QUICK START GUIDE

VIA WorkX Connect Cloud

1.00-06102022

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Revision History

Version	Date	Remarks
1.00	06/10/2022	Initial Release

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1. Document Overview

This user guide provides instructions for fleet administrators and drivers to interact with the VIA WorkX Connect fleet management system. The VIA WorkX Connect fleet management system consists of the following components:

1. VIA WorkX Connect Cloud Management System
2. VIA WorkX Connect Mobile App

Fleet administrators and drivers can interact with the VIA WorkX Connect Cloud Management System and mobile app as outlined in the table below:

Users	VIA WorkX Connect Cloud	VIA WorkX Connect Mobile App
Forklift Fleet Administrators	Role-specific actions such as: • Managing fleets, drivers, inspection report forms, geofences, users and subscriptions. • Live Dashboard viewing of fleet statistics, such as vehicle usage, inspections and alerts. • Live Vehicle Tracking • Live viewing of Unauthorized Driver (with snapshot uploads), Geofencing and Critical Inspection Item Failure alert notifications. • Mandating and viewing of inspection report submissions • Viewing alert and trip history, including video uploads.	Role-specific actions such as: • Camera calibration • Managing VIA Mobile360 Forklift Safety System settings • Viewing and downloading alert snapshots • VIA Mobile360 Forklift Safety System Registration • Uploading driver photos • Changing sign in password
Forklift Fleet Drivers	Not applicable	• Trip Registration using QR code • Submitting Inspection Reports • Changing sign in password

2. VIA WorkX Connect Cloud Management System

The VIA WorkX Connect Cloud can be used by forklift fleet administrators in tandem with the VIA WorkX Connect mobile app for effortless, efficient, and scalable management of forklift fleets equipped with the VIA Mobile360 Forklift Safety System. The VIA WorkX Connect Cloud Management System comes with a 30-day trial period to test all role-specific actions described in the user interaction table above in section 1.

Note:
The 30-day trial period begins after the first user is signed up on the VIA WorkX Connect Cloud Management System. Up to 10 devices and 2 user accounts can be registered during the trial period. The optional 4G LTE module accessory and a 4G SIM card must be installed for device registration.

Hardware

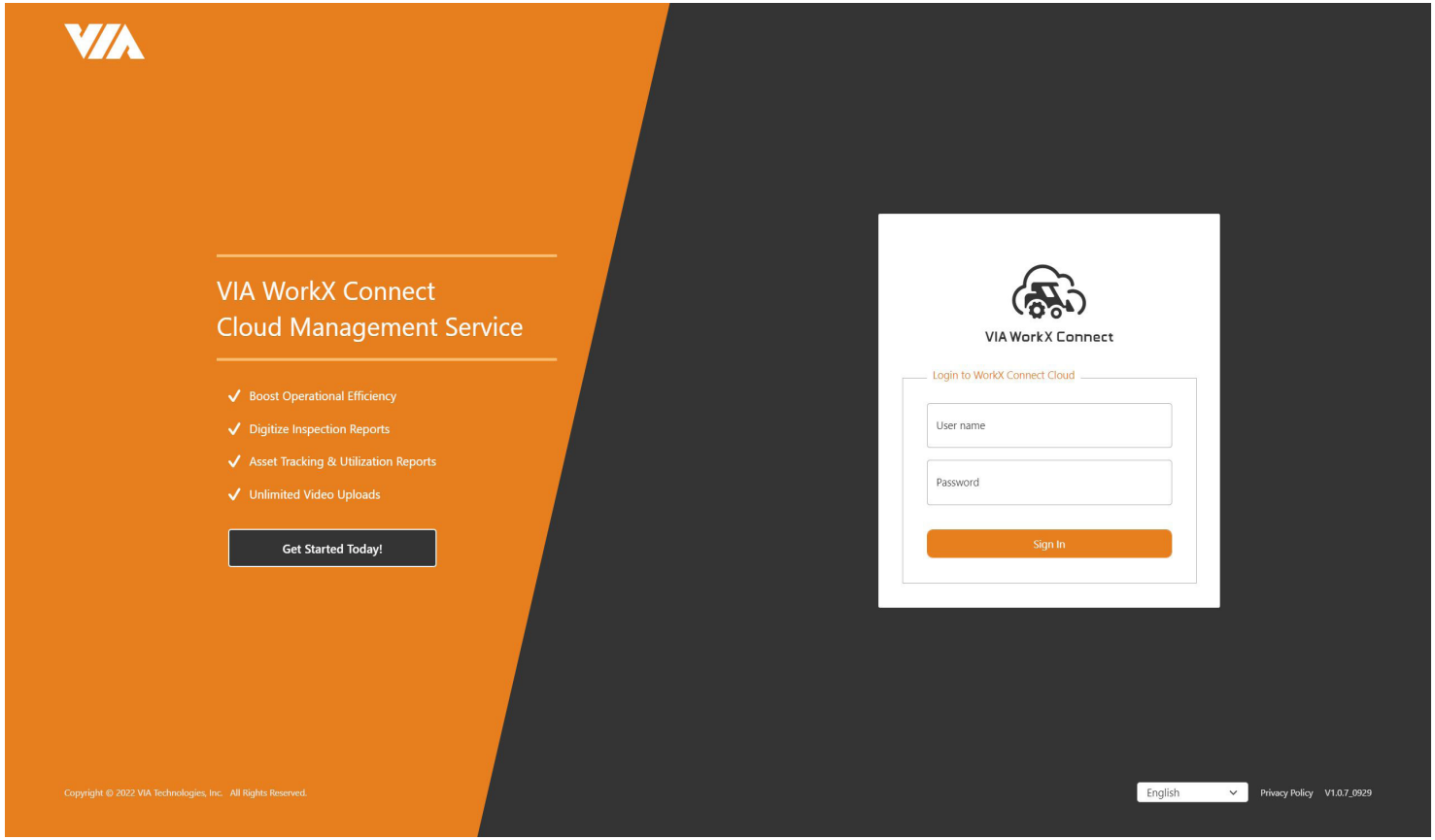
1. PC or tablet or mobile phone.
2. Supported systems:
   - VIA Mobile360 Forklift Safety System (2PD + DSS) with 4G module and active SIM card.

Software

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

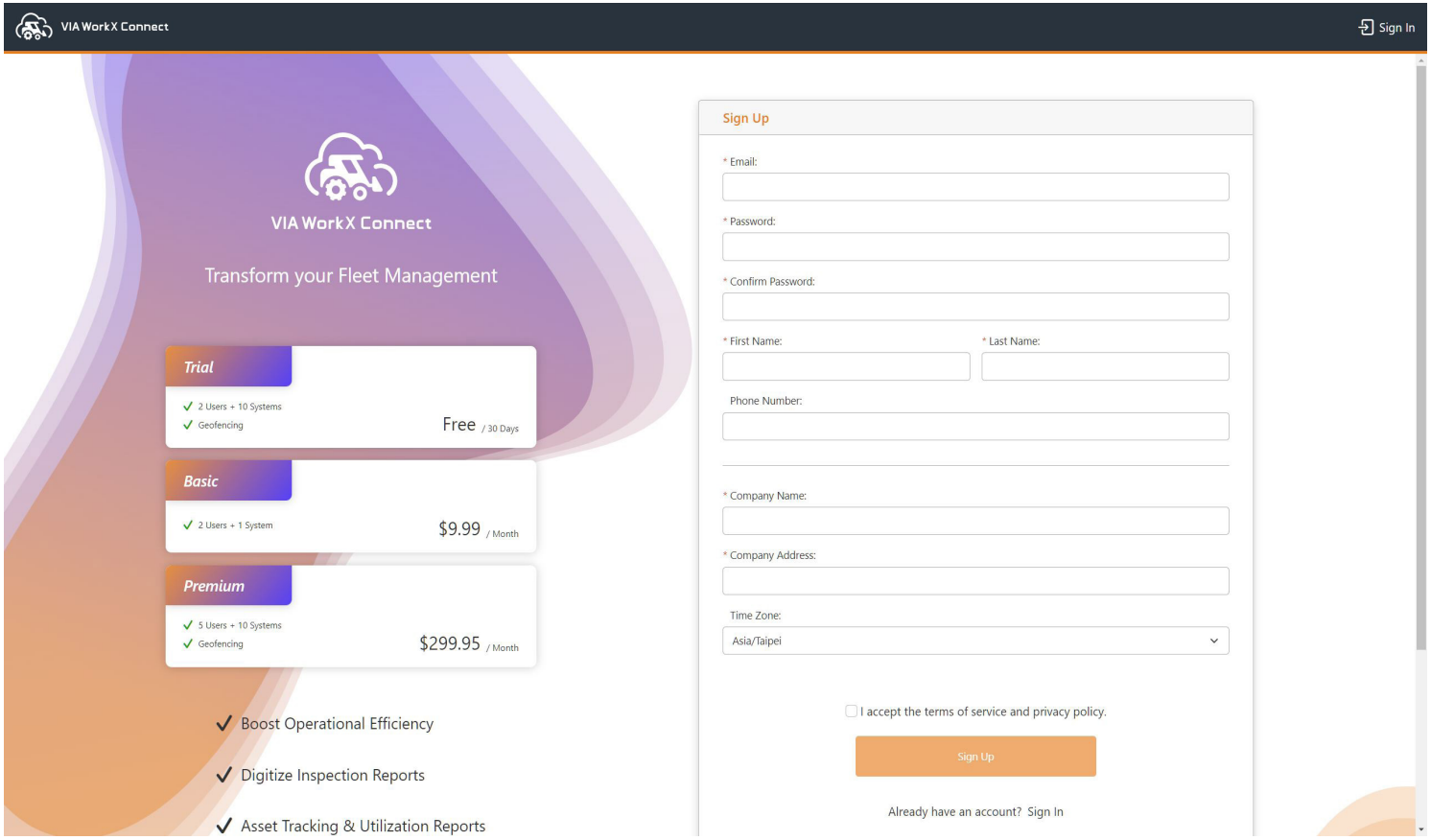
2.1 Sign Up and Sign In

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

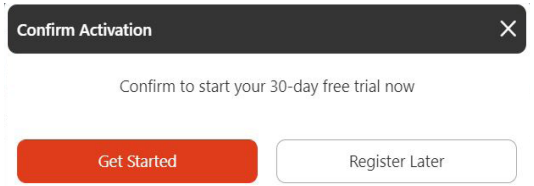


To sign up, follow the steps below.

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



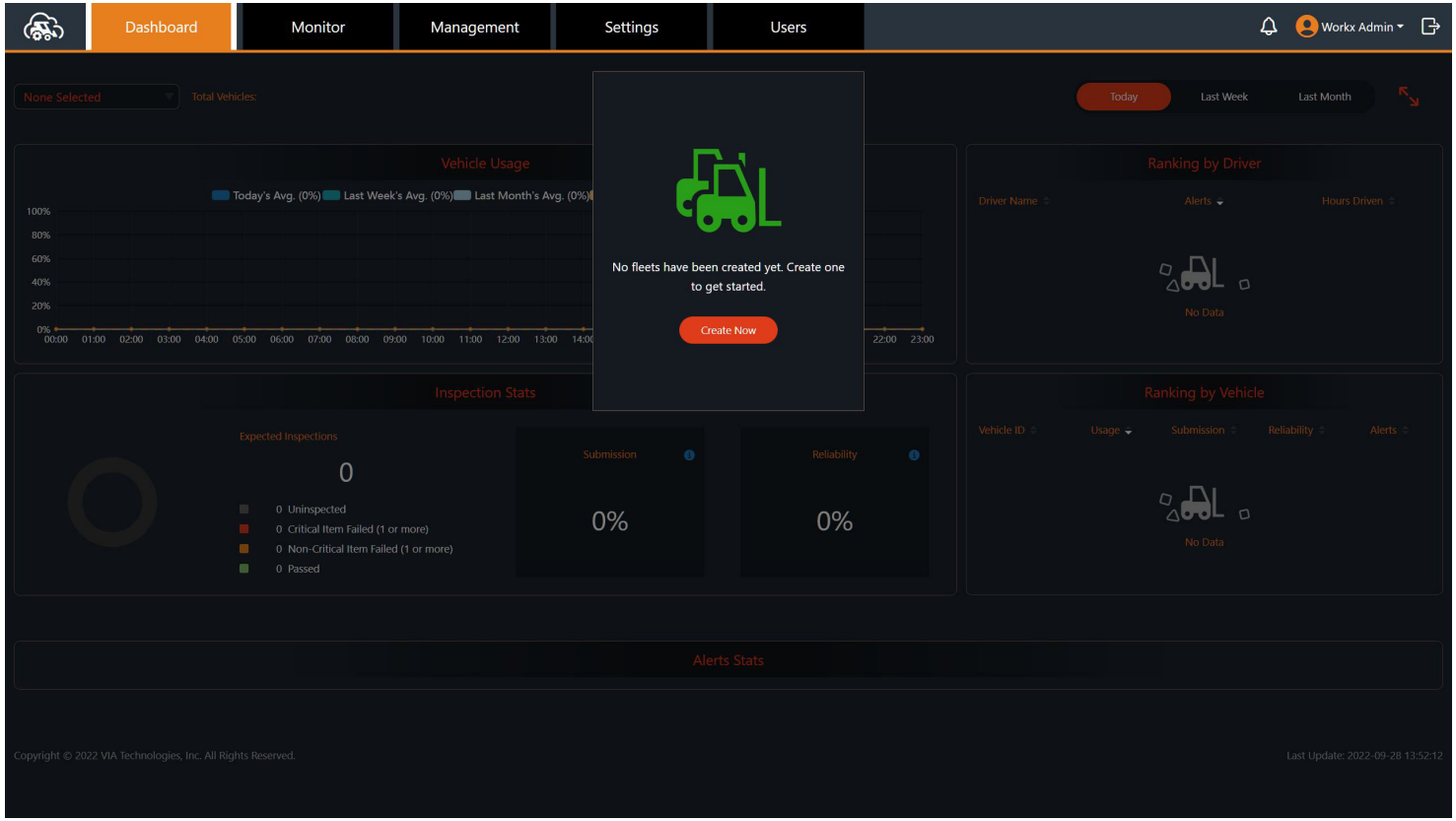
3. Click "Get Started" in the pop-up window to confirm and the 30-day free trial period will begin.



