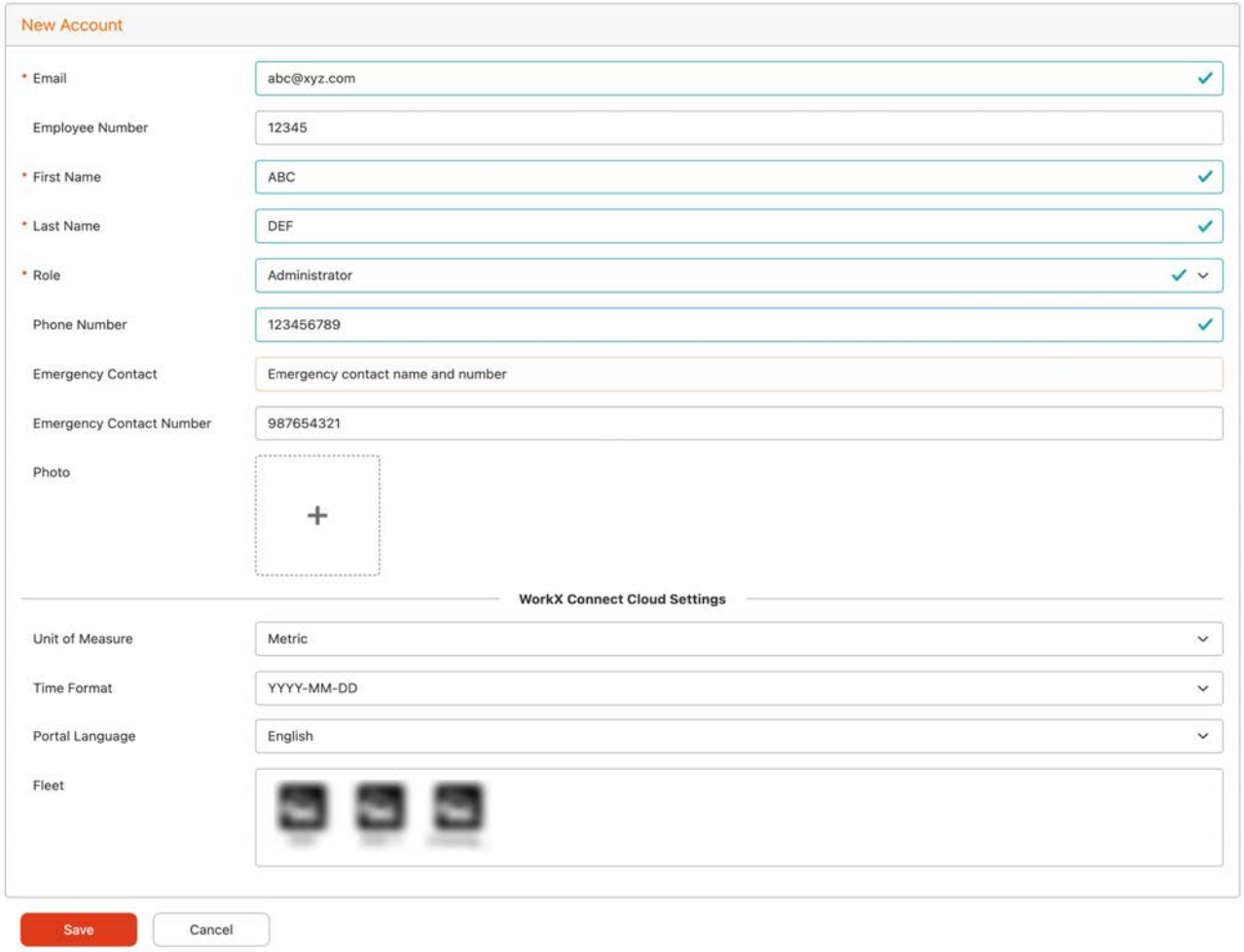
The "Accounts" page is for the creation and management of User Accounts. Each User Account should have a Role assigned to it to determine the access privileges for the User.

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".

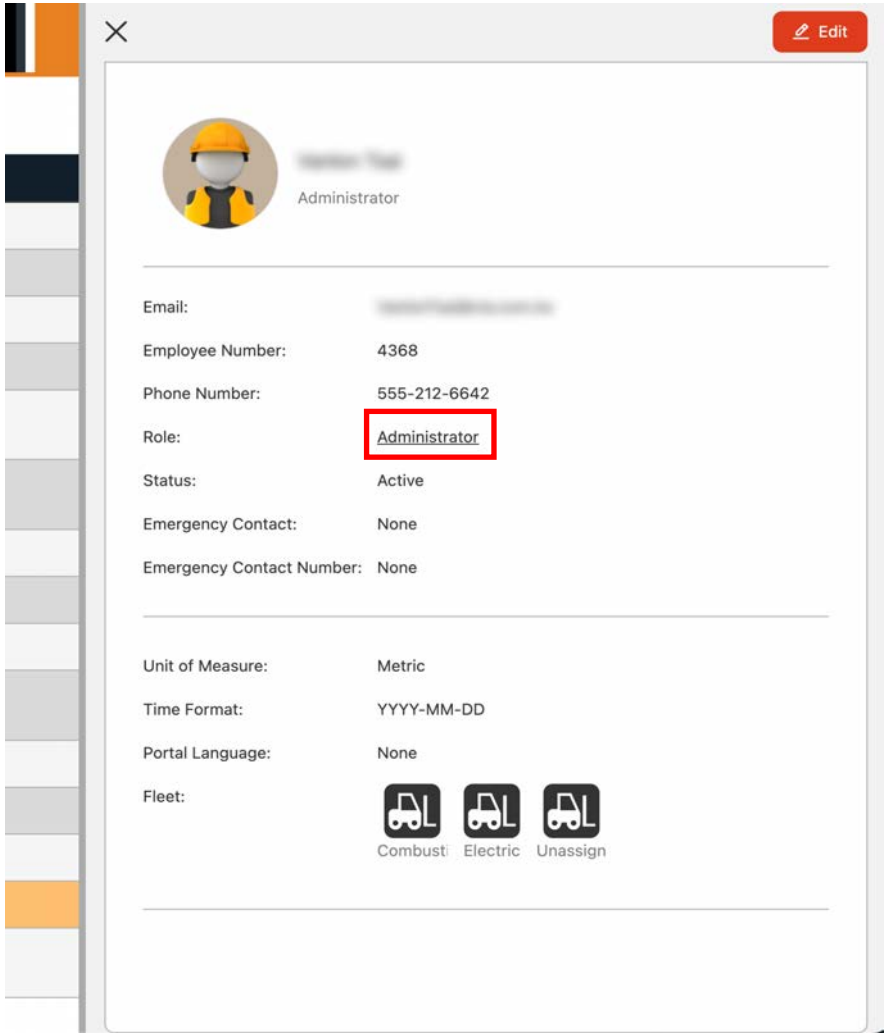
3. Fill in all required and optional information as needed in the fields. Consider the following while filling in information:
   - A "Role" should be selected to set VIA WorkX Connect access privileges for the User. Click on the dropdown menu and select a User Role.
   - The "Units of Measure", "Time 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.

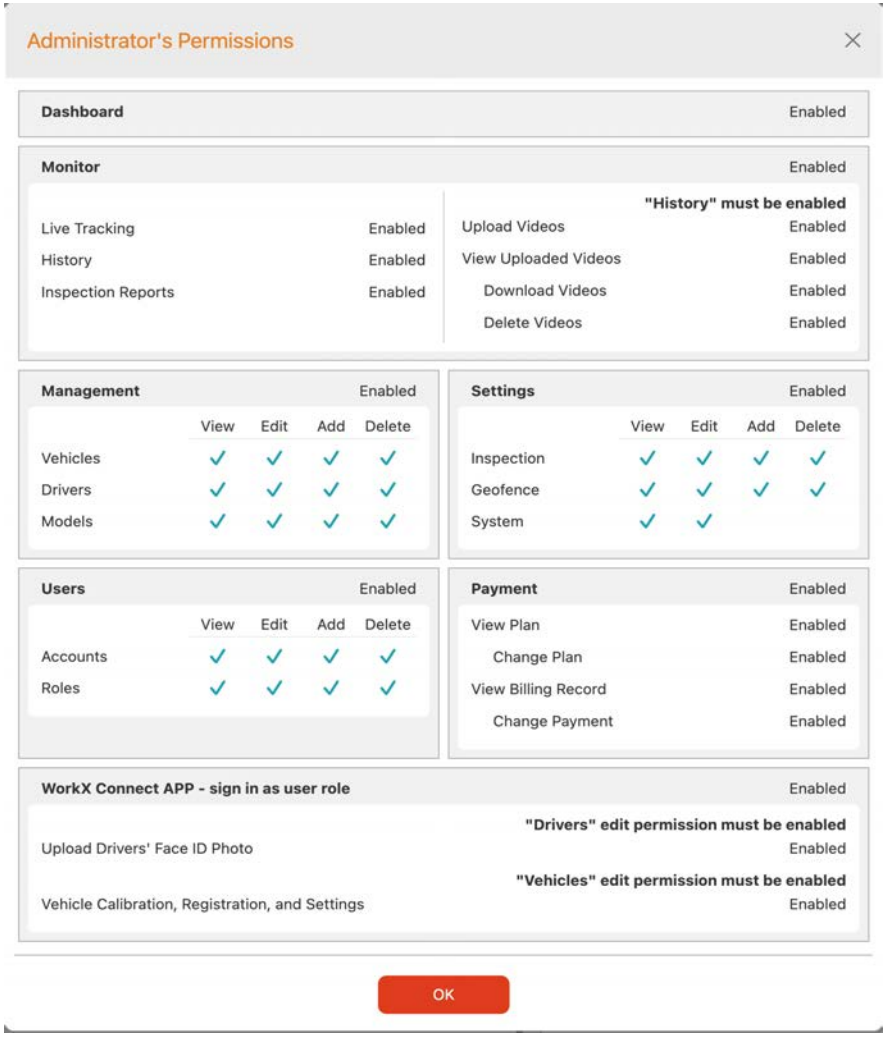


4. Click on "Save" to add the new User Account.

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.





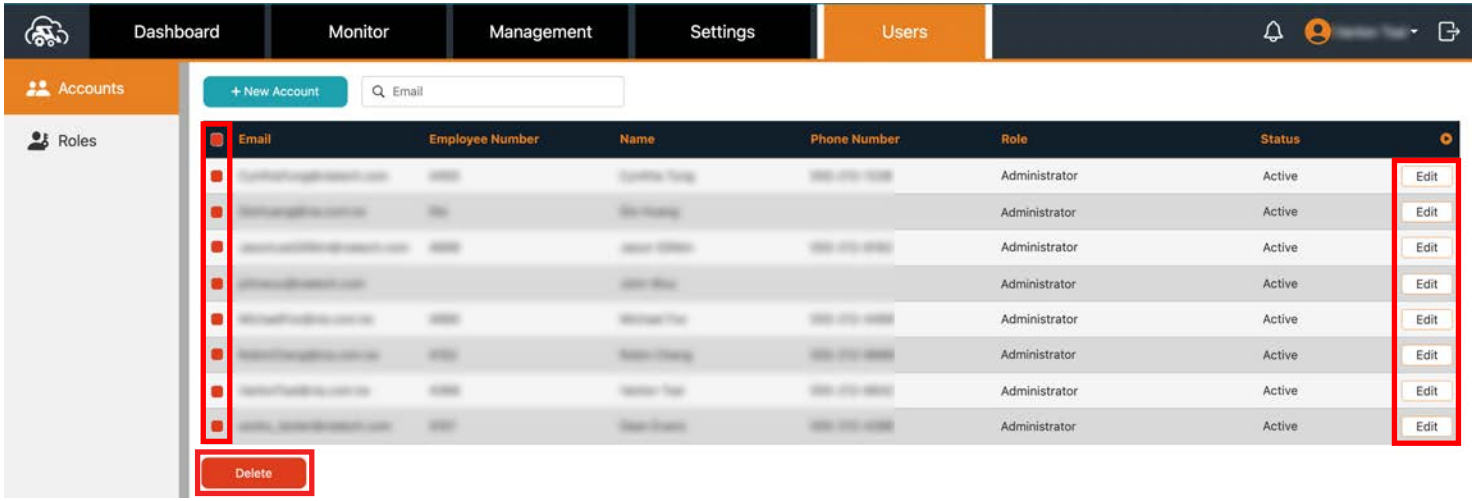
Account Status

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.



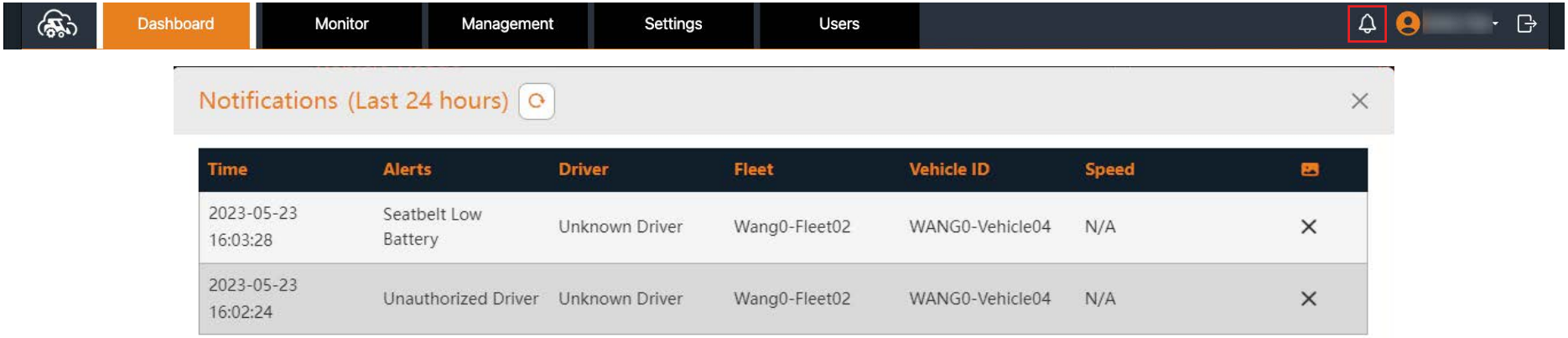
If the registered email address is changed, the previous email address receives an email stating that it is no longer the registered email address, and the new email address receives an account activation email. Click on the account activation link in the email to create a password and complete activation.

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.