4. Return to the sign in page https://www.workx.viatech.com/sign-in and sign in with the registered email ID and password. The Dashboard will be displayed after signing in.

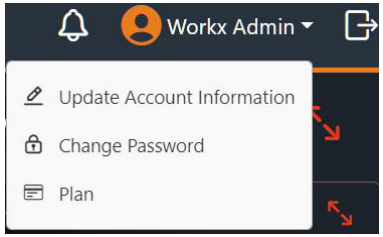
The main menu of the VIA WorkX Connect Cloud Management System is located in the top bar and includes the following sections:

- Dashboard - for up-to-date statistical summaries of fleets, vehicle, drivers, inspection reports and alerts.
- Monitor - for live tracking, checking Alert/Trip history as well as video upload and management.
- Management - for managing fleets, vehicles, drivers and vehicle models.
- Settings - for configuring global settings for systems, inspection reports and geofencing alerts.
- Users - for managing user accounts.
- Alert Notifications - for real-time notifications of critical messages.
- Account Settings - for managing the user account information, changing password and viewing the status of the current plan.
- Sign Out - for signing out of the VIA WorkX Connect Cloud.



2.2 Account Settings

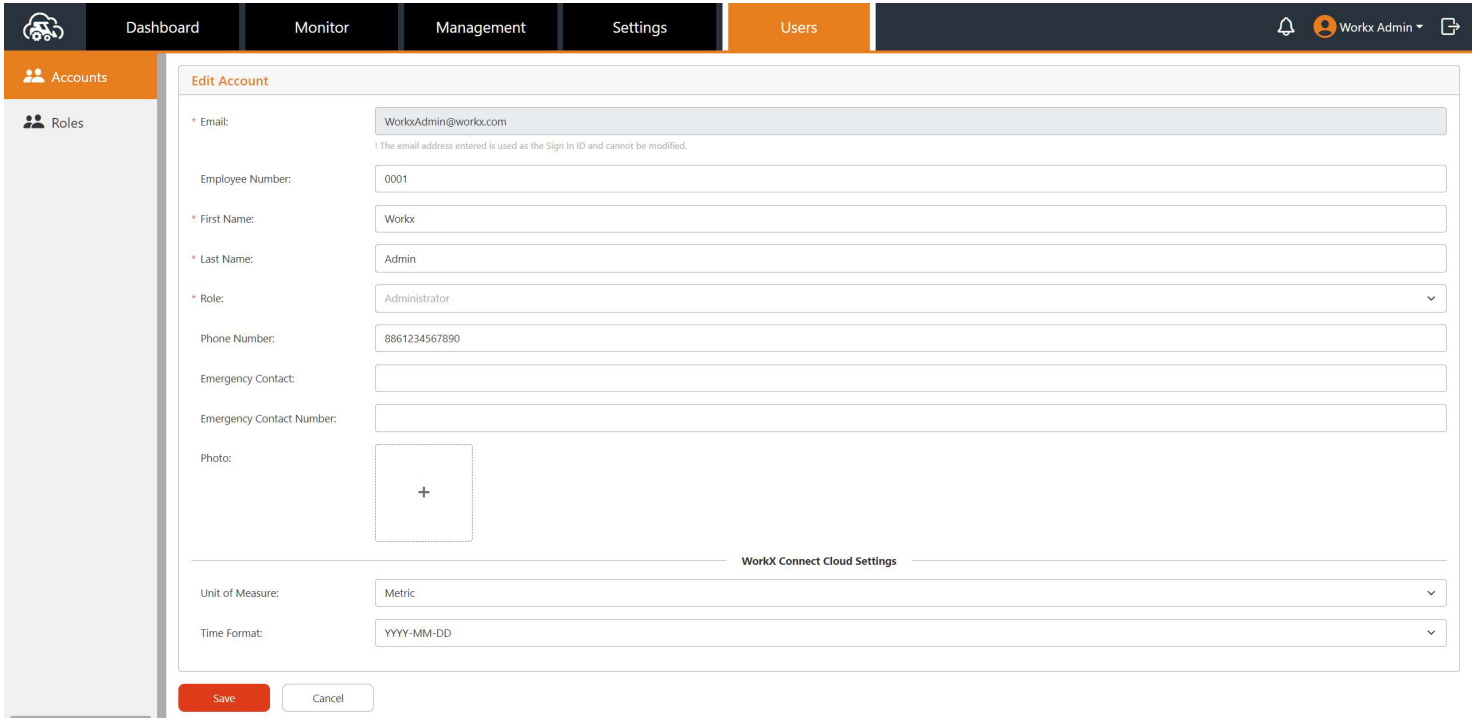
Account settings can be found by clicking on the username on the right-hand side of the top menu bar. Clicking it expands the menu to display options for:



- 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 the status of the trial period.

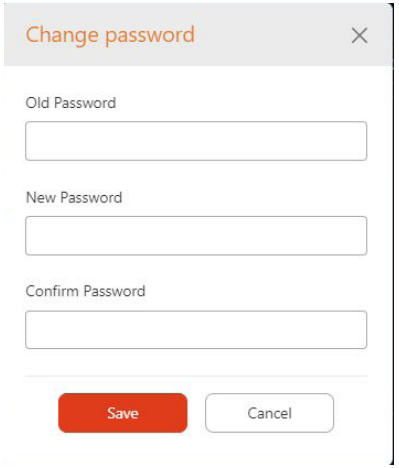
2.2.1 Update Account Information

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



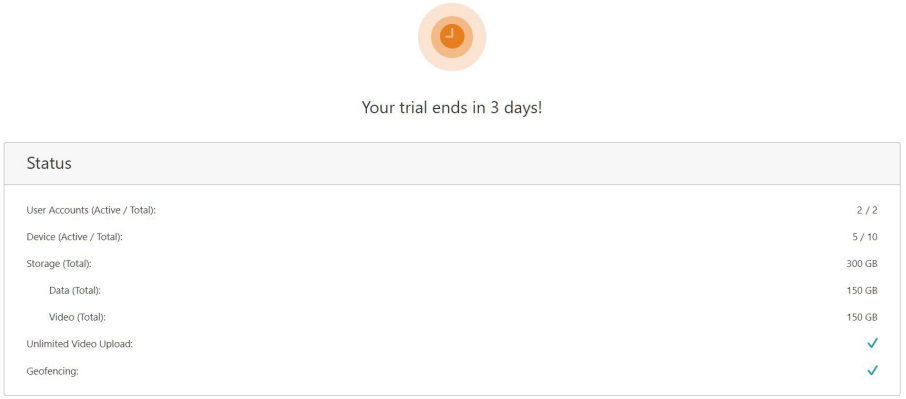
2.2.2 Change Password

In order 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.



2.2.3 Plan

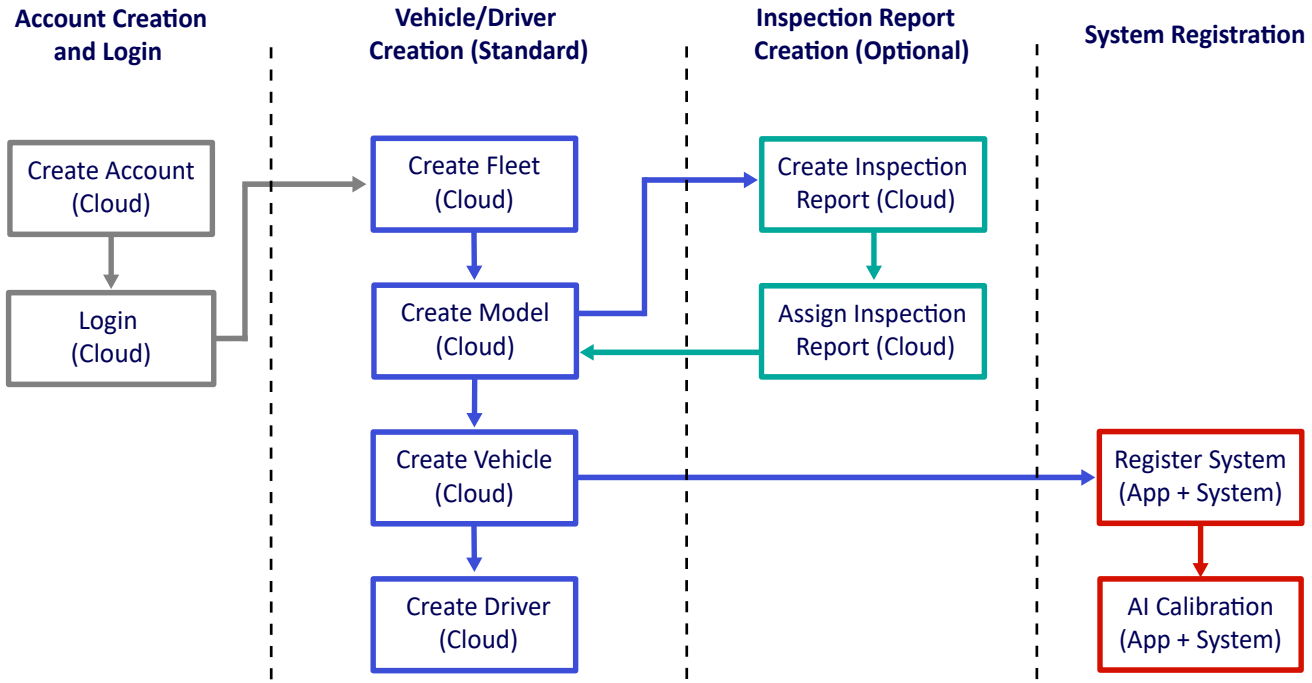
To view the remaining time in the trial period, click on "Plan" in the account settings menu. An overview of the plan status will be displayed as well as the number of days reaming in the free trial.



2.3 VIA WorkX Connect Setup

To operate a VIA Mobile360 Forklift Safety System with the VIA WorkX Connect Cloud Management System, a system must first be registered.

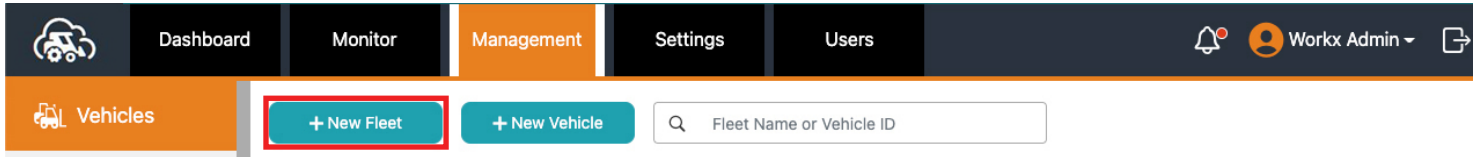
The chart below illustrates the VIA WorkX Connect Cloud and VIA Mobile360 Forklift Safety System setup process.



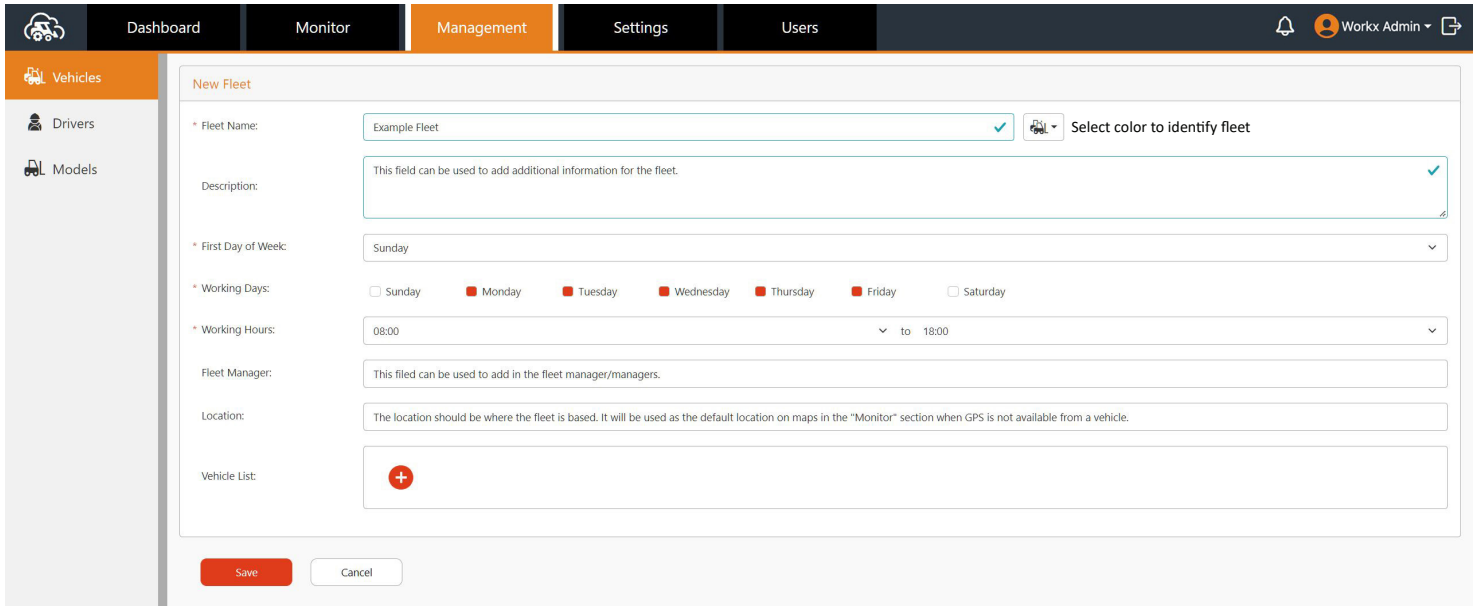
2.3.1 Fleets and Vehicles

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:

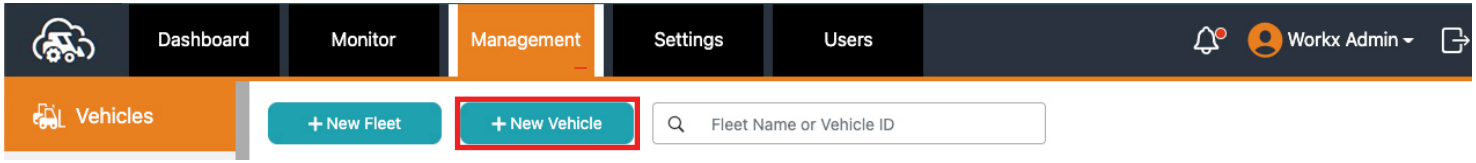
1. Click on "Management" in the main menu, which will go to the "Vehicles" sub-section by default.
2. Click on "+ New Fleet" to create a fleet.