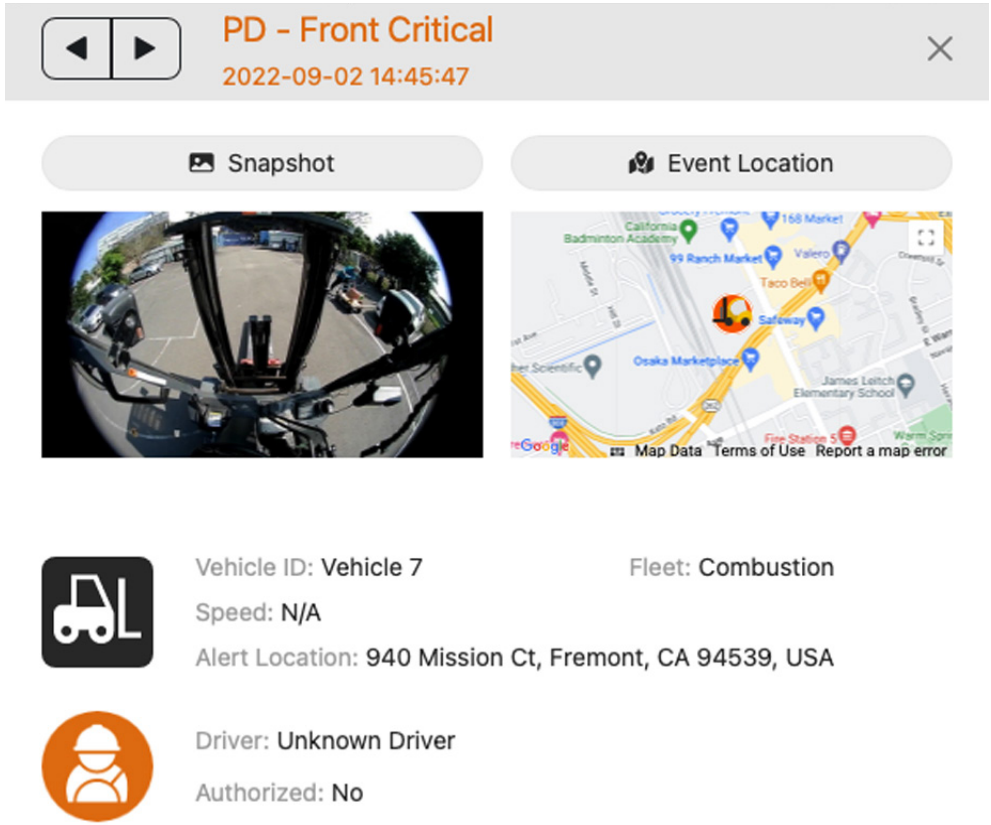


Note:
Time and stats will be displayed based on the time zone of the device used while viewing the data.

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.



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.

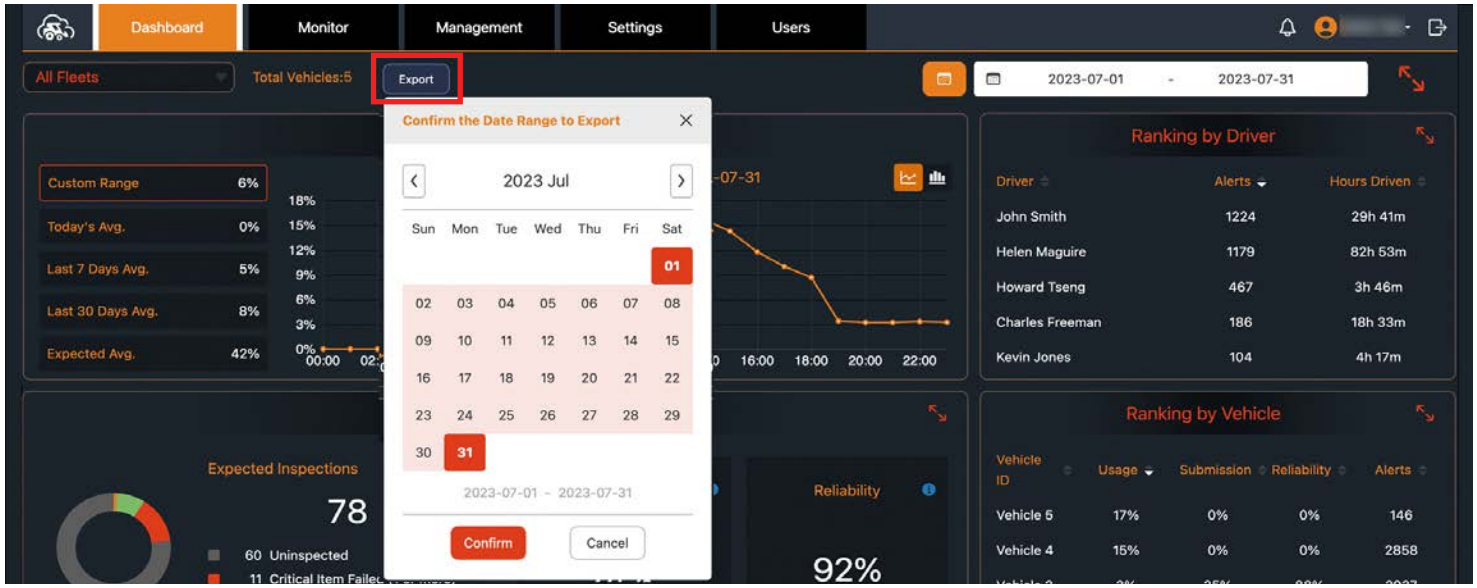
Information displayed on the Dashboard differ for Free and Pro Accounts as follows:

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.

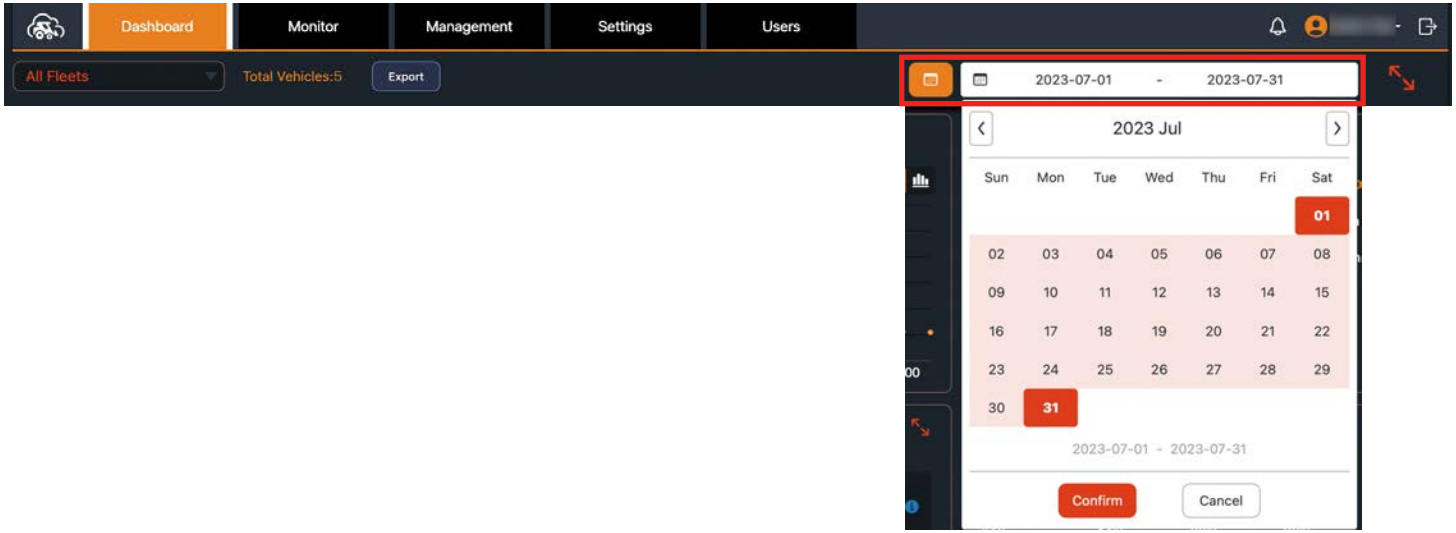
- **Export:** Dashboard stats for a selected time period can be exported to an Excel spreadsheet for reporting or record-keeping. To export stats, click 'Export', keep or modify the time period, and click 'Confirm'. The Excel spreadsheet will be generated and automatically downloaded. The spreadsheet 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.

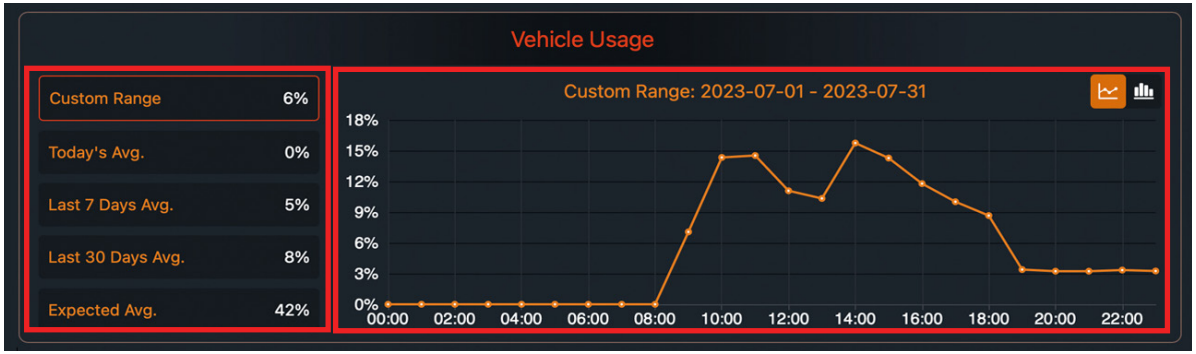
Averages

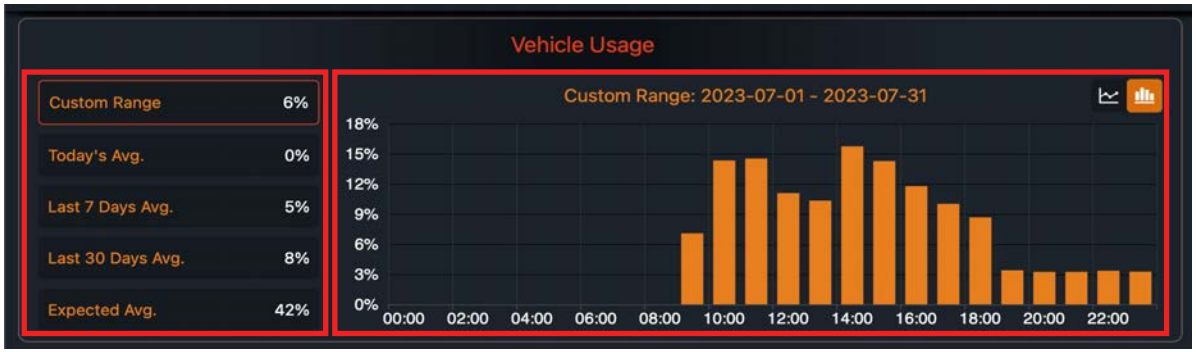
Average vehicle usage rates for the current day, past 7 days, and past 30 days are displayed with the expected average vehicle usage rate on the left side of the Vehicle Usage section. If a custom period filter was selected, the average vehicle usage rate during the custom time period will also be displayed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

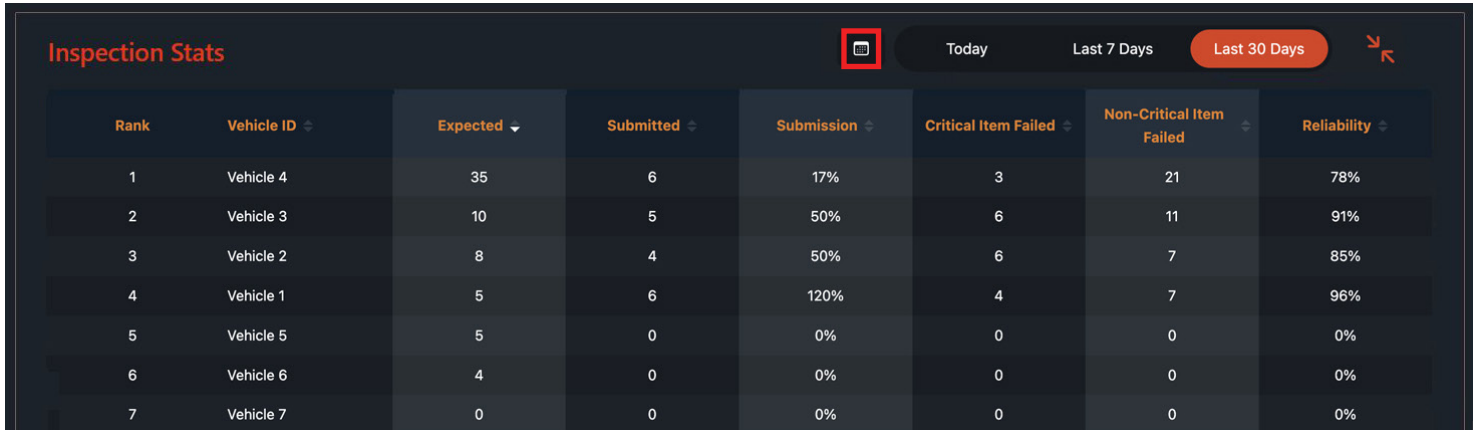
The Inspection Stats section of the Dashboard tracks inspection report submissions as well as the overall health of the fleet.

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.



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.

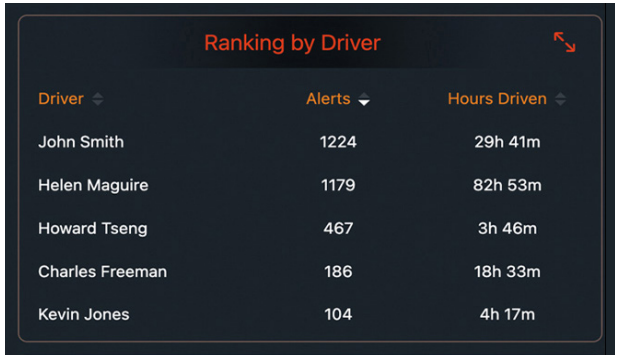
Clicking the full-page view" ⤡⤢ " button will provide a more comprehensive overview of the alert statistics.

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.

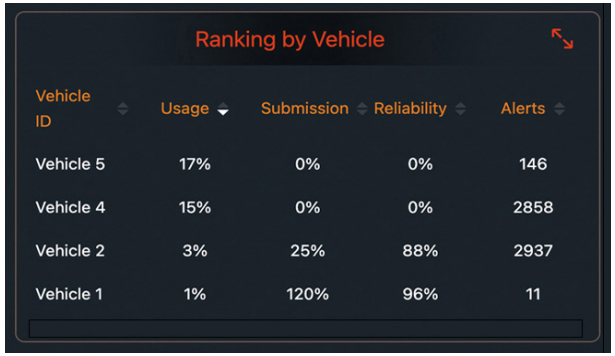
2.4.4 Ranking by Driver

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.



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.



2.5 Monitor

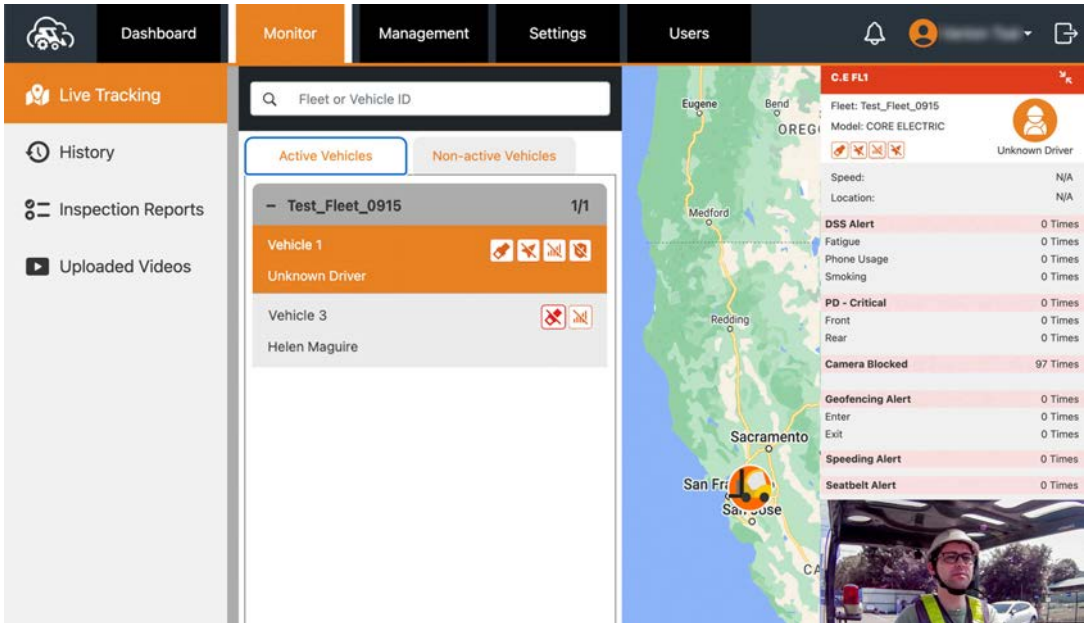
The "Monitor" section allows Users to track vehicles, in real-time as well as view historical records of alerts, trips, inspection reports and uploaded videos to the VIA WorkX Connect Cloud.

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.

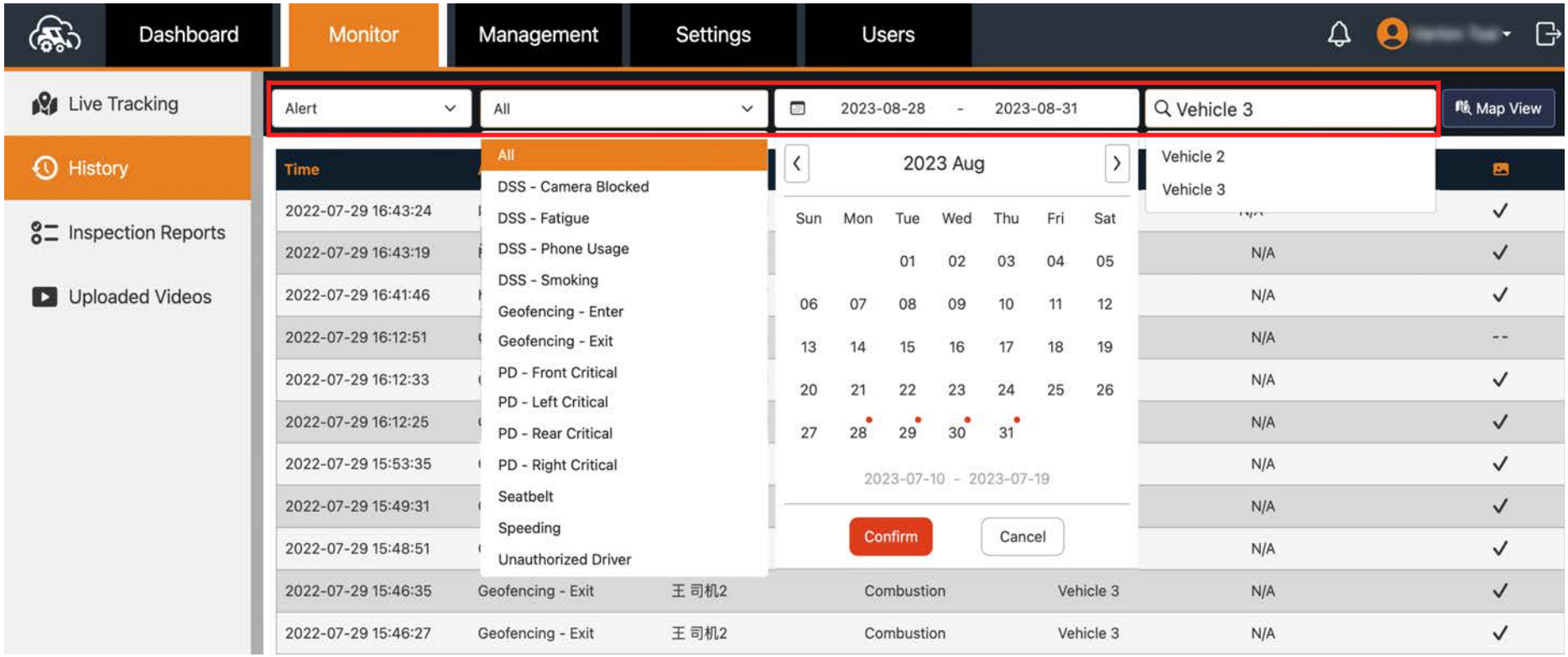
Clicking the "Non-active Vehicles" tab will display the list of vehicles not currently active. Clicking a vehicle in the list will display its last known location and information about its last trip.

2.5.2 History

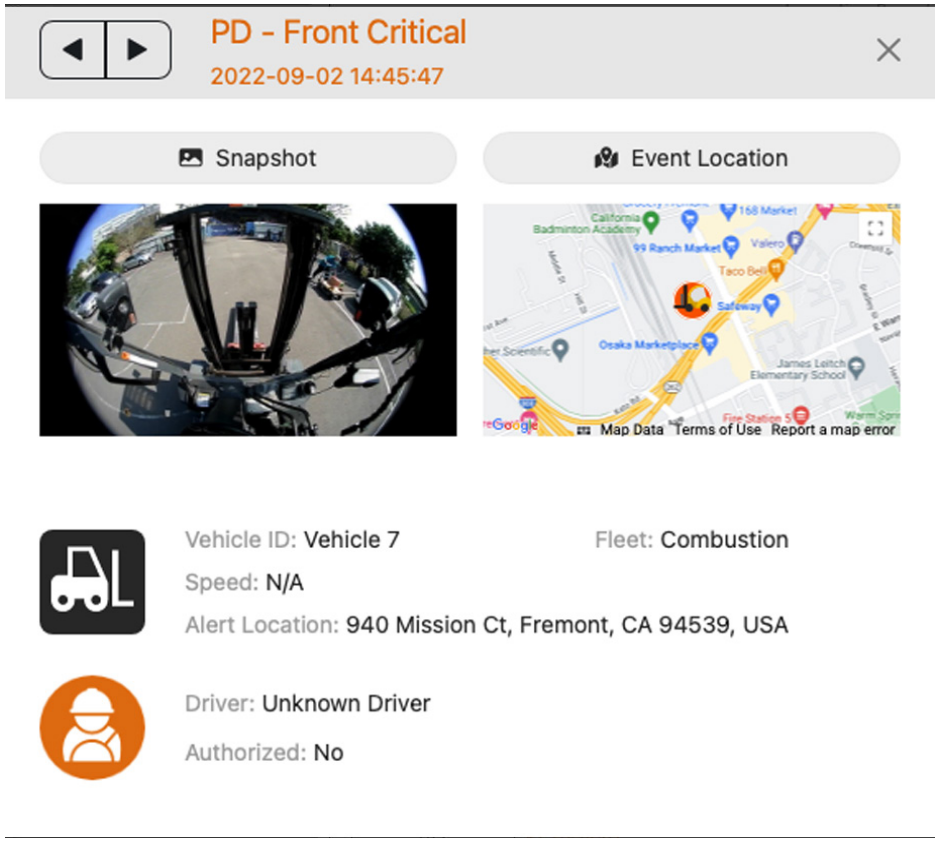
The "History" page provides the ability to review collected information by alerts, or trip history (by fleet, vehicle or driver).

2.5.2.1 Alerts

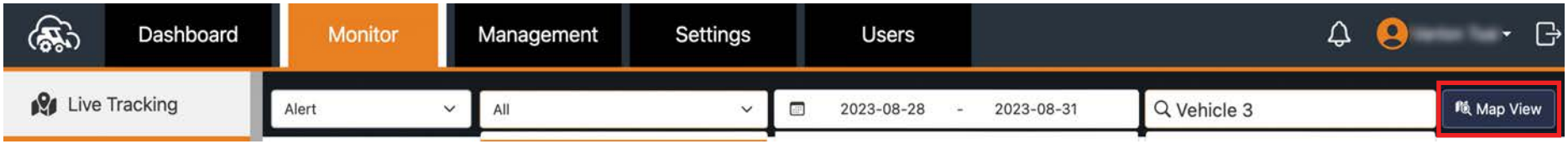
By default, the Alert filter is selected when viewing the "History" page. Users can click on the time period filter and select a time period in the calendar that includes days with Alerts. Days with Alerts will be indicated in the calendar with a red dot beside them. Alerts can then be filtered by an 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.



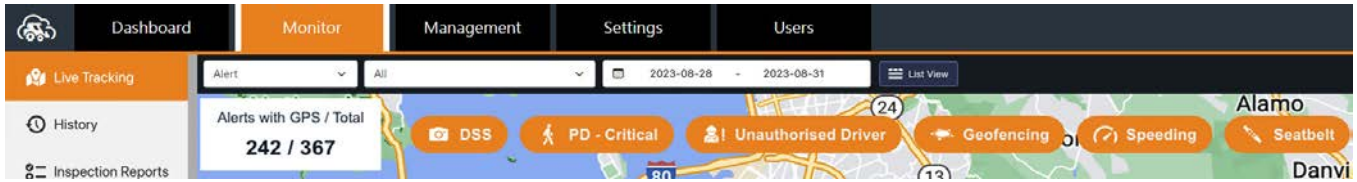
Once the Alerts are filtered, they will be displayed in List View by default. Selecting one from the list will pop-up a window with details as well as a snapshot taken from the relevant camera at the time of the alert.



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.



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.

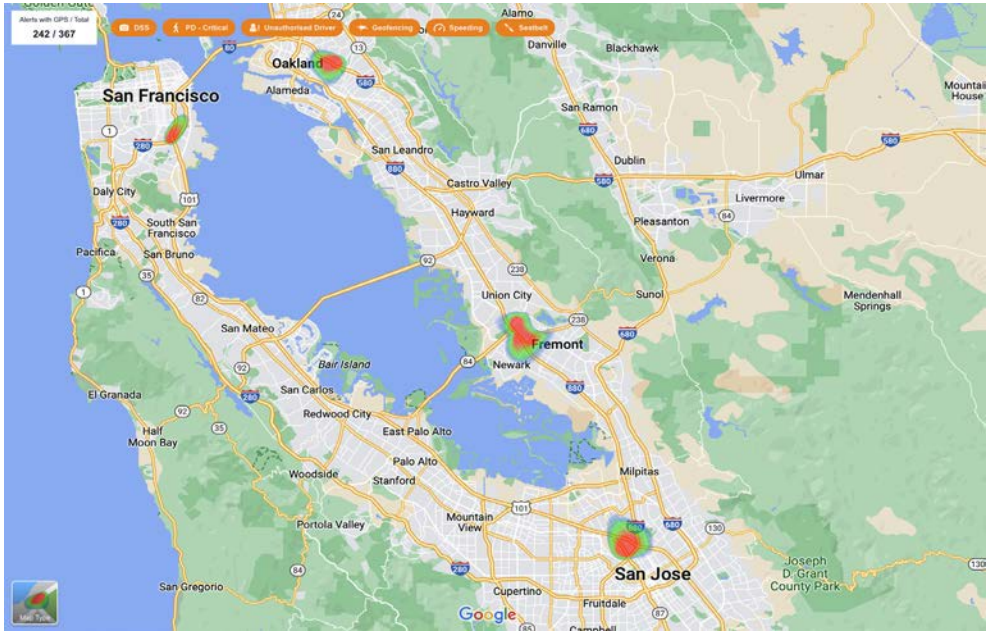


Map Types

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.