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

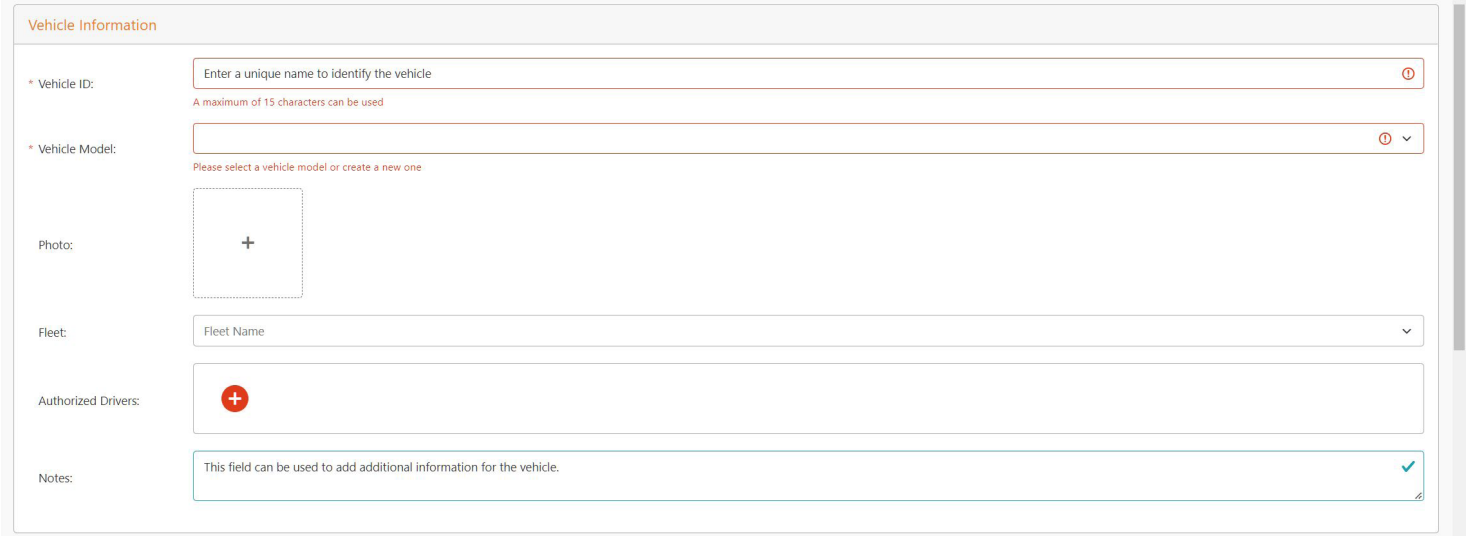


4. Click on "Save" to add the new fleet and return to the "Management -> Vehicles" page.
5. Next, click "+ New Vehicle" to create a new vehicle.

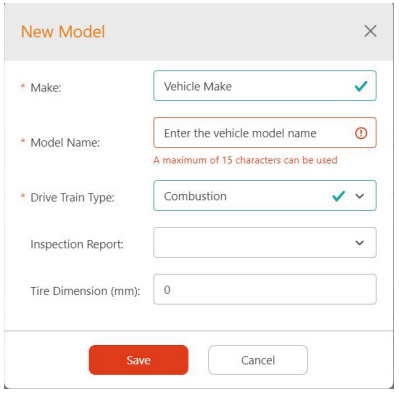


6. Fill in all required and optional information as needed in the fields:

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. This can be created at a later time as described in section 2.3.3.
  - 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.

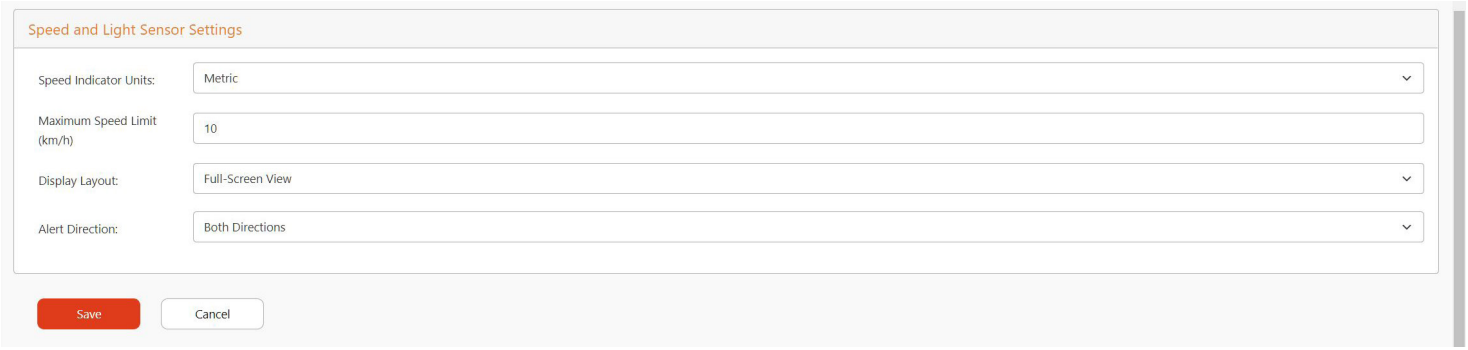
Note:
See section 2.3.2 for instructions on creating a driver.

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

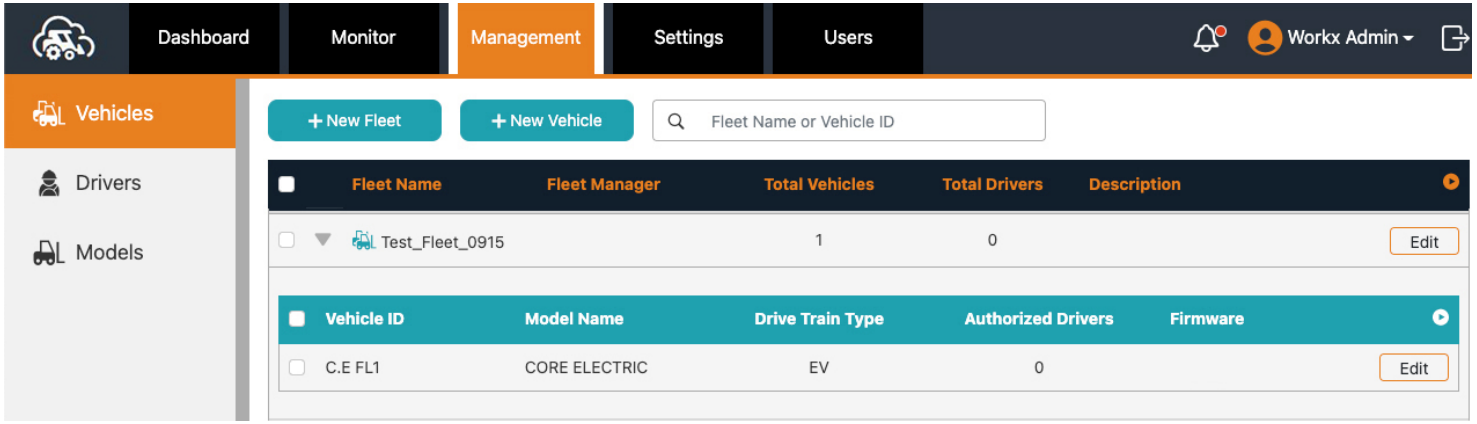
Wi-Fi Settings: Set the network name (SSID), security password and Wi-Fi mode (2.4GHz or 5GHz) for the VIA Mobile360 Forklift Safety System. Filling in the fields enhances system security and identification by vehicle.

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.

Speed and Light Sensor Settings: This section is for the optional speed and light sensor accessory. The global settings will be shown by default. Changing the settings here will override the global settings for this vehicle.



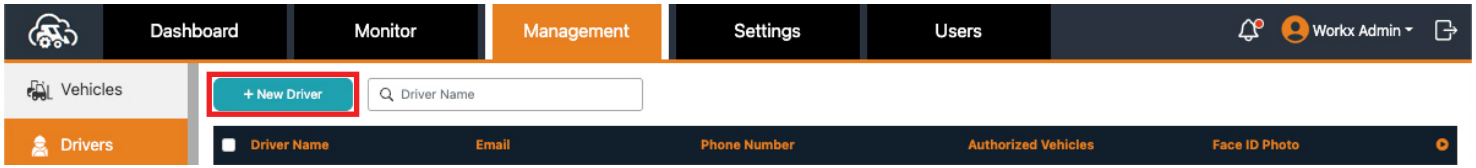
7. Click "Save" to create the vehicle and return to the "Management -> Vehicle" page.
8. Click the fleet name and it will expand to show the vehicle has been added to the fleet.



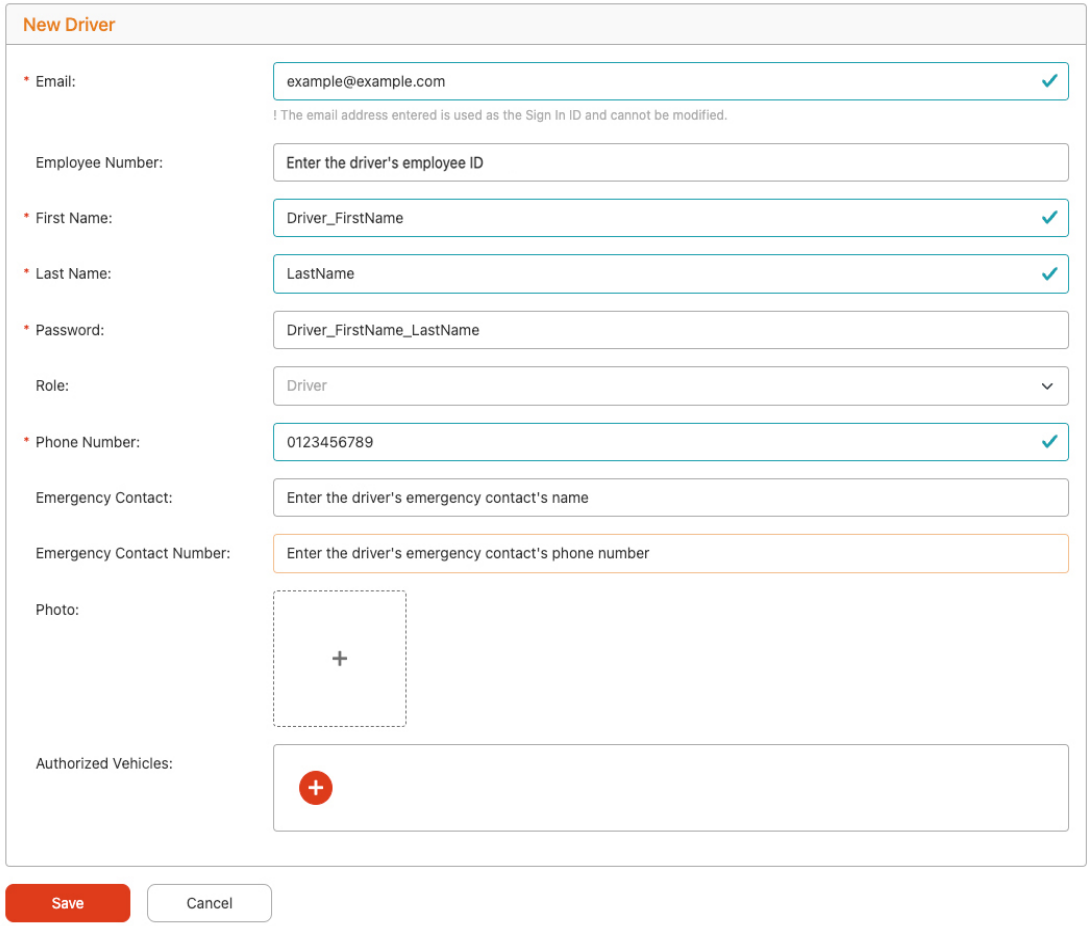
2.3.2 Drivers

The VIA WorkX Connect Cloud allows the creation of drivers which can be authorized to drive 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 vehicles.

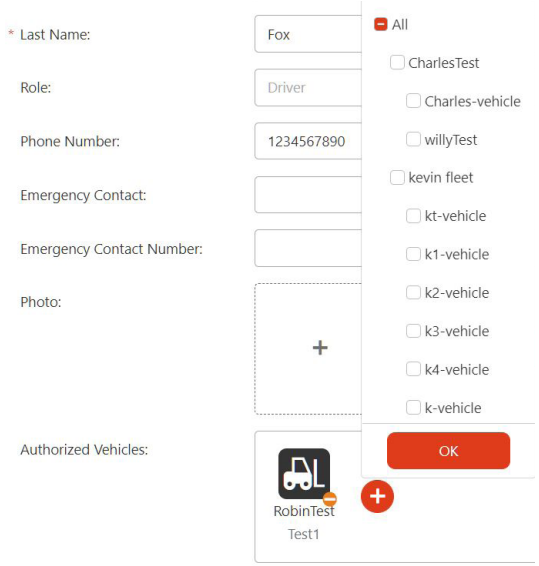
1. Click on "Management" in the main menu and on "Drivers" in the sub-menu on the left-hand side of the screen.
2. Click on "+ New Driver" to create a new driver profile.



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



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 which vehicles the driver is authorized to drive, then press "OK" to save. This will allow the driver to register for each trip with a QR code or by Facial Recognition on this vehicle. This can also be done on the vehicle page after drivers have been created.

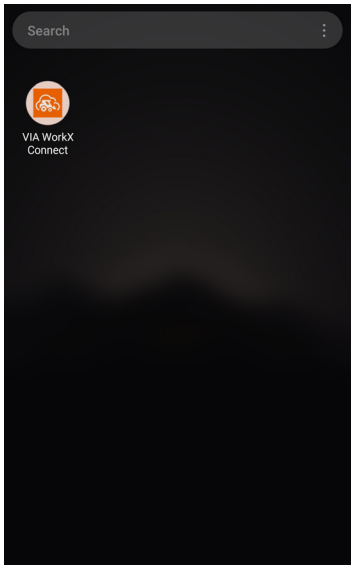


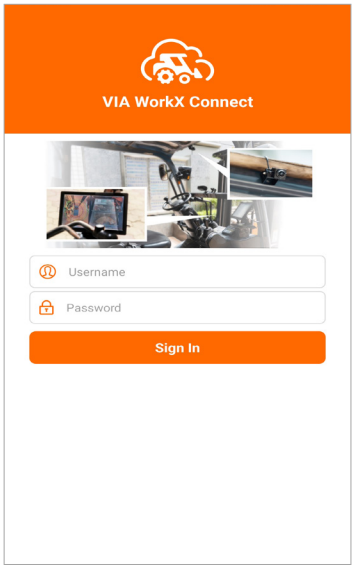
5. If Face ID is required for driver login, the administrator can use the VIA WorkX Connect app to add the image to be used to take a photo to be used for the Face ID vector generation. Download the VIA WorkX Connect app which is available on the Google Play Store for Android devices or the App Store for iOS devices.

Get it on Google play

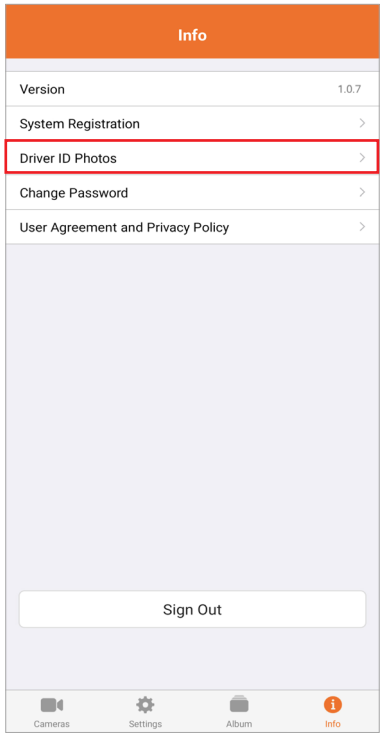
Download on the App Store

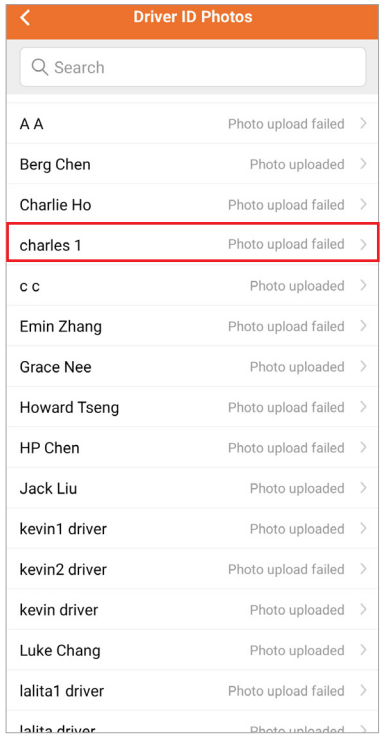
6. Launch the VIA WorkX Connect app.

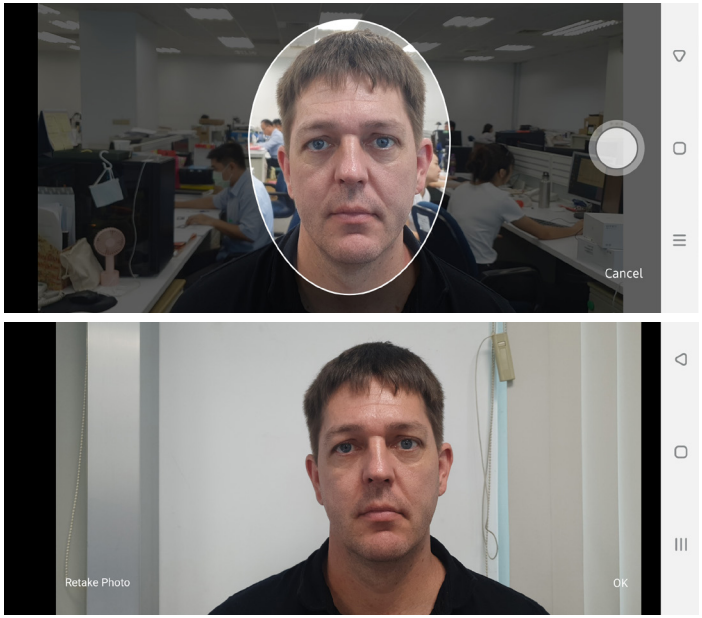




7. Enter the Administrator Username and Password used for signing into the VIA WorkX Connect Cloud and tap on "SIGN IN".
8. Tap on the "Info" tab on the bottom bar of the app.
9. Select "Driver ID Photos" to display the list of all drivers created in your VIA WorkX Connect Cloud account.
10. This will 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 for.
11. Center the driver's face in the window overlay and press the snapshot button.







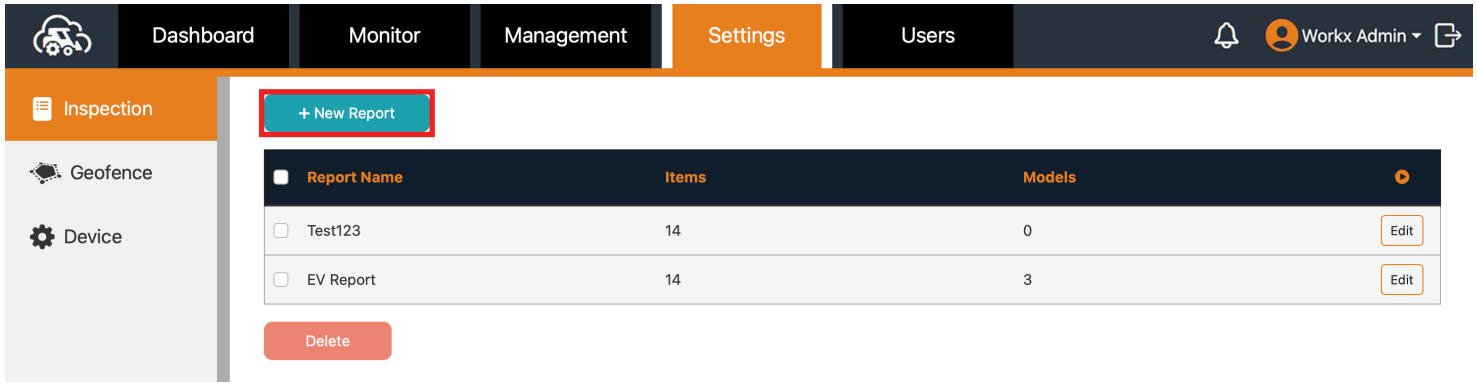
12. Click "Ok" and the image will be uploaded to the driver's profile on the VIA WorkX Connect Cloud Management System or tap on "Retake Photo" to take the photo again.
13. In the VIA WorkX Connect Cloud, go to the driver page and select the driver.
14. Verify the uploaded photo displayed at the top of the driver profile.
15. When an authorized vehicle comes online, the Face ID vectors will download to the VIA Mobile360 Forklift Safety System in that vehicle.
16. To enable "Face ID" registration, go to the Settings tab in the VIA WorkX Connect Cloud Management System and set the "Driver Registration Method" to "QR Code or Face ID." See section 2.8.3 for more information.

2.3.3 Inspection Reports

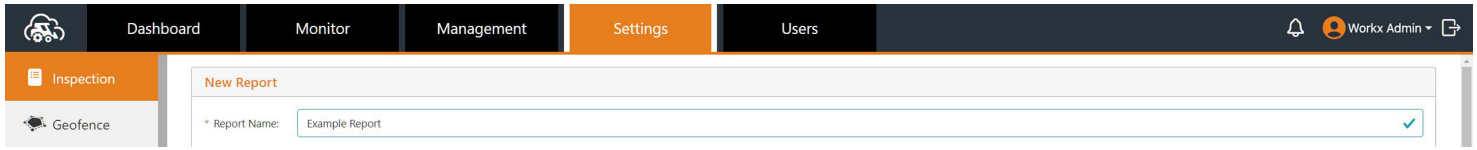
Routine and thorough inspections help ensure all critical forklift parts and features are checked before use. The VIA WorkX Connect Cloud allows creation of customizable inspection reports to digitize the maintenance reporting flow.

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

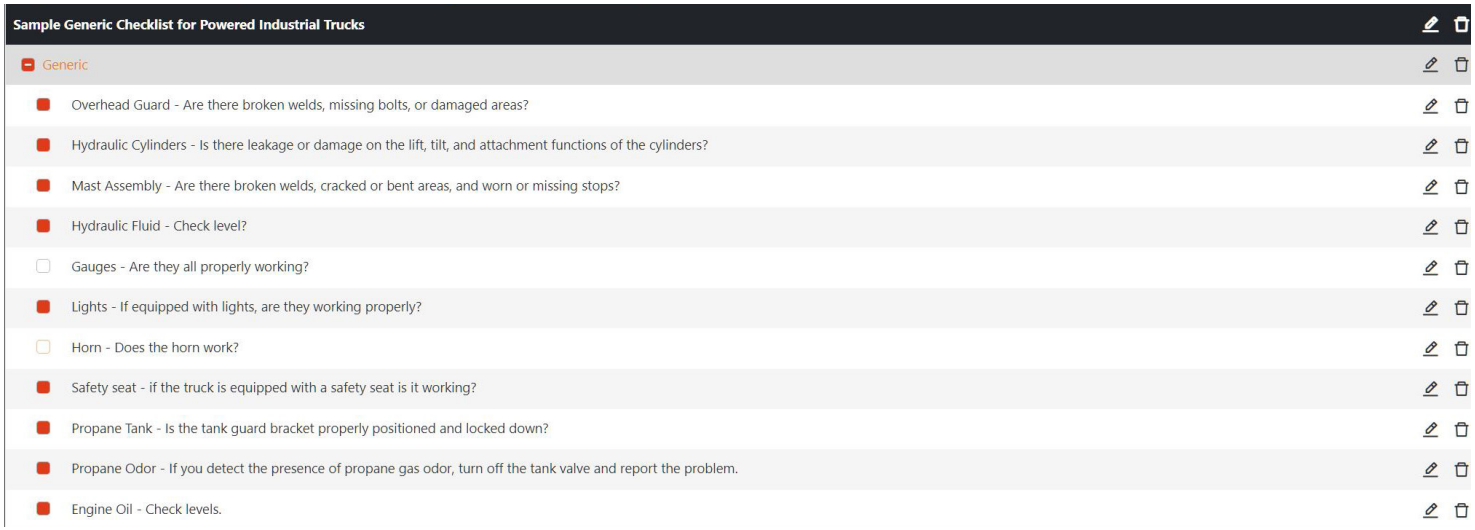
1. Click on "Settings" in the main menu and on "Inspection" in the left-side sub-menu.
2. On the "Inspection" page, click on "+ New Report" to create a new inspection report.



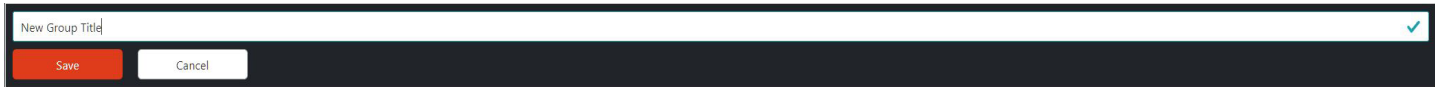
3. Fill in the "Report Name" for the new inspection report.