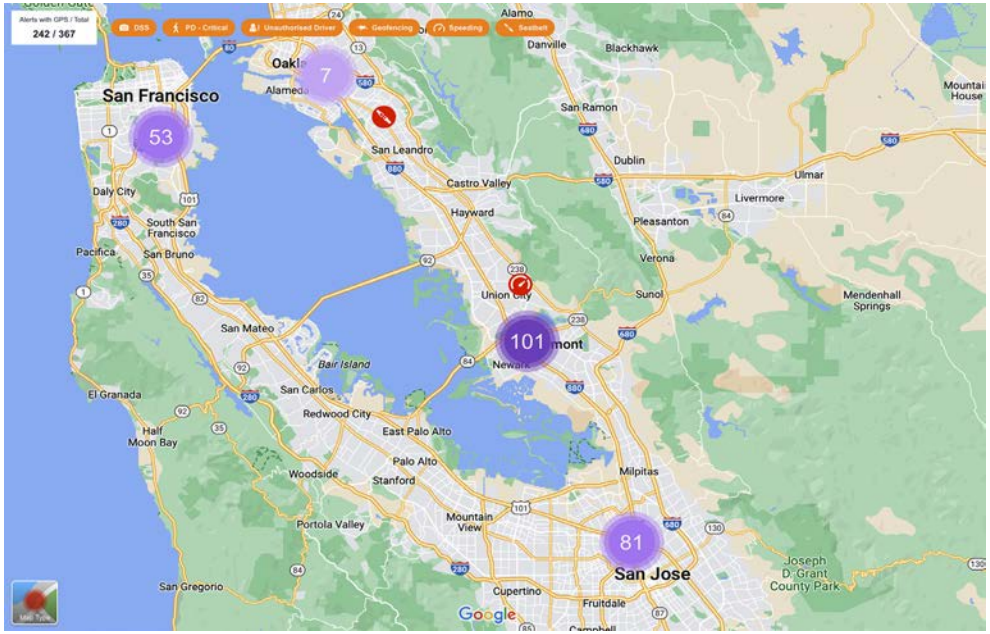
Heatmap

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.

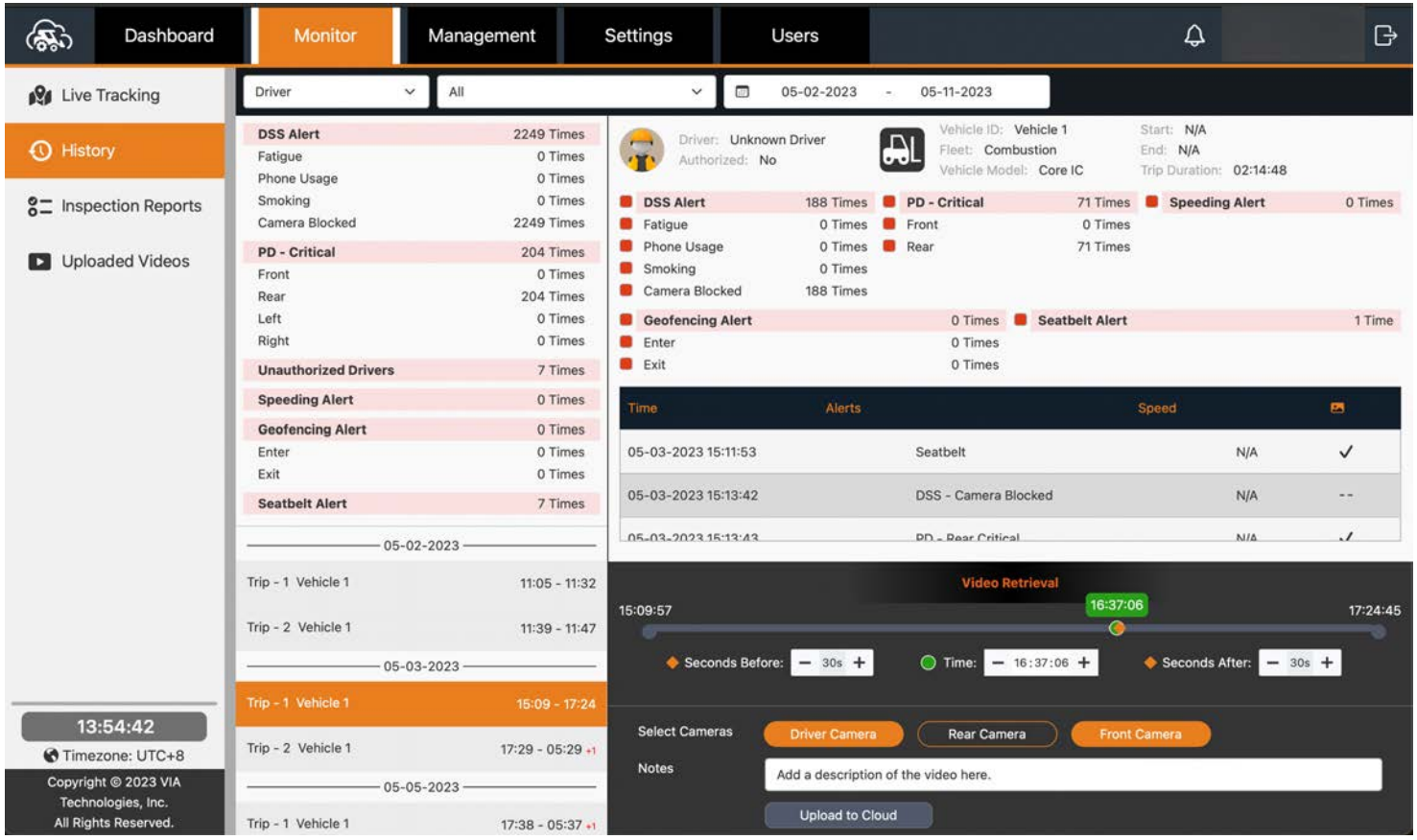


Note:
Geofencing Alerts are only available for Pro Accounts.

2.5.2.2 Trips

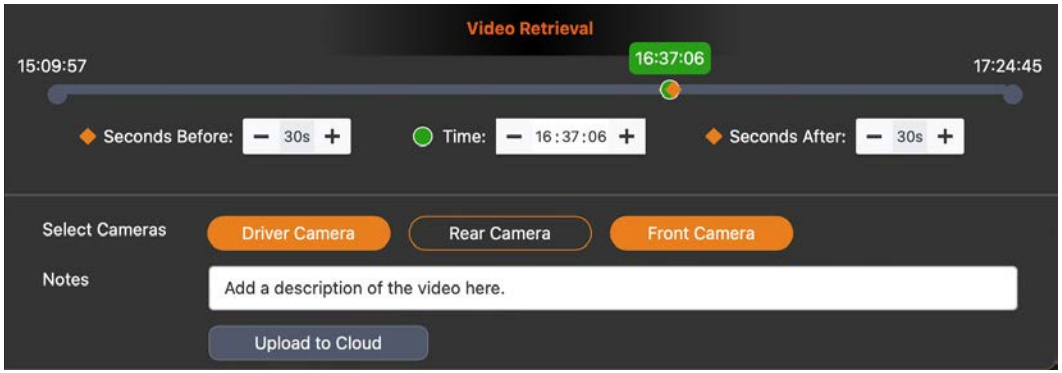
A trip is defined as the time when a vehicle is turned on to when it is turned off. Users can search for trips by using the "Fleet", "Vehicle" or "Driver" filters for a given selected time period in the calendar. Days with trips will be indicated in the calendar with a red dot beside the date.

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.



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.



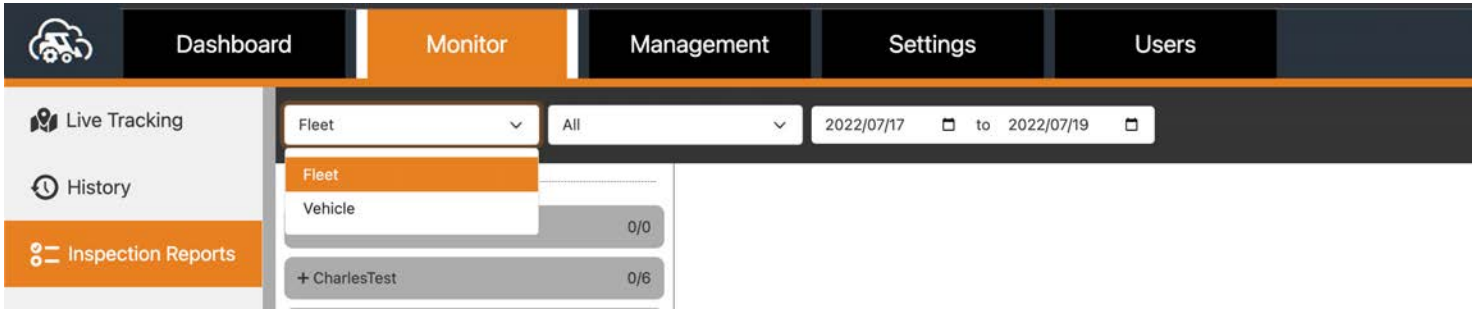
To upload a video to the Cloud, follow the steps below:

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.

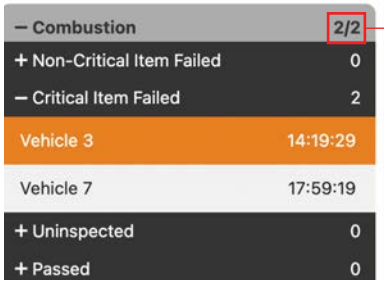
Videos can then be reviewed by selecting "Uploaded Videos" in the sub-menu on the left-hand side of the screen. See section 2.5.4 for more details.

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.

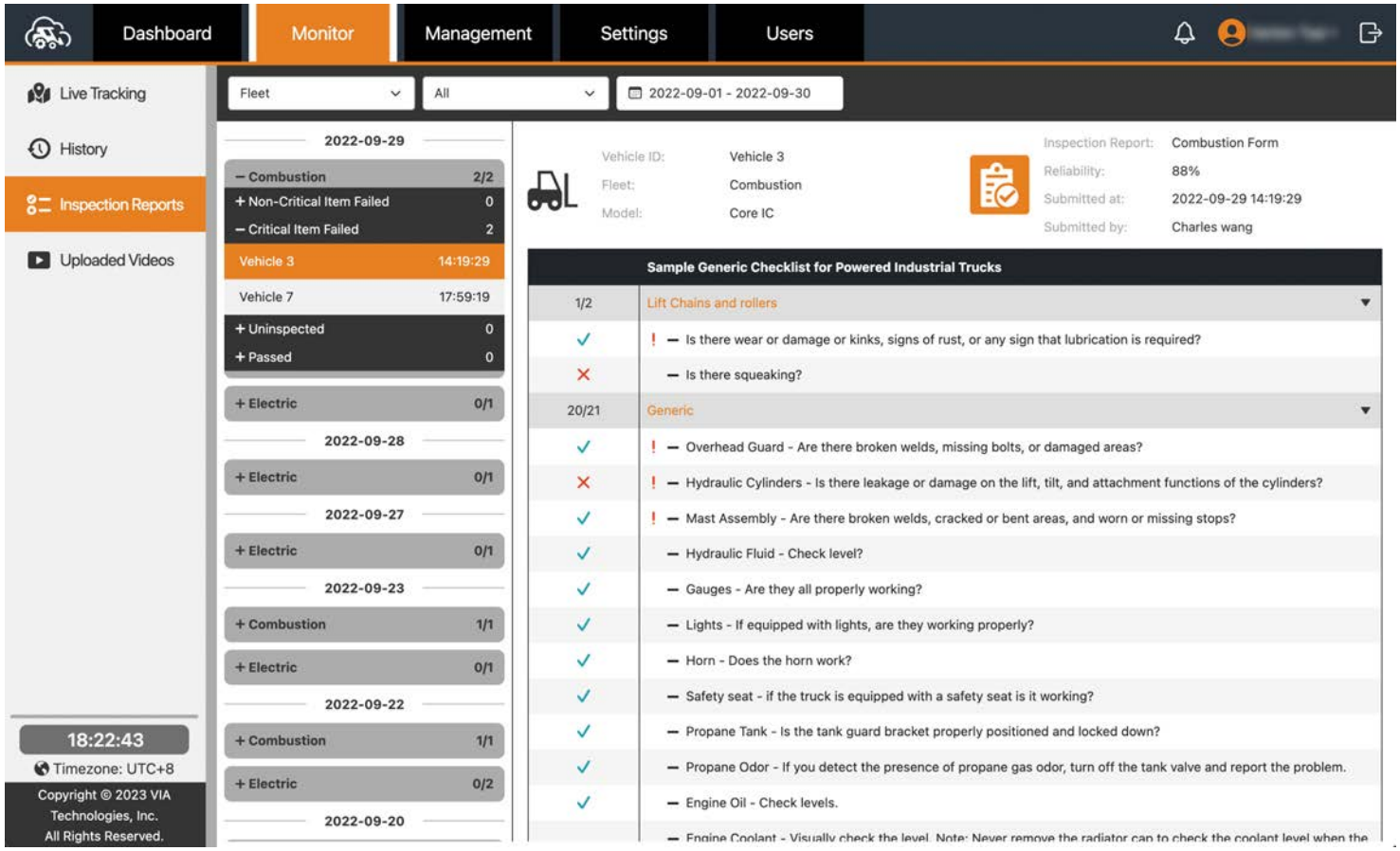


When searching by "Fleet", aggregated inspection report statistics will be displayed on the left-hand side of the page. The results will be grouped by day and fleets with reports submitted during the time period requested. Expanding a fleet will show the distribution of the submitted reports.