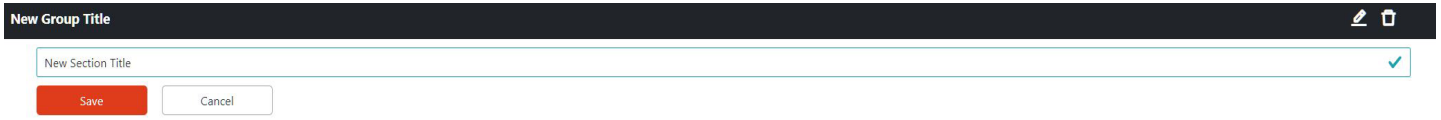
4. By default the items included in the "Sample Daily Checklists for Powered Industrial Trucks" report from by OHSA is provided.
   - Select the desired items to be included in the inspection report by clicking on the checkbox beside each field. Once selected the checkbox will turn red.



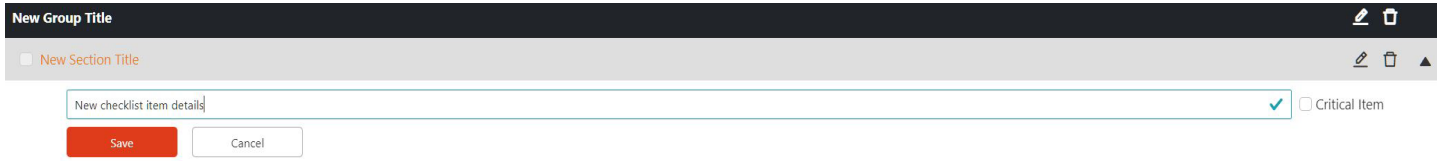
5. If additional items are needed, new "Groups -> Sections -> Items" can be added.
   - **Group:** A group can be used to organize items that should be done together, for example "Pre-Operation" or "Operational".
   - **Section:** A section can be used to create a sub-group of items within a group, for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



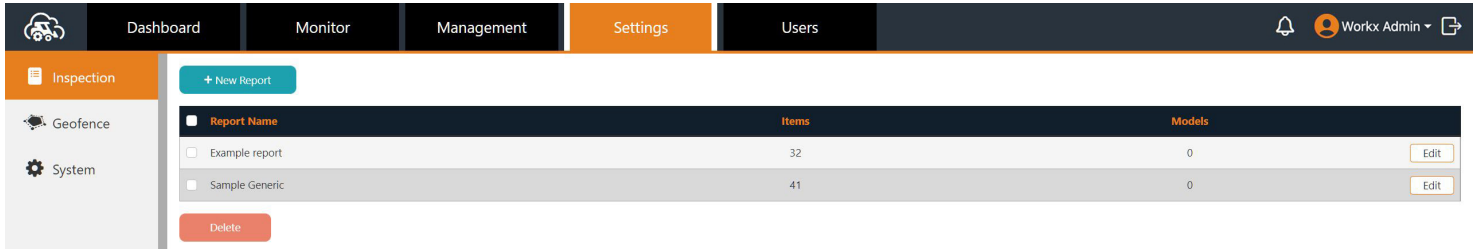
     - **New Section:** Click on "+ Custom Section" within the desired group and enter the title of the new section. Click on "Save" to save the new section.



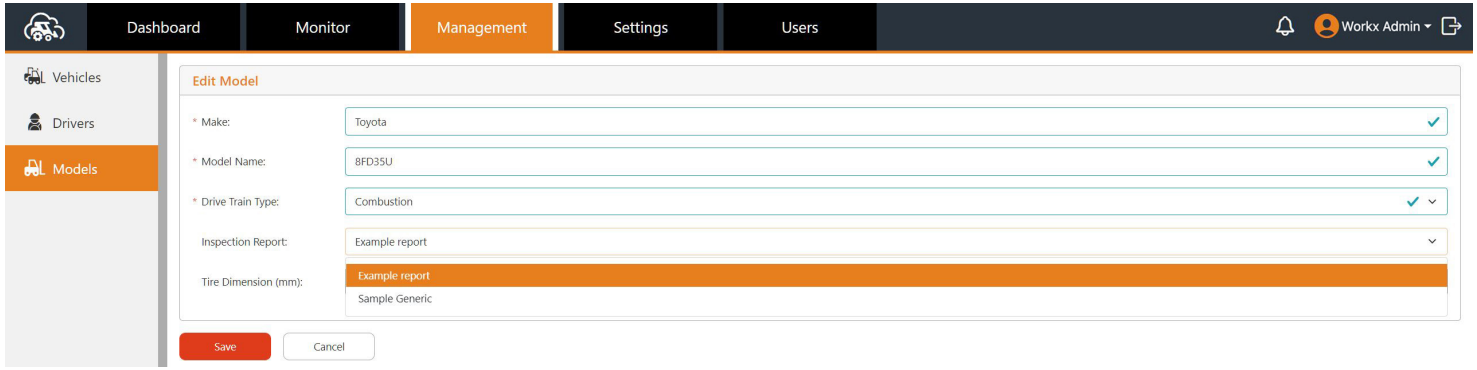
- **New Item:** Click on "+ Custom Item" within the desired group or section and enter the details of the new checklist requirement. If it is a critical item, click on the "Critical Item" checkbox to the left of the input field. When enabled it will turn red. Click on "Save" to save the new item.



6. If a group, section or item needs to be modified or removed, click on the edit "✎" or the delete "🗑" icon located beside each 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.



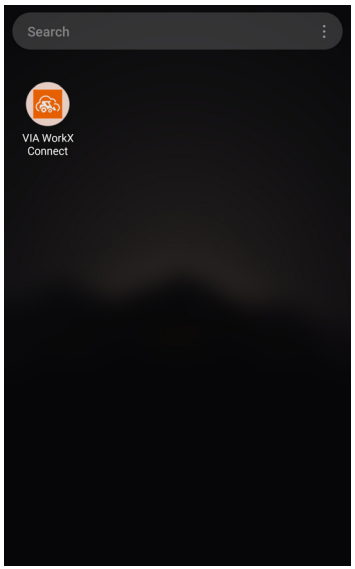
9. All vehicles that are connected to the vehicle model will now have the inspection report associated with them. Each day a forklift is turned on, the VIA Mobile360 Forklift Safety System will play an audio notification "Daily inspection required" to prompt the driver to complete the Inspection on the VIA WorkX Connect app.
10. For more information on how a driver can receive and submit the inspection report, see section 2.3.3.

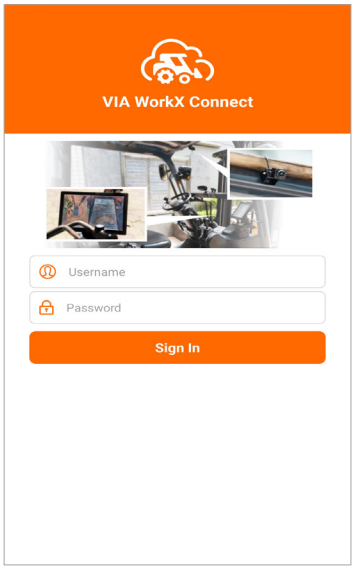
2.3.4 VIA Mobile360 Forklift Safety System Registration

Before registering a VIA Mobile360 Forklift Safety System with the VIA WorkX Connect Cloud Management System, the system must first be installed in the vehicle created in section 2.3.1. Install the system with the optional 4G LTE module accessory and an activated 4G SIM card included.

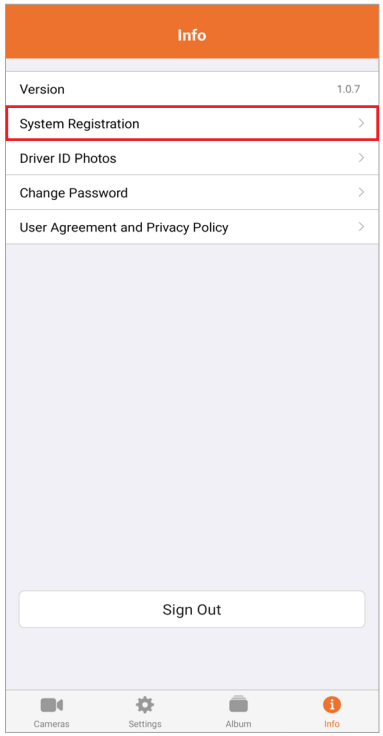
After the system has been installed, register the VIA Mobile360 Forklift Safety System with the VIA WorkX Connect Cloud as described below.

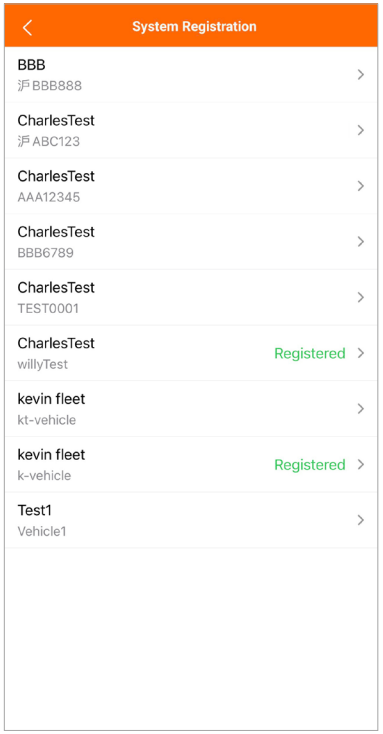
1. Launch the VIA WorkX Connect app.

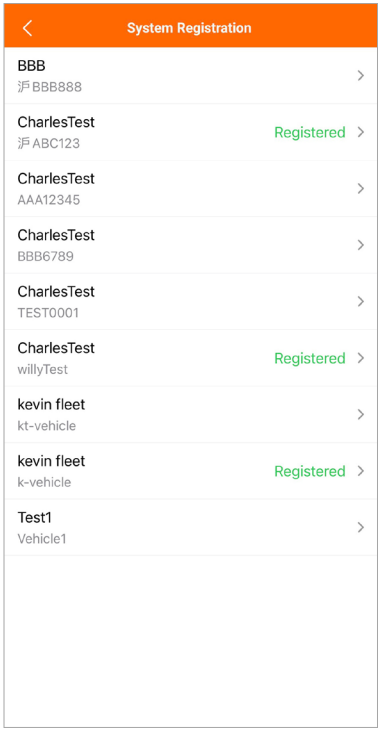




2. Enter the Administrator Username and Password used for signing into the VIA WorkX Connect Cloud and tap on "SIGN IN".
3. Tap on the "Info" tab on the bottom bar of the app.
4. Select "System Registration" to display the list of all vehicles created in your VIA WorkX Connect Cloud account.



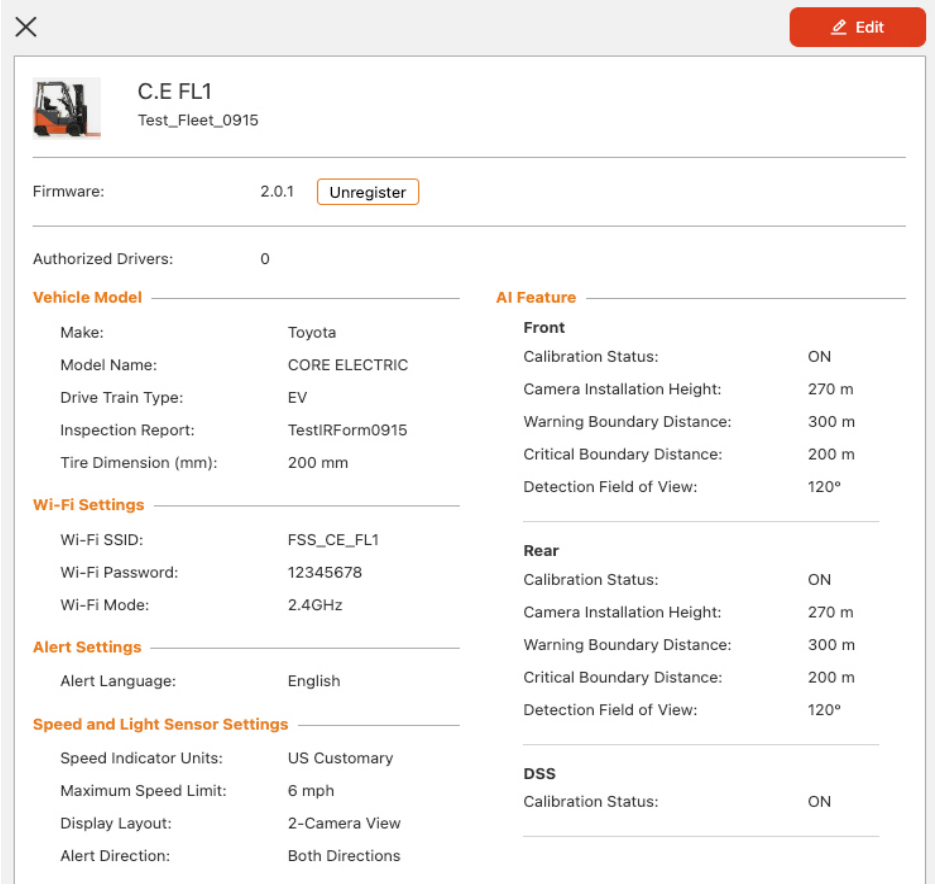




5. Start the vehicle to power on the VIA Mobile360 Forklift Safety System. After the system finishes booting, there will be a short beep followed by the notification "Scan Registration QR code". After the audio notification, there is a 60-second window to scan the QR code from the app.
6. In the app, tap on the vehicle in the VIA WorkX Connect app's "System Registration" list to generate a QR code for registering the VIA Mobile360 Forklift Safety System.
7. Place the QR code in front of the driver camera lens of the VIA Mobile360 Forklift Safety System.
8. Once the system has scanned the QR code, it will play the audio confirmation, "Registration Successful".
9. Tap on "OK" in the pop-up notification in the app to return to the vehicle list where it will show "Registered" beside the vehicle name.

Note:
If the QR code is not successfully scanned within the 60-second window, the VIA Mobile360 Forklift Safety System will play the audio notification "Registration Failed". If this occurs, reboot the system and start over.

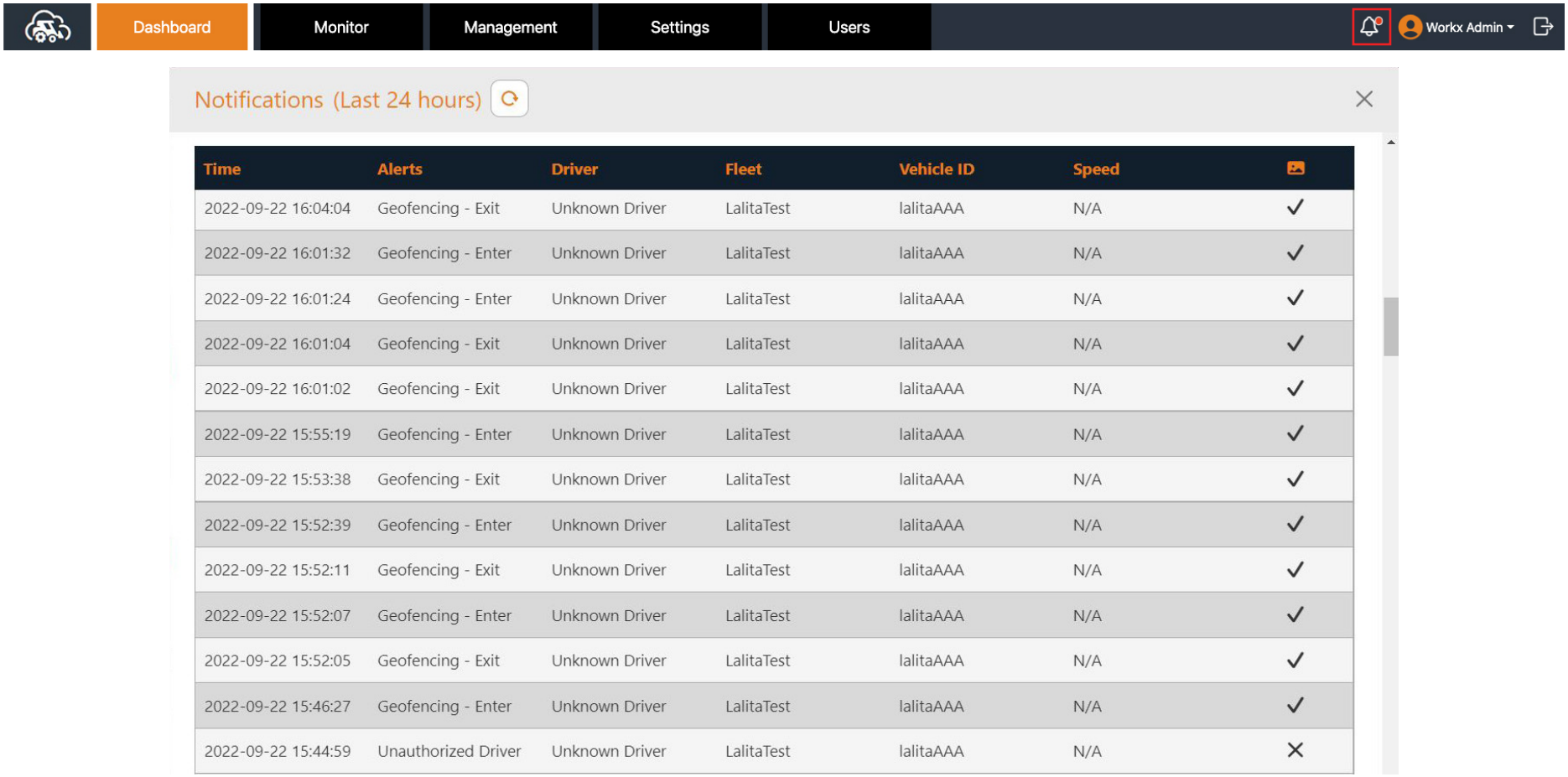
10. Next complete the calibration of the VIA Mobile360 Forklift Safety system installed on the forklift with the VIA WorkX Connect app. See the VIA Mobile360 Forklift Safety System Installation guide for all steps and requirements. Information already inputted in the cloud will populate the fields in the app during the calibration process.
11. In the VIA WorkX Connect Cloud, go to "Management -> Vehicles" and click on the vehicle which was registered above. The calibration and settings information inputted when setting the system up will now be displayed on the vehicle information page.



2.4 Alert Notifications

When real-time alerts for unauthorized drivers, inspection report submissions with critical items failed and geofencing alerts are sent to the VIA WorkX Connect cloud, the "🔔" alert icon in the main menu will show a red dot.

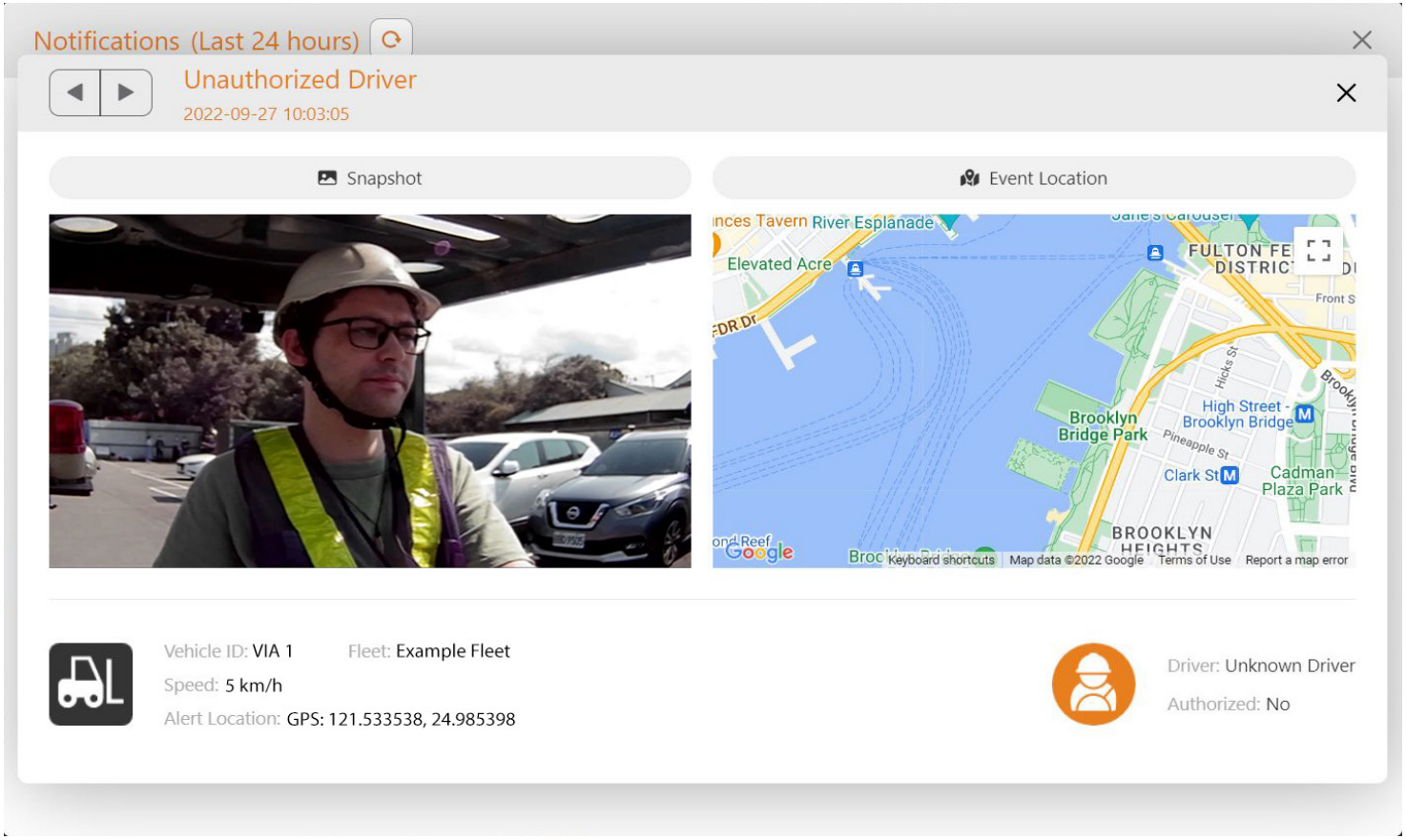
Clicking on the alert icon pops-up a window showing the list of alerts for the past 24 hours and includes relevant information about the alert. When the images or inspection report is available the image field will show a checkmark.



Time	Alerts	Driver	Fleet	Vehicle ID	Speed	
2022-09-22 16:04:04	Geofencing - Exit	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 16:01:32	Geofencing - Enter	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 16:01:24	Geofencing - Enter	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 16:01:04	Geofencing - Exit	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 16:01:02	Geofencing - Exit	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 15:55:19	Geofencing - Enter	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 15:53:38	Geofencing - Exit	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 15:52:39	Geofencing - Enter	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 15:52:11	Geofencing - Exit	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 15:52:07	Geofencing - Enter	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 15:52:05	Geofencing - Exit	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 15:46:27	Geofencing - Enter	Unknown Driver	LalitaTest	lalitaAAA	N/A	✓
2022-09-22 15:44:59	Unauthorized Driver	Unknown Driver	LalitaTest	lalitaAAA	N/A	✗

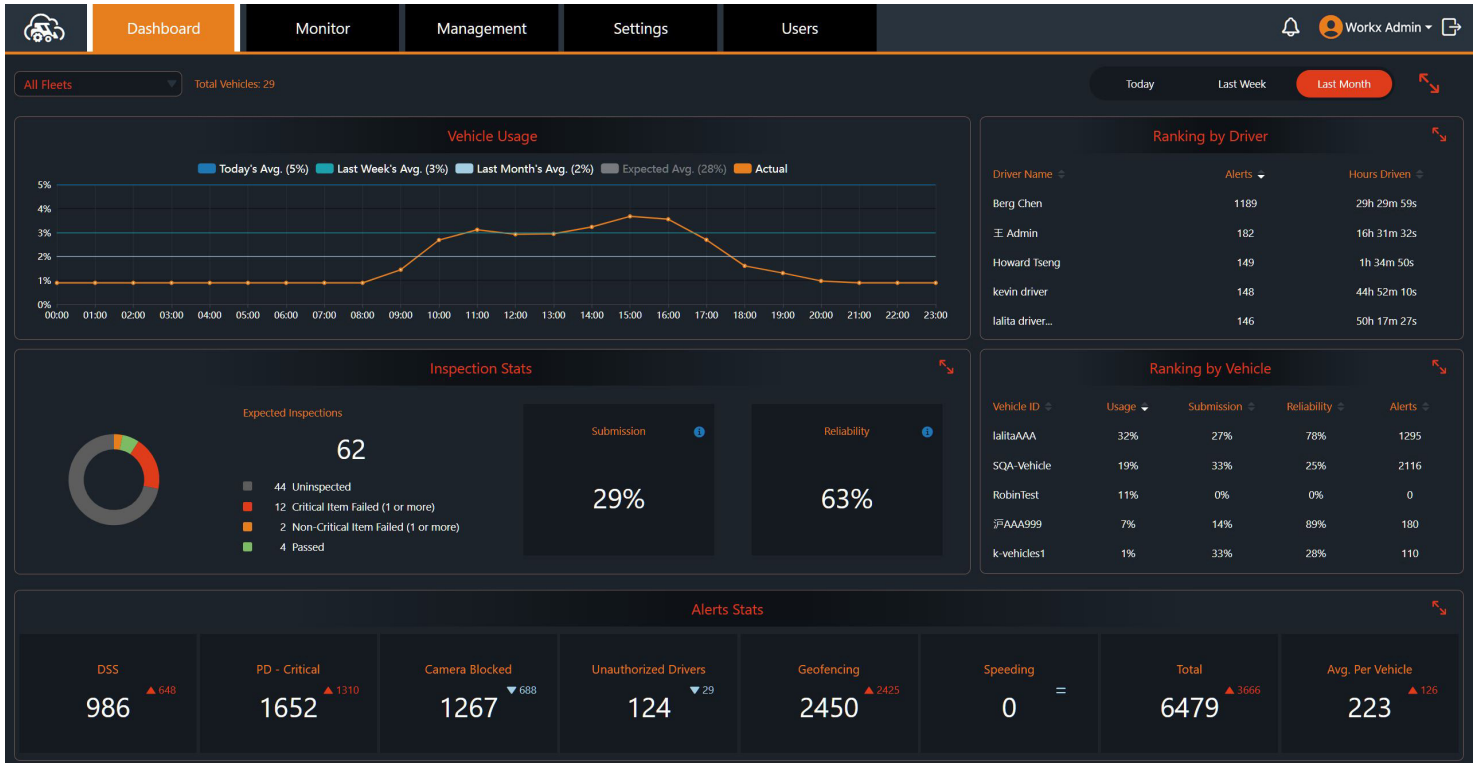
Clicking on an alert from the list will pop-up a window with detailed alert information. Unauthorized driver alerts will include a snapshot taken with the driver camera while geofencing alerts will include snapshots of all three cameras. Inspection reports with critical items failed alerts will show the submitted inspection report for review when clicked from the list.

Note:
The Geofencing feature must be included in the subscription to receive the geofencing notifications.