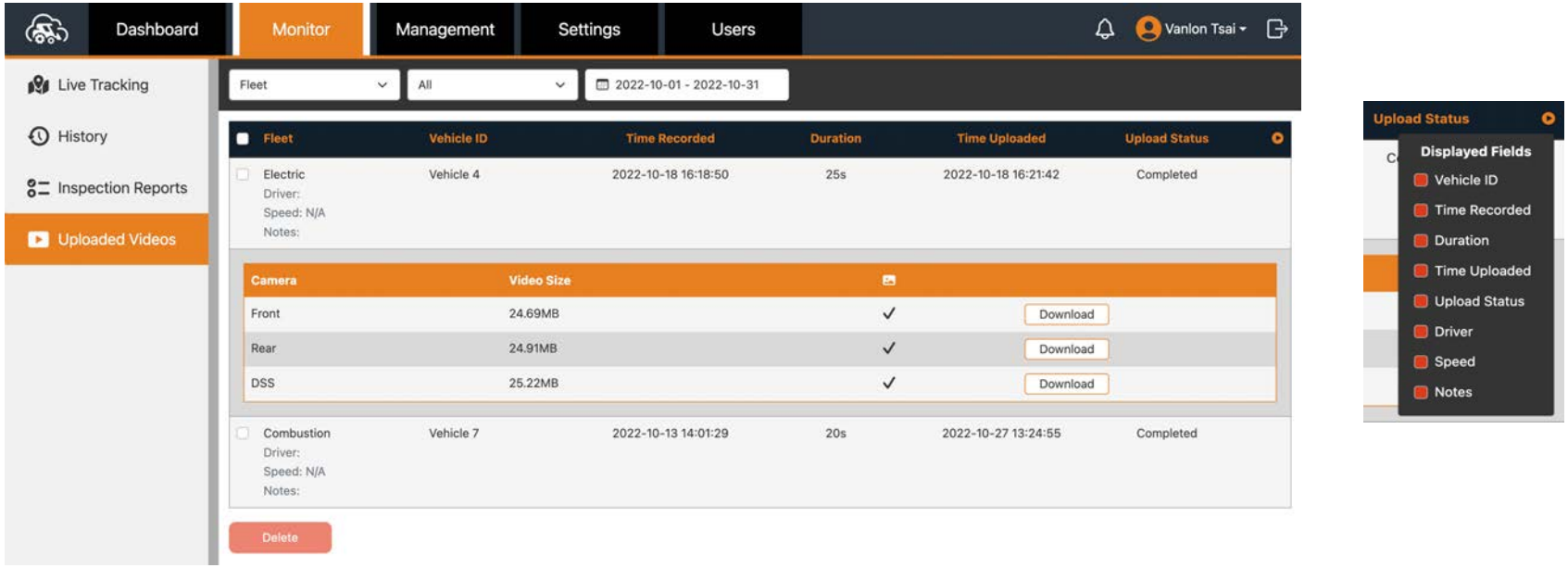
Submitted Reports/Total Expected Reports

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



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 "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

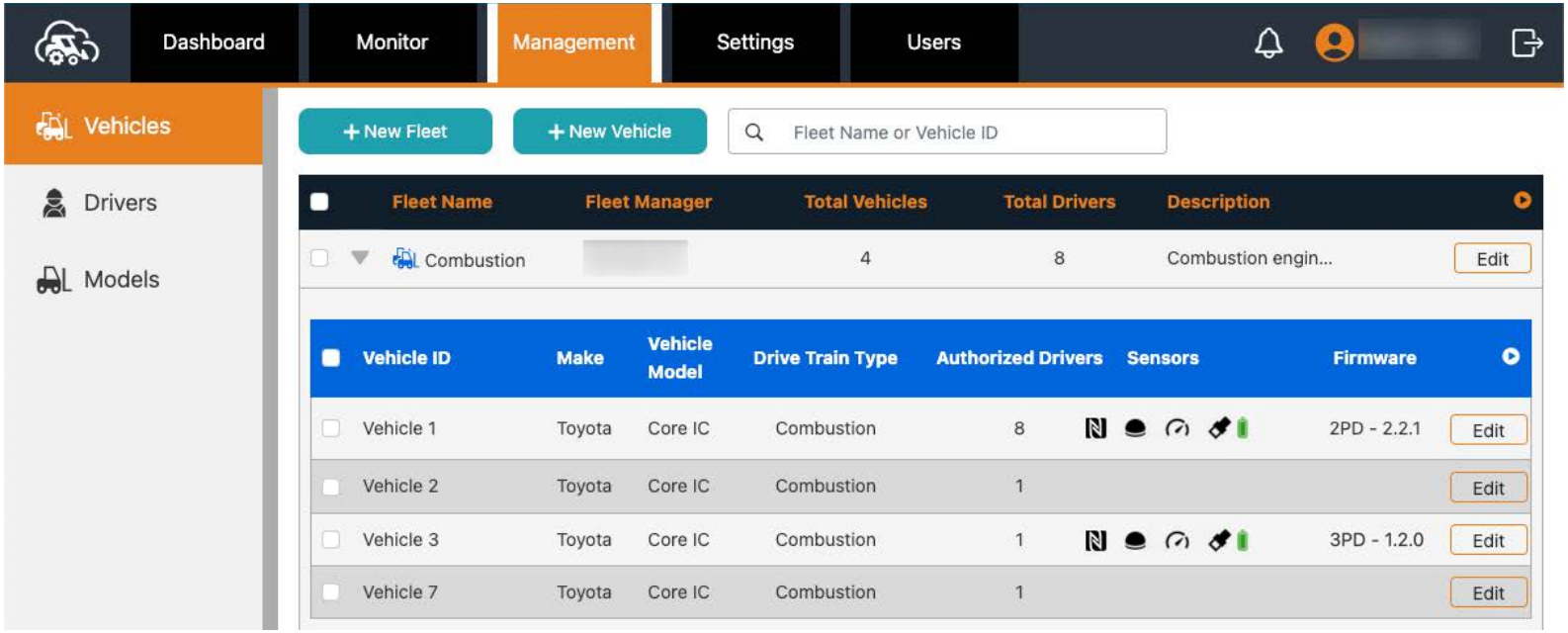
The "Vehicles" page displays a complete list of created fleets. Clicking on an individual fleet expands the group and displays assigned vehicles within the fleet, including attached sensors and the VIA Mobile360 FSS firmware of each vehicle. Clicking a vehicle name slides in a window with detailed vehicle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

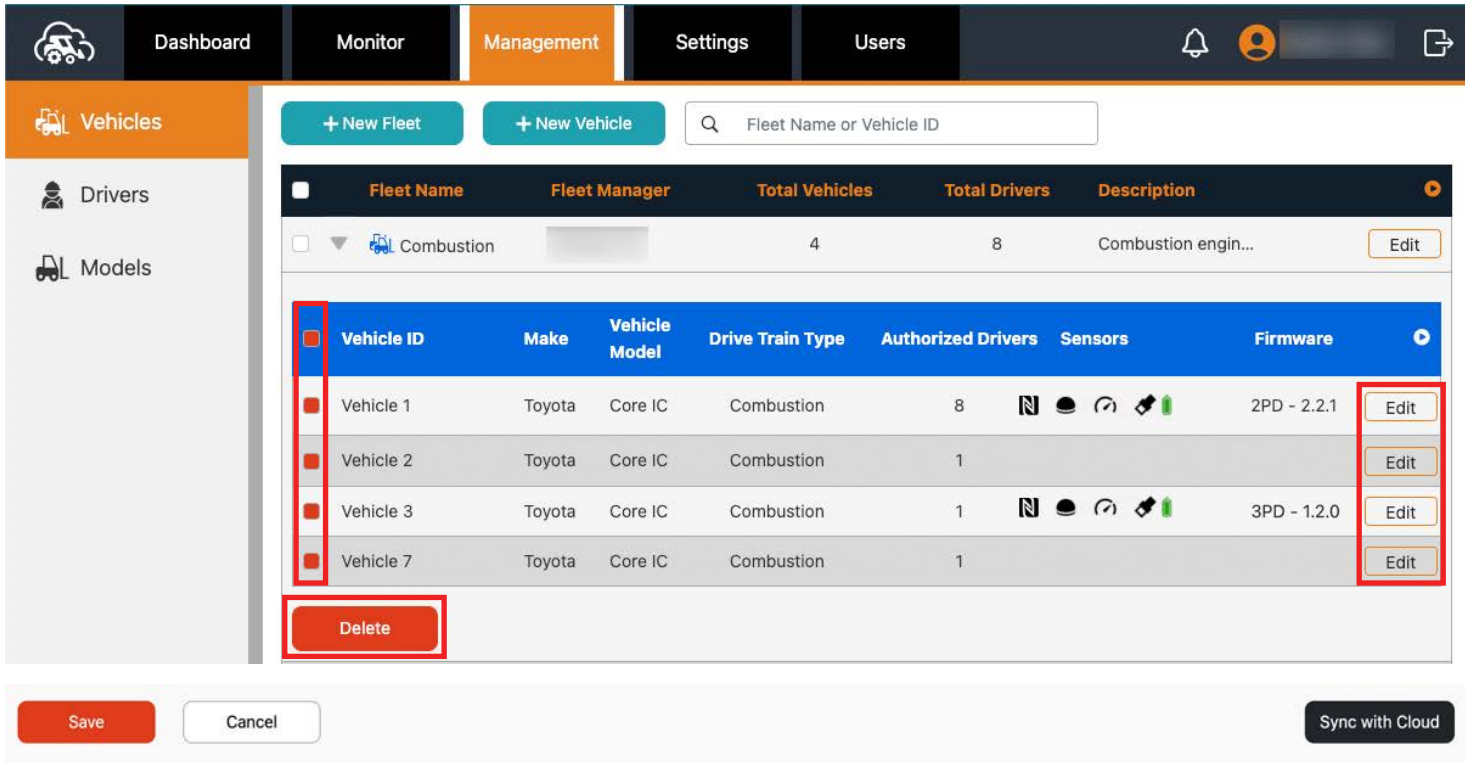

Dashboard
Monitor
Management
Settings
Users
Vehicles
Drivers
Models
+ New Fleet
+ New Vehicle
Fleet Name or Vehicle ID
Fleet Name
Fleet Manager
Total Vehicles
Total Drivers
Description
Combustion
4
8
Combustion engin...
Edit
Vehicle ID
Make
Vehicle Model
Drive Train Type
Authorized Drivers
Sensors
Firmware
Vehicle 1
Toyota
Core IC
Combustion
8
2PD - 2.2.1
Edit
Vehicle 2
Toyota
Core IC
Combustion
1
Edit
Vehicle 3
Toyota
Core IC
Combustion
1
3PD - 1.2.0
Edit
Vehicle 7
Toyota
Core IC
Combustion
1
Edit

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.

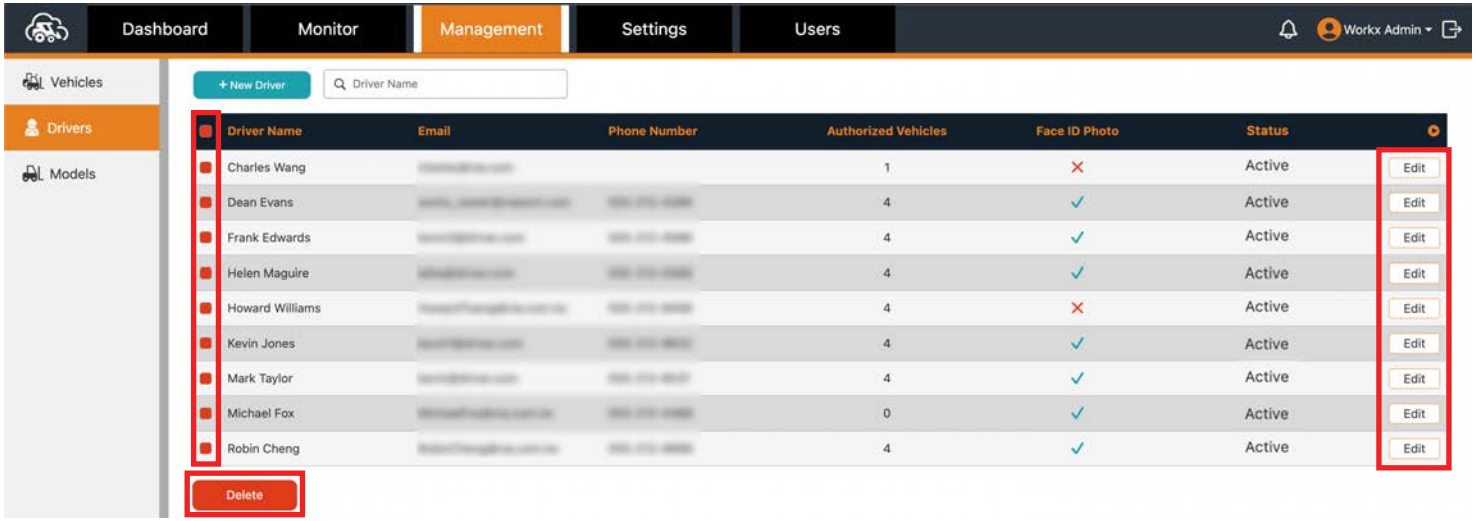
Editing Vehicles: A vehicle's profile contains information and VIA Mobile360 FSS settings of that vehicle. The settings may be the default global system settings configured as described in section 2.7.3, or specific settings configured on the VIA WorkX Connect Cloud or mobile app.

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.



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.



2.6.3 Models

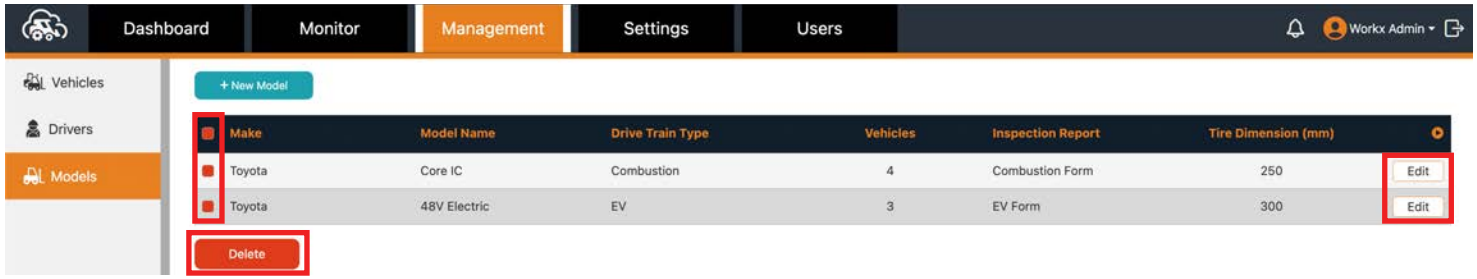
The "Models" page displays a complete list of all created vehicle models. Vehicle models can be added and assigned to vehicles to speed up the vehicle creation process and manage inspection reports.

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

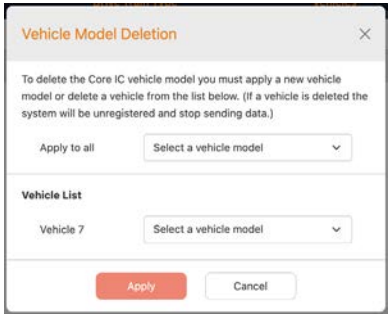
Clicking a vehicle model name slides in a window with detailed vehicle model information.

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.



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.



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.

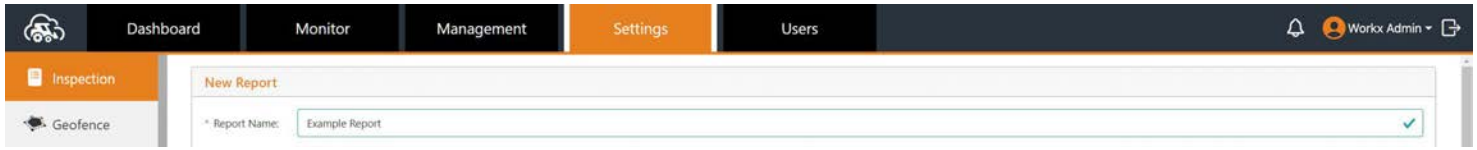
Exception:
The "Inspection" page is not displayed for Free Account Users.