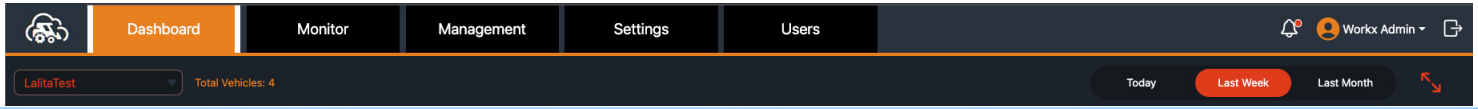
2.5 Dashboard

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



Information displayed on the dashboard can be filtered by fleet and time.

- **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 which fleets to include/exclude. The total number of vehicles include in the fleets selected will be shown beside the drop-down menu.
- **Time Period Filter:** Statistics can be filtered by the current working day, last completed week or completed month for which data is available by selecting the corresponding time period on the top-right corner of the page. The selected time period will be highlighted in red.



2.5.1 Vehicle Usage

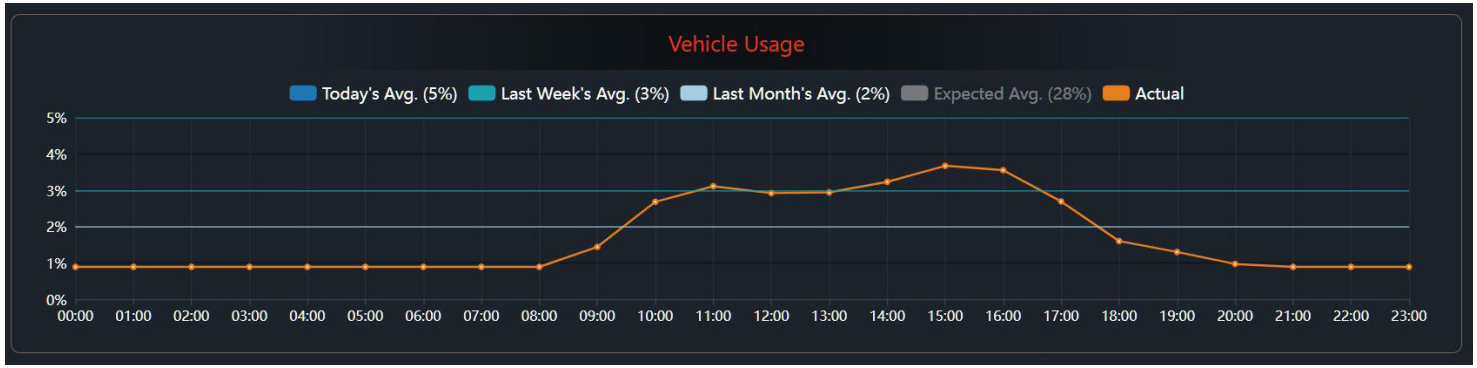
The Vehicle Usage section of the dashboard provides an overview of the vehicle utilization over the selected time period.

Averages

The averages provide an easy way to quickly see trends in vehicle utilization. The expected average is based on the working days/hours set for a fleet and provides a baseline to compare the daily, weekly and monthly average usage. The usage percentages represent the amount of time the vehicles are used over the total time in the time period.

Actual

The actual usage shows the utilization rate during hourly intervals for the time period selected. This quickly shows at which time in the day the vehicles are being used.



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

2.5.2 Inspection Stats

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

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 time period selected.

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	lalitaAAA	22	6	27%	3	21	78%
2	k-vehicles1	12	4	33%	14	41	28%
3	k-vehicles4	7	4	57%	6	21	64%
4	粤AAA999	7	1	14%	0	2	89%
5	SQA-Vehicle	6	2	33%	2	1	25%
6	willyTest	4	0	0%	0	0	0%
7	k1-vehicle	1	0	0%	0	0	0%
8	k-vehicle	1	1	100%	0	0	100%
9	lalitaCCC	1	0	0%	0	0	0%
10	RobinTest	1	0	0%	0	0	0%

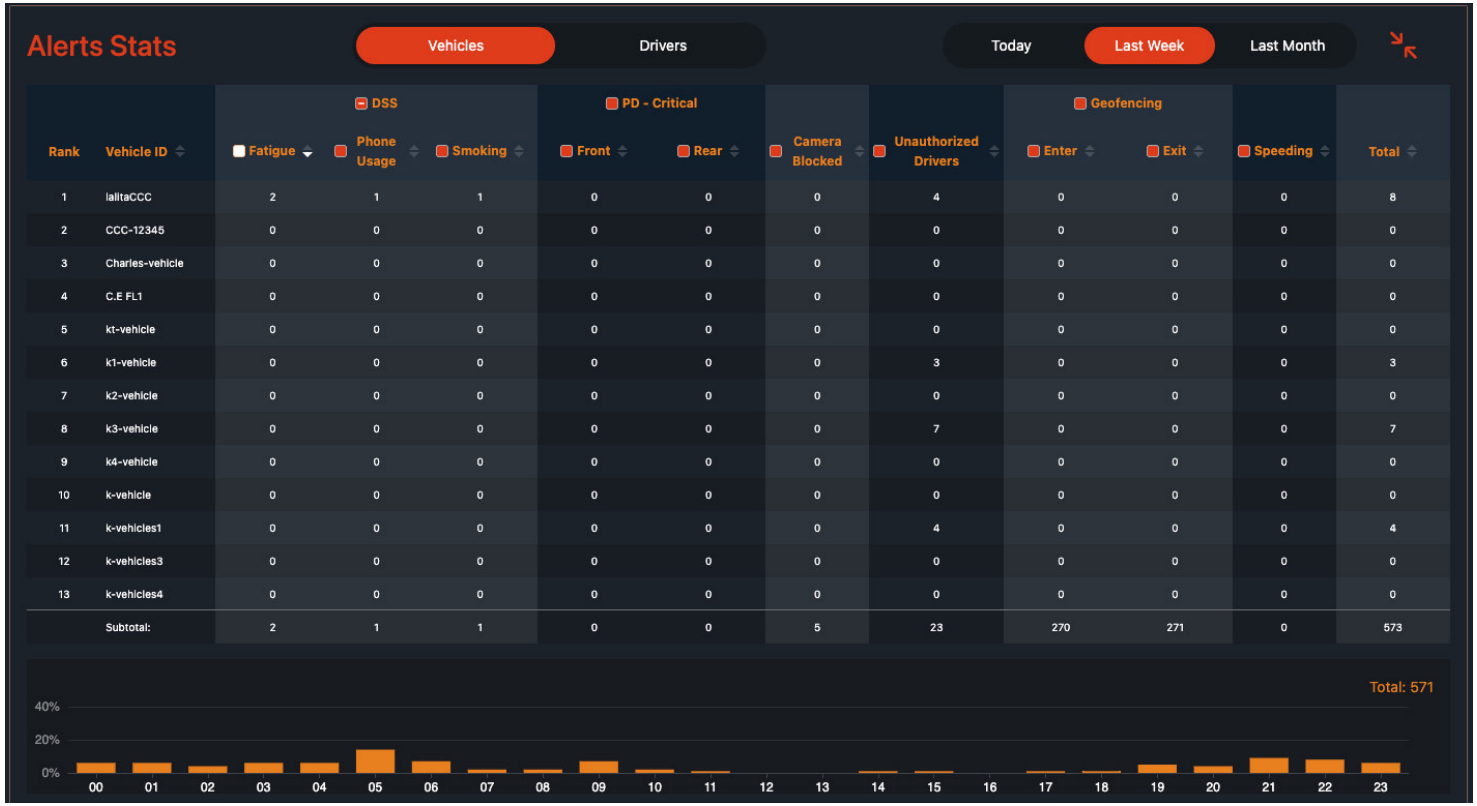
2.5.3 Alerts Stats

The Alert 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 how much the count has changed compared to the previous working day, week or month depending on what time period has been selected.

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 time period selected. Clicking the checkbox beside any Alert column can be used to filter the Alert's included in the hourly distribution chart.



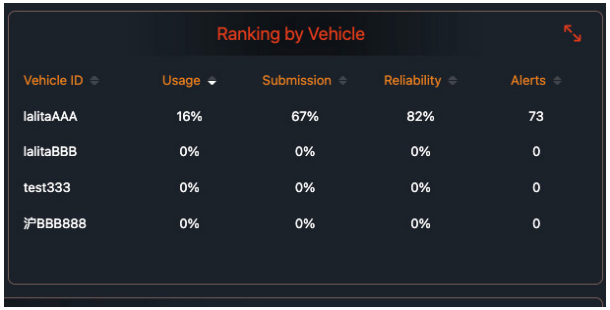
Note:
In the chart, the bottom axis represents the 24 hours in a day with the number of alerts plotted for each hour. For example, 10:00 represents the time from 10:00 to 11:00.

2.5.4 Ranking by Driver

The Ranking by Driver section of the dashboard provides insights into how much time each driver has driven as well as 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.

2.5.5 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 time period selected. The table can be enlarged by clicking the full-page view" ⤡ " button.



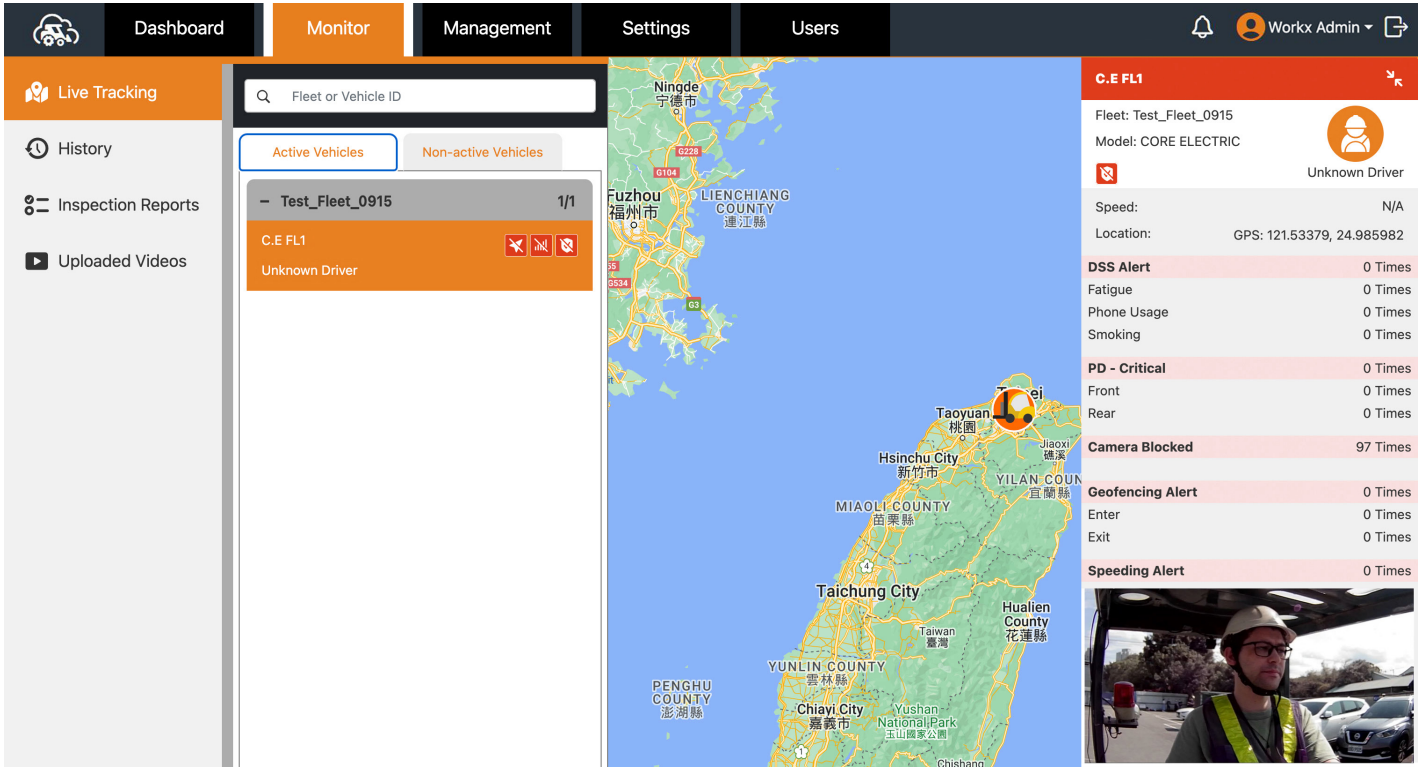
2.6 Monitor

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.

2.6.1 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

" " - No 4G signal status

" " - No GPS signal 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.

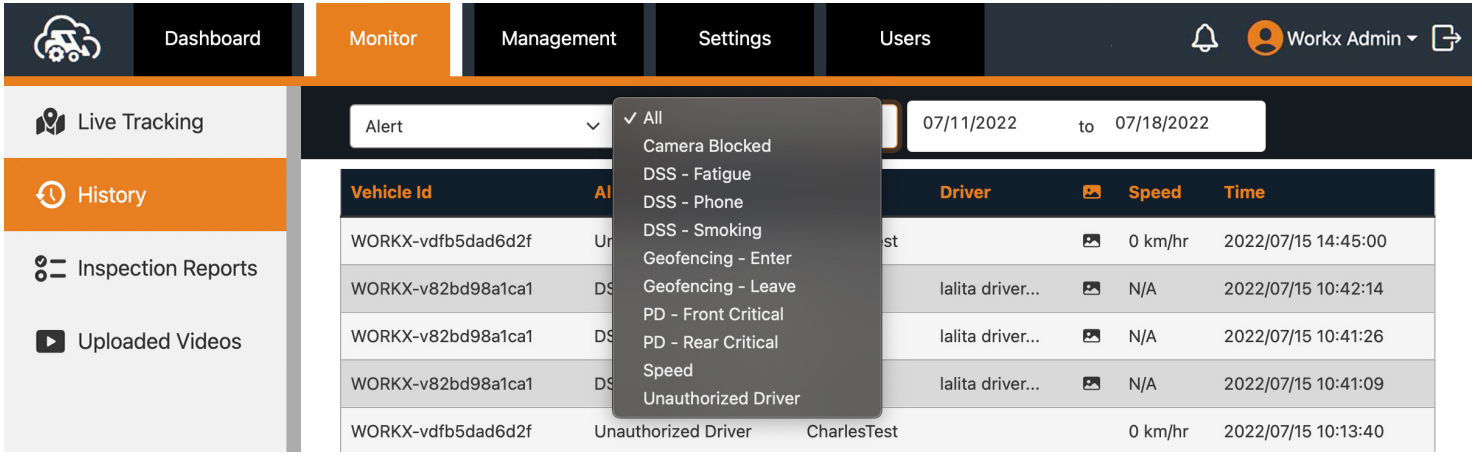
Clicking the "Non-active Vehicles" tab will display the list of vehicles not currently active. Clicking a vehicle in the list will display its last known location and information about its last trip.