2.7.1.1 Creating an Inspection Report

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

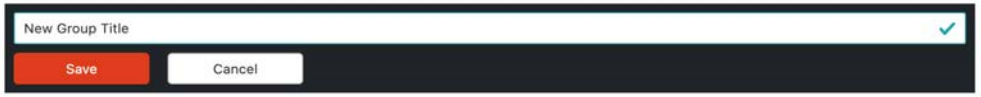
1. Click on "Settings" in the main menu and on "Inspection" in the left-side sub-menu.
2. On the "Inspection" page, click on "+ New Report" to create a new inspection report.

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



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.

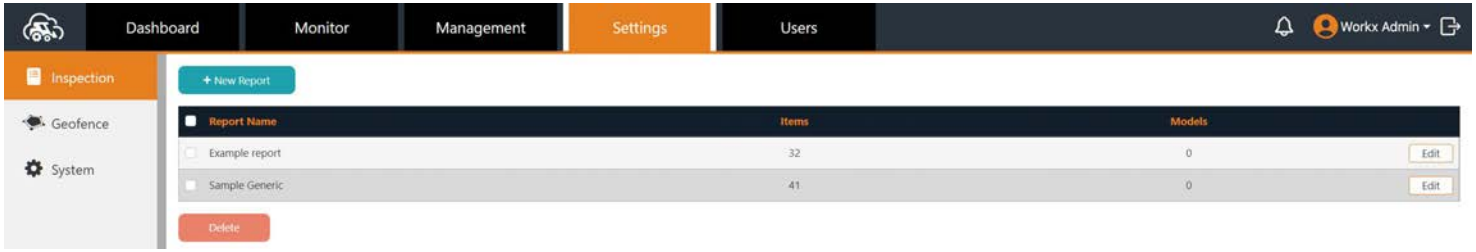
5. If additional items are needed, new "Groups -> Sections -> Items" can be added.
   - **Group:** A group can be used to organize items that should be done together, for example "Pre-Operation" or "Operational".
   - **Section:** A section can be used to create a sub-group of items within a group, for 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.



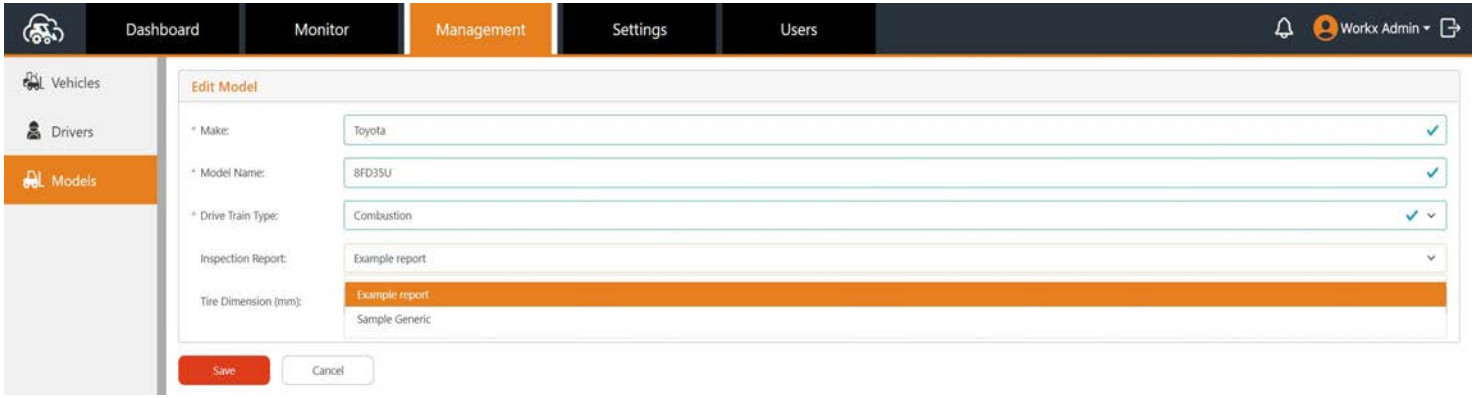
     - **New Section:** Click on "+ Custom Section" within the desired group and enter the title of the new section. Click on "Save" to save the new section.

- **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.



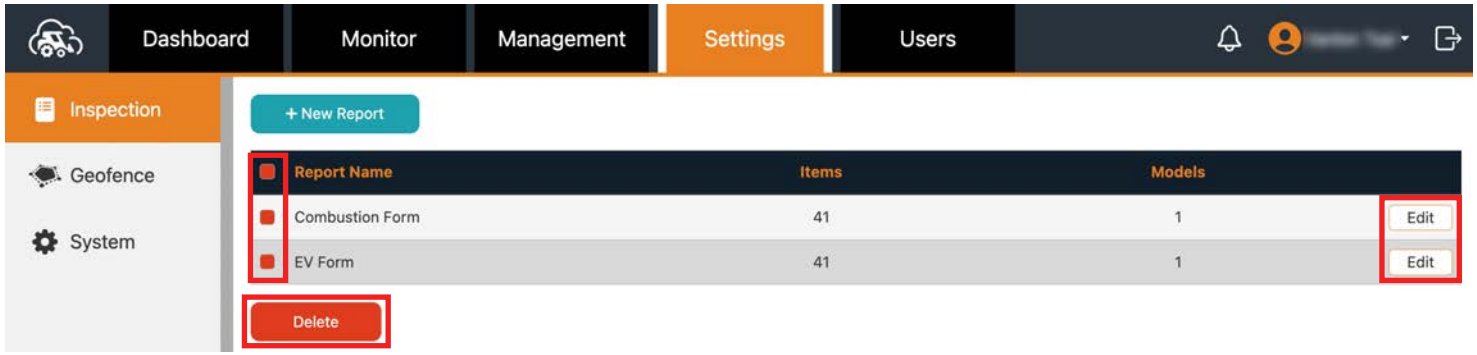
8. After the new inspection report is created, the next step is to add it to a vehicle model. Go to "Management -> Models" and click on 'Edit" for the vehicle model that the inspection report should be for. In the "Inspection Report" field, select the inspection report from the dropdown menu then click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



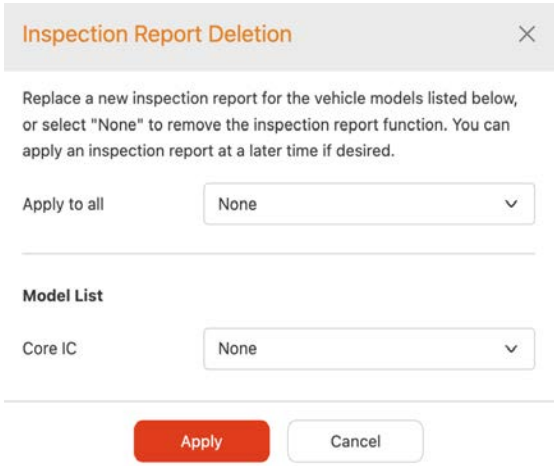
9. All vehicles of that vehicle model will now have the inspection report associated with them. Each day a forklift is turned on, the VIA Mobile360 FSS will play an audio notification "Daily inspection required" to prompt the driver to complete the inspection and submit a report through the VIA WorkX 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.



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.



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.

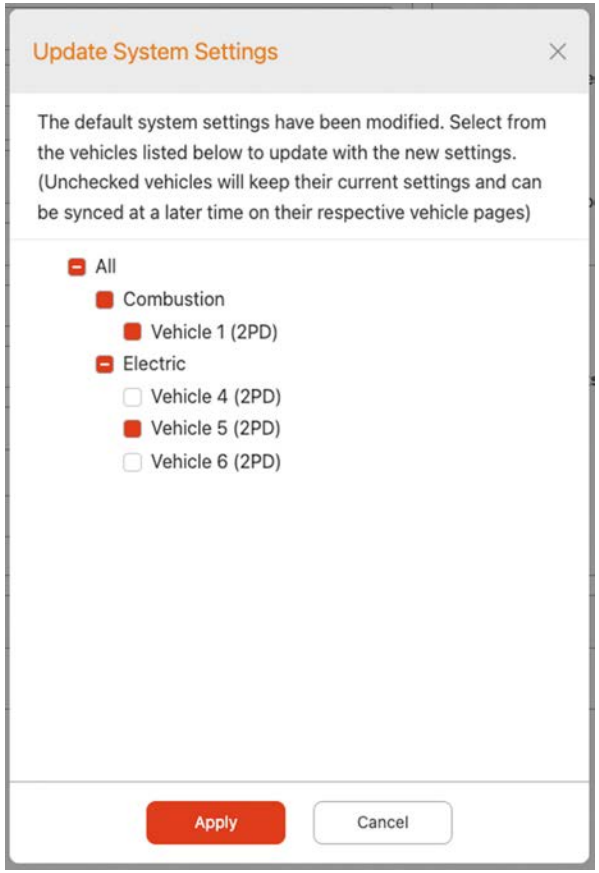
2.7.3 Settings

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:

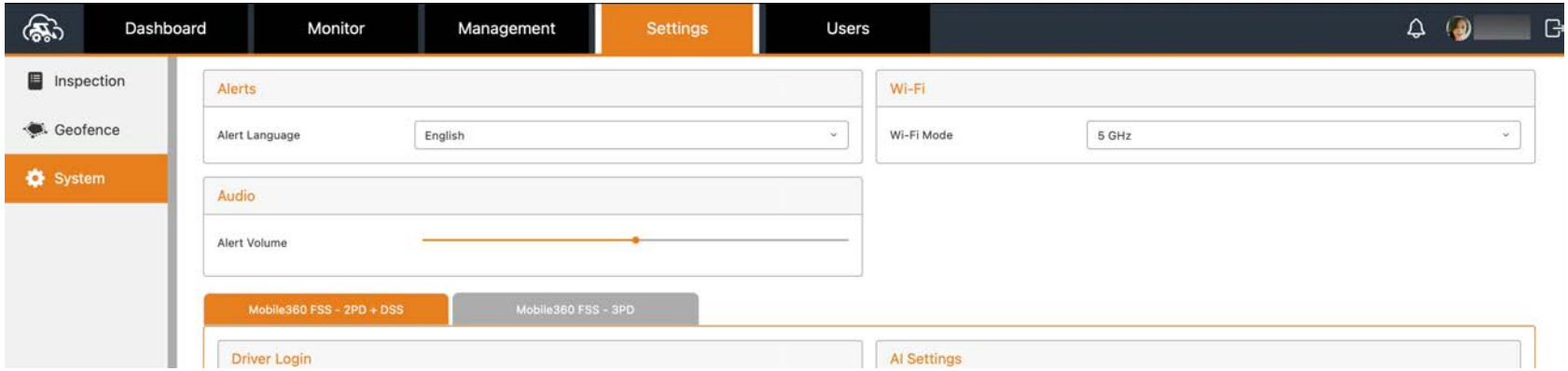
- Alert Language - Select the language used to play back audio alerts on the registered systems. Clicking on the dropdown menu will reveal a list of available alert languages to choose from (English, Japanese, Traditional Chinese, Simplified Chinese, Italian, German, French and Spanish are supported).

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:

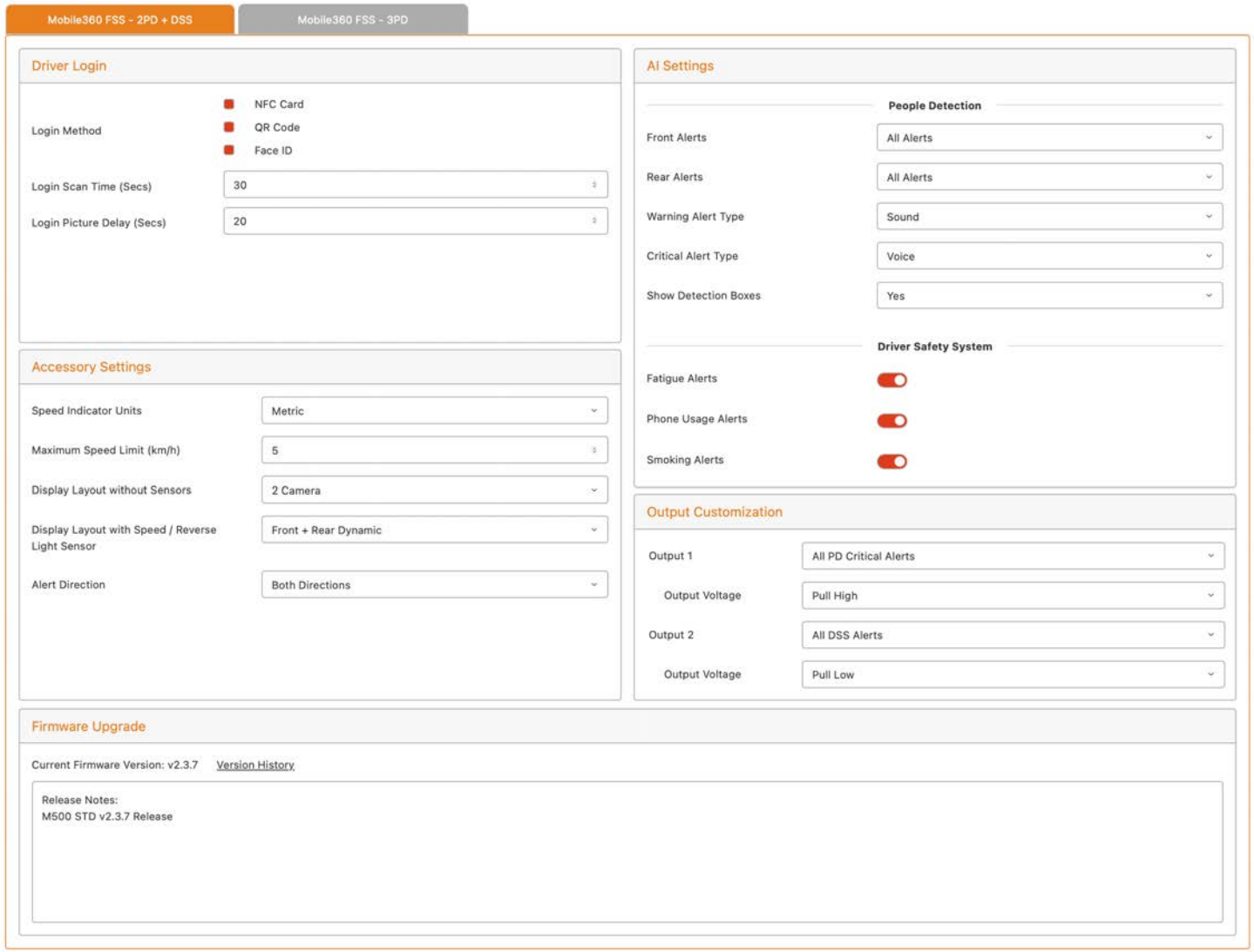
1. Each Output cable can provide one Alert type. Click the "Output 1" or "Output 2" dropdown menu, and select the desired Alert type from the following list:
    - PD Alerts
        - All PD Alerts
        - All PD Critical Alerts
        - All PD Warning Alerts
        - All Front PD Alerts
        - 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)
30
Login Picture Delay (Secs)
20
Accessory Settings
Speed Indicator Units
Metric
Maximum Speed Limit (km/h)
5
Display Layout without Sensors
2 Camera
Display Layout with Speed / Reverse Light Sensor
Front + Rear Dynamic
Alert Direction
Both Directions
AI Settings
People Detection
Front Alerts
All Alerts
Rear Alerts
All Alerts
Warning Alert Type
Sound
Critical Alert Type
Voice
Show Detection Boxes
Yes
Driver Safety System
Fatigue Alerts
Phone Usage Alerts
Smoking Alerts
Output Customization
Output 1
All PD Critical Alerts
Output Voltage
Pull High
Output 2
All DSS Alerts
Output Voltage
Pull Low
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:

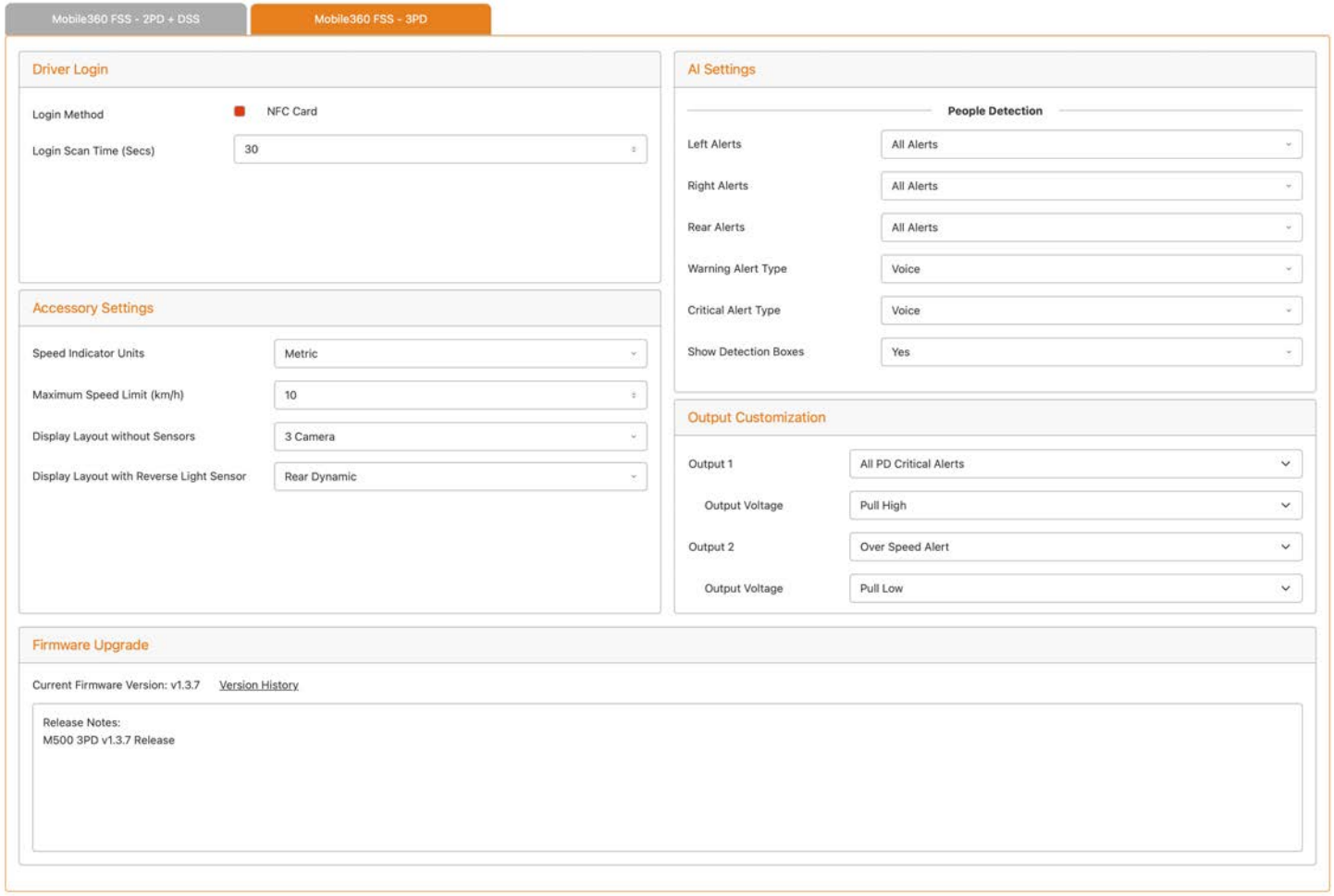
1. Each Output cable can provide one Alert type. Click the "Output 1" or "Output 2" dropdown menu, and select the desired Alert type from the following list:
    - PD Alerts
        - All PD Alerts
        - All PD Critical Alerts
        - All PD Warning Alerts
        - All Rear PD Alerts
        - 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.



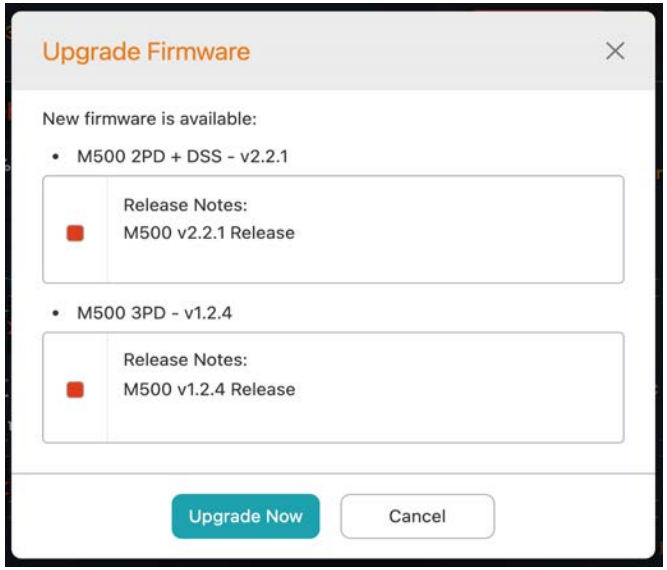
2.8 OTA Firmware Upgrade

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.

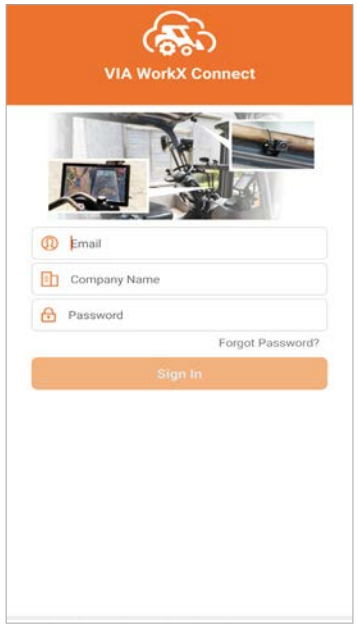
3. VIA WorkX Connect App

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.

Get it on Google play

Download on the App Store

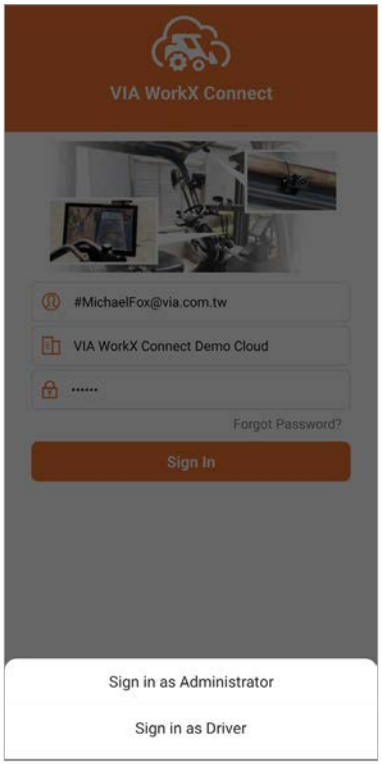
After downloading, launch the VIA WorkX Connect app and login as a Cloud User or Driver.



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.

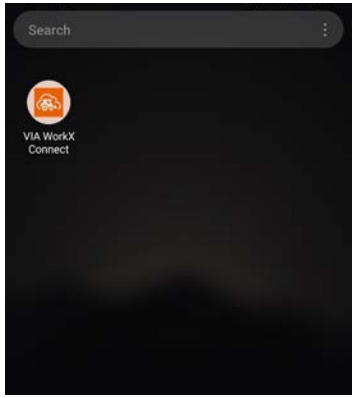
For more information regarding calibrating VIA Mobile360 FSS, please refer to the VIA Mobile360 Forklift Safety System Installation Guide. After signing in as a Cloud User, the app flow will follow the same behavior as the VIA WorkX app for the standalone system as described in the guide.

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.

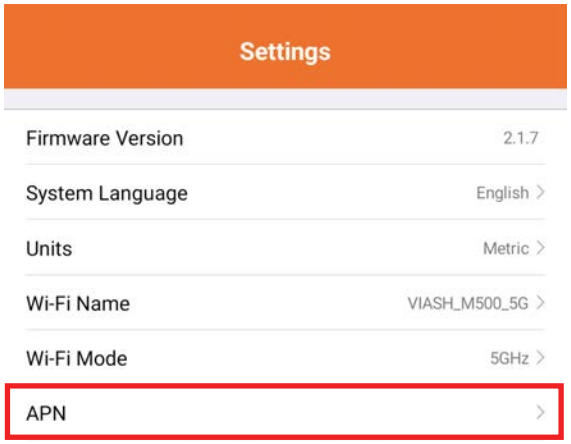
Follow the steps below to configure the APN settings on a system:

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.



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.

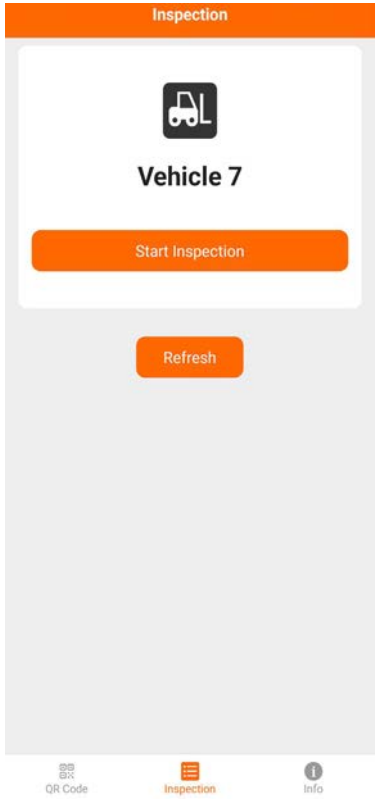
3.2.2 Submitting Inspection Reports

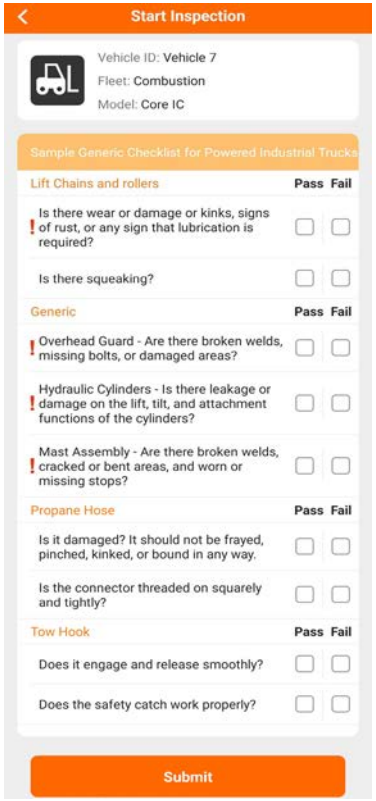
In order for the inspection report function to work, the model of the vehicle with the registered system should have an inspection report assigned to it on the VIA WorkX Connect Cloud, as described in section 2.7.1.1.

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.





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.

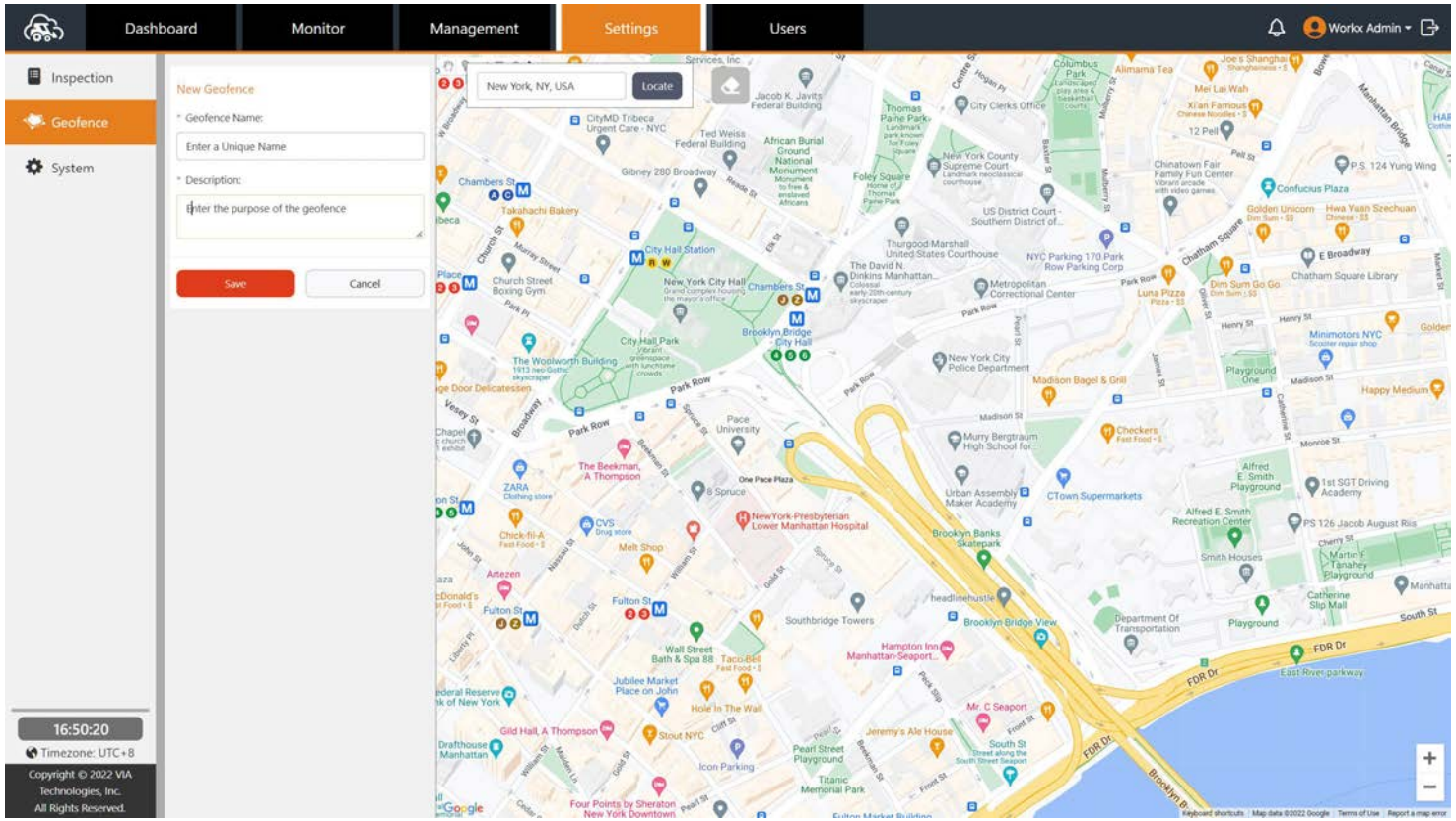
Note:
VIA Mobile360 FSS include a GPS module pre-installed to support the Geofence feature. In order to function properly, the system must be able to receive the GPS signal. If forklifts operate in indoor environments, the Geofencing feature may not work correctly as GPS signals can be blocked indoors.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

A.1.1 Creating and Assigning Geofences

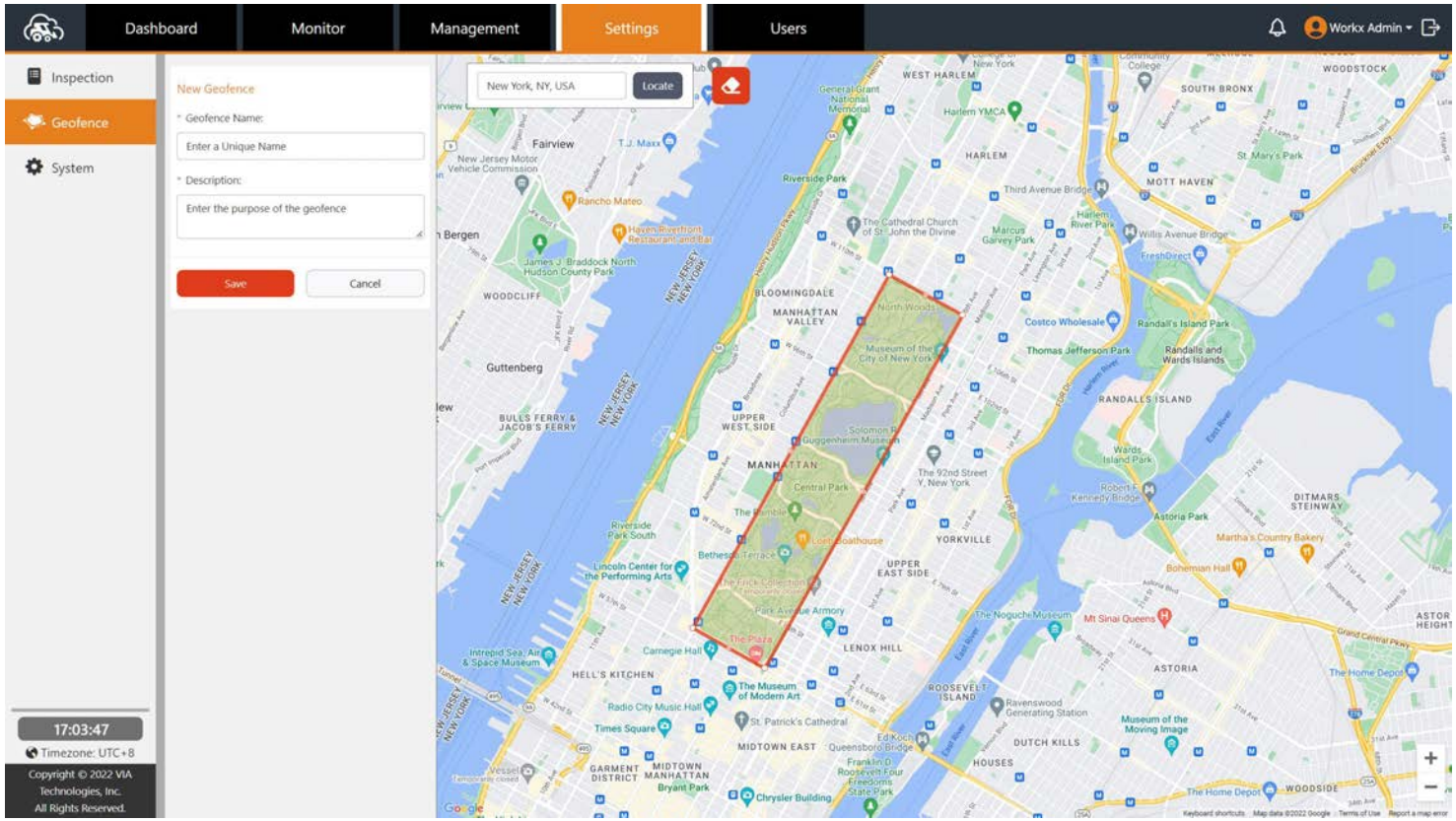
If the "Geofencing" feature is enabled in the VIA WorkX Connect Cloud Pro Account, the Geofence page will be available under "Settings -> Geofence". Follow these steps to create and assign a geofence for fleets and vehicles:

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.



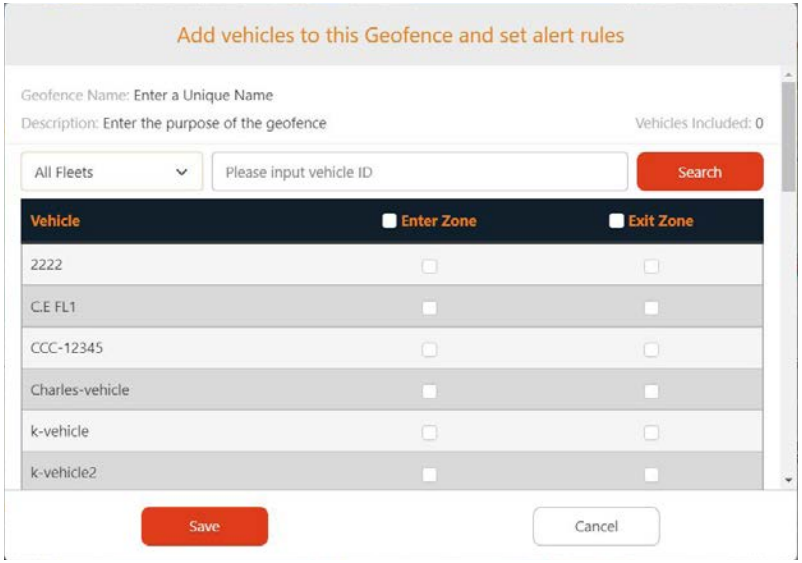
5. Once the map shows the correct location, start creating the boundary lines for the geofence by clicking on the map. This will create the first point for the geofence. Click on the next position to create a line between the points. Continue until the region on the map has been completed.



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

6. Click "Save" to create the geofence.

7. 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.

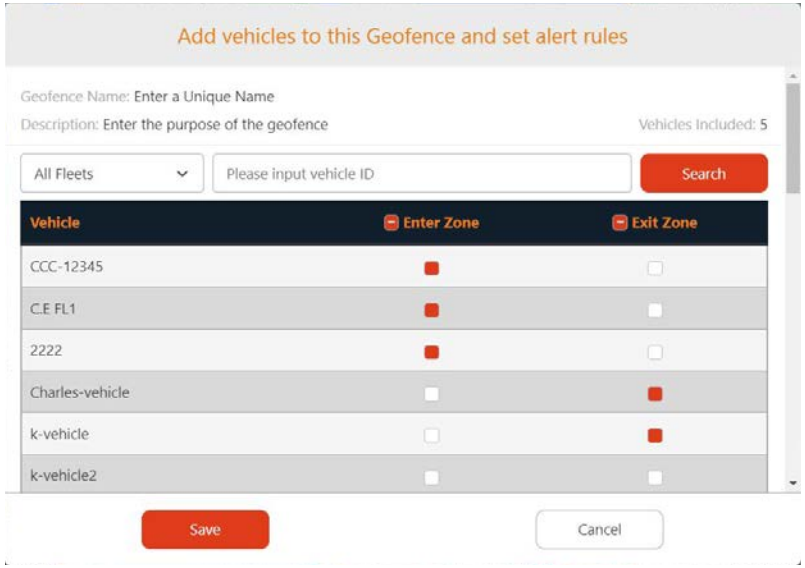


8. Once rules for all vehicles required have been entered, press "Save" and return to the "Geofence" page.

A.1.2 Managing Geofences

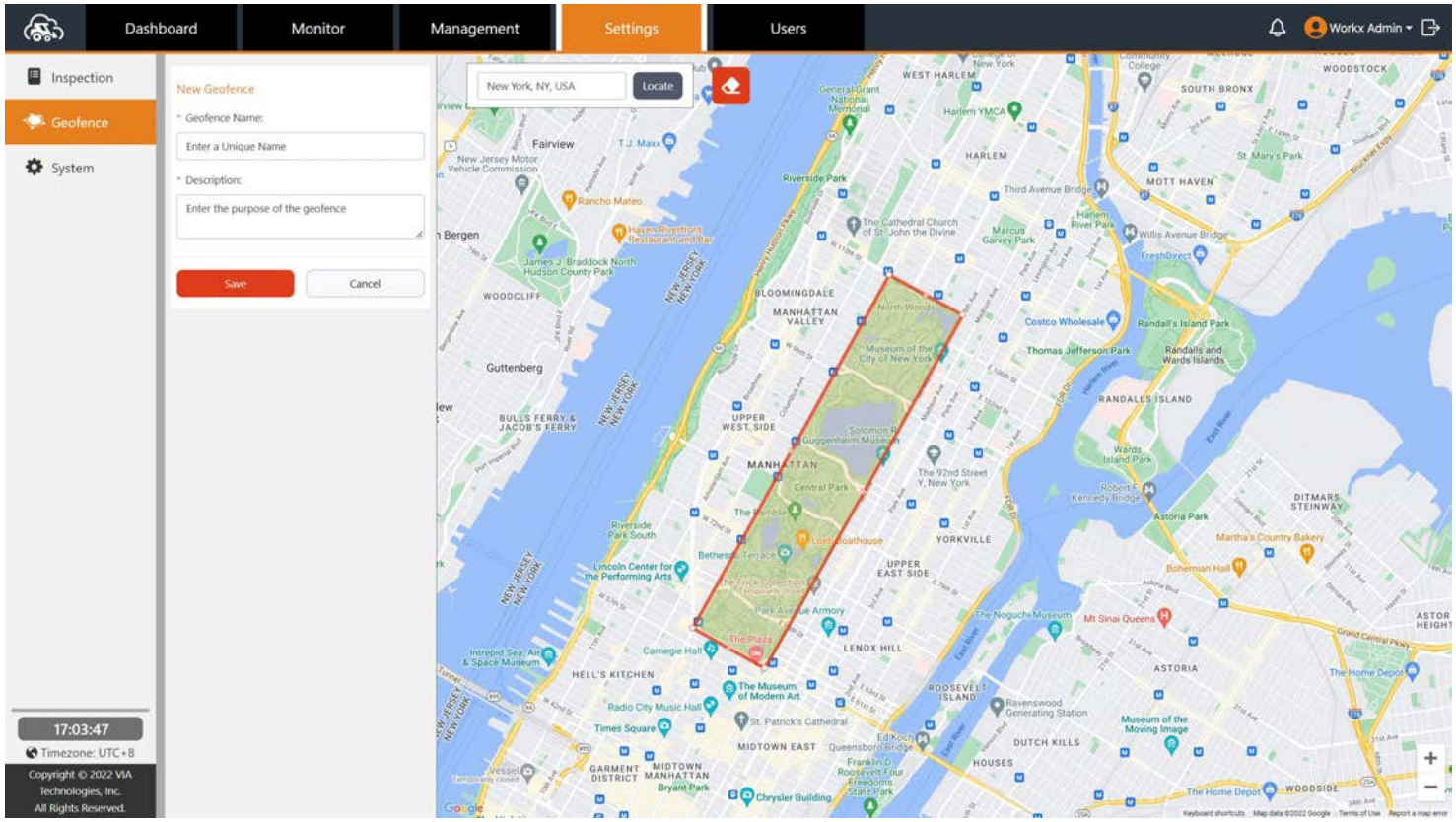
The "Geofence" page displays a complete list of all created geofences. A geofence can be quickly found by using the search field at the top of the page or by scrolling through the list. Clicking on a geofence in the list will show the location and boundaries of it on the map. Also in the list of geofences,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

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.

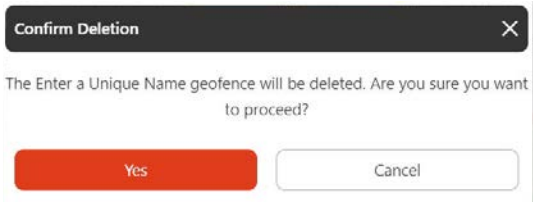


Click "Save" to save changes or "Cancel" to exit without saving.

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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