2.6.2 History

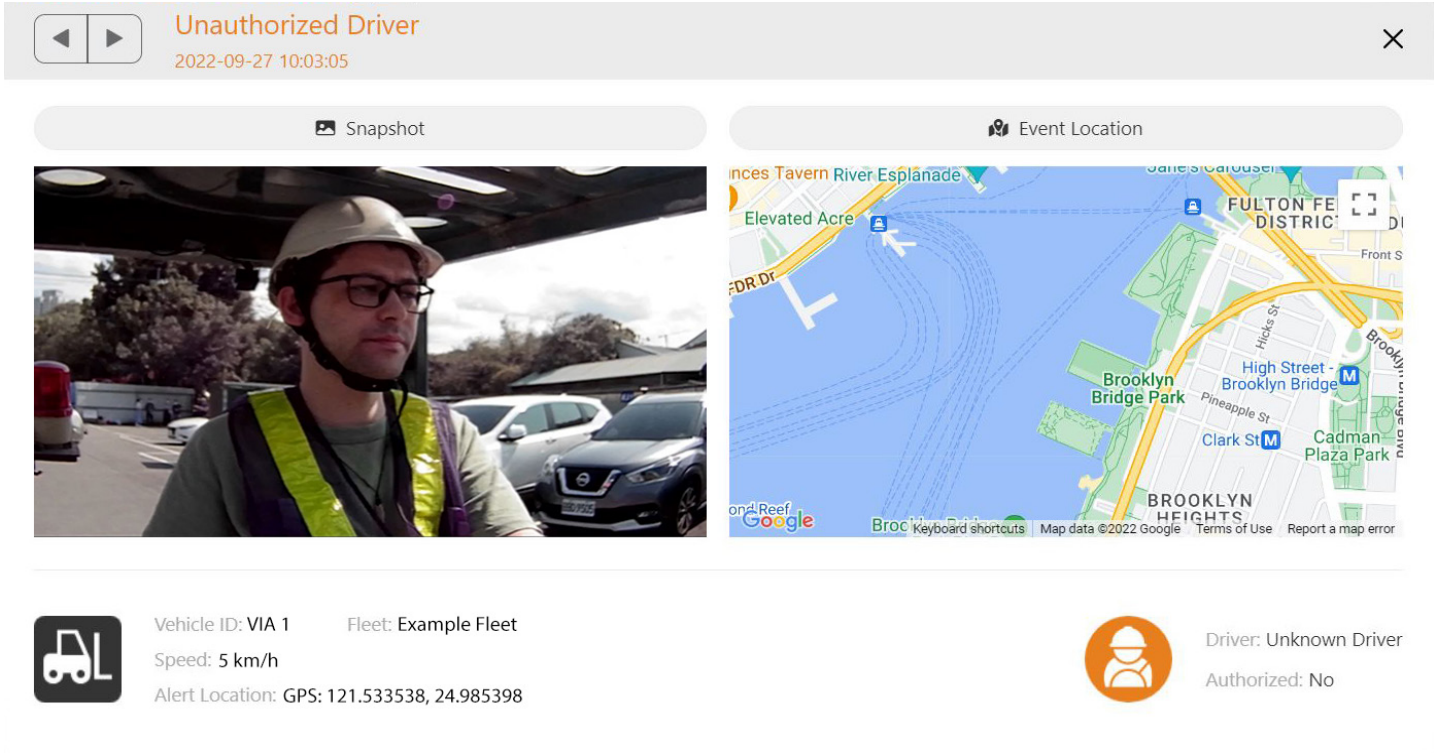
The "History" page provides the ability to review collected information by alerts, or trip history (by fleet, vehicle or driver).

2.6.2.1 Alerts

By default, the alert filter is selected when viewing the "History" page. Users can select to search for individual or all alert types for a given time period selected in the calendar. Days with alerts will be indicated in the calendar with a red dot beside the date.



Selecting any alert 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.



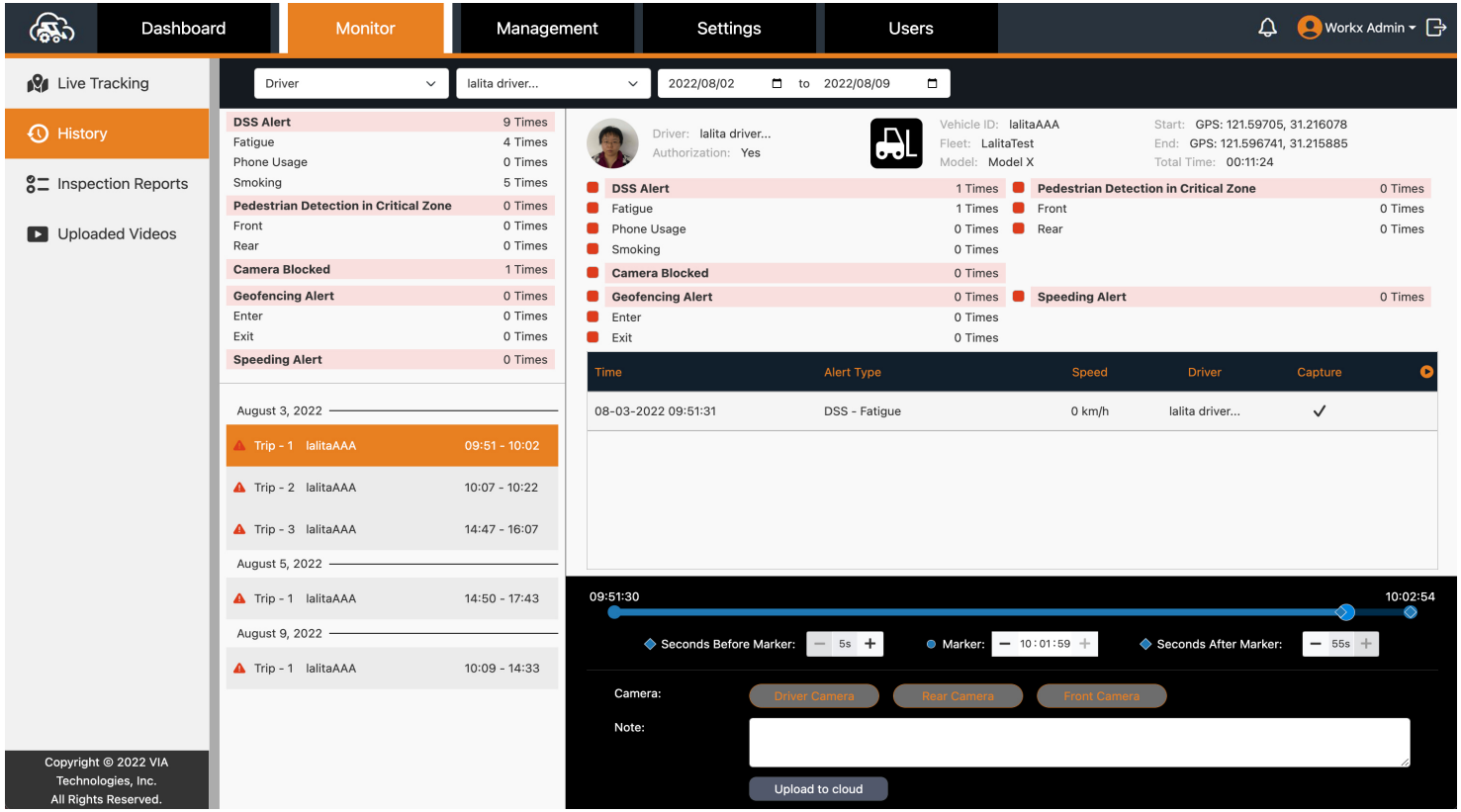
Note:
Geofencing alerts are only available for subscription packages with the Geofencing feature.
Speed alerts require the optional speed sensor kit to be connected and activated on a system.

2.6.2.2 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 time period selected in the calendar. Days with trips will be indicated in the calendar with a red dot beside the date.

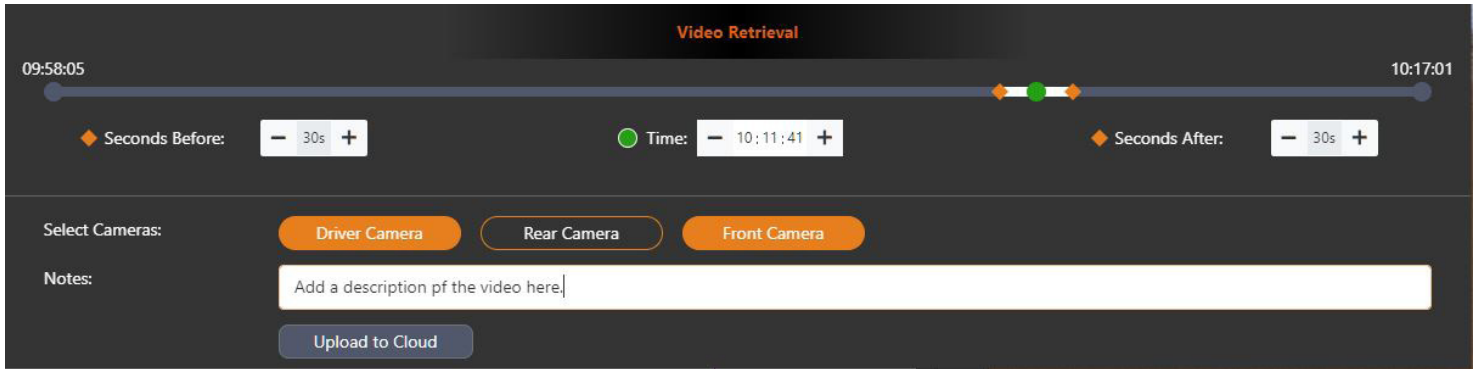
Summary statistics for all trips included in the search results will be displayed on the left-hand side of the screen with a list of all trips underneath it. Clicking on any trip in the list will show the detailed statistics for that trip on the right-hand side of the screen.

Clicking on the "✓" or "X" under the photo column in the alert list will pop-up a window with detailed information and corresponding snapshots if available for the alert.



2.6.2.3 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.



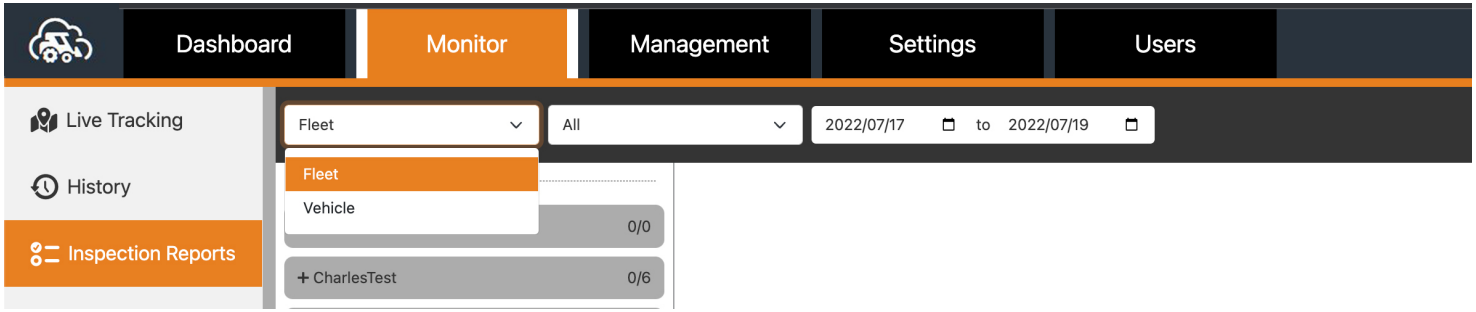
To upload a video to cloud, follow the steps below:

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 "Note" field if necessary, then click on the "Upload to Cloud" button.

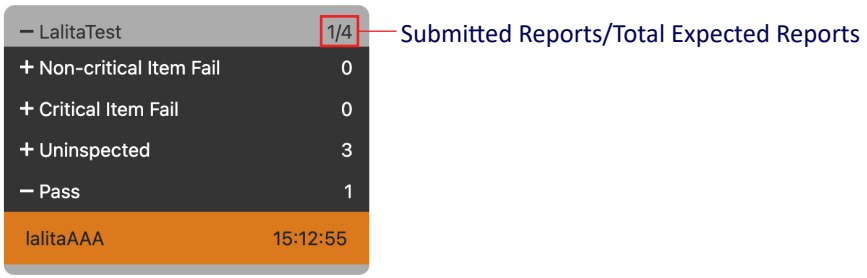
Videos then can be reviewed by selecting "Uploaded Videos" in the sub-menu on the left-hand side of the screen. See section 2.6.4 for more details.

2.6.3 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 time period selected in the calendar.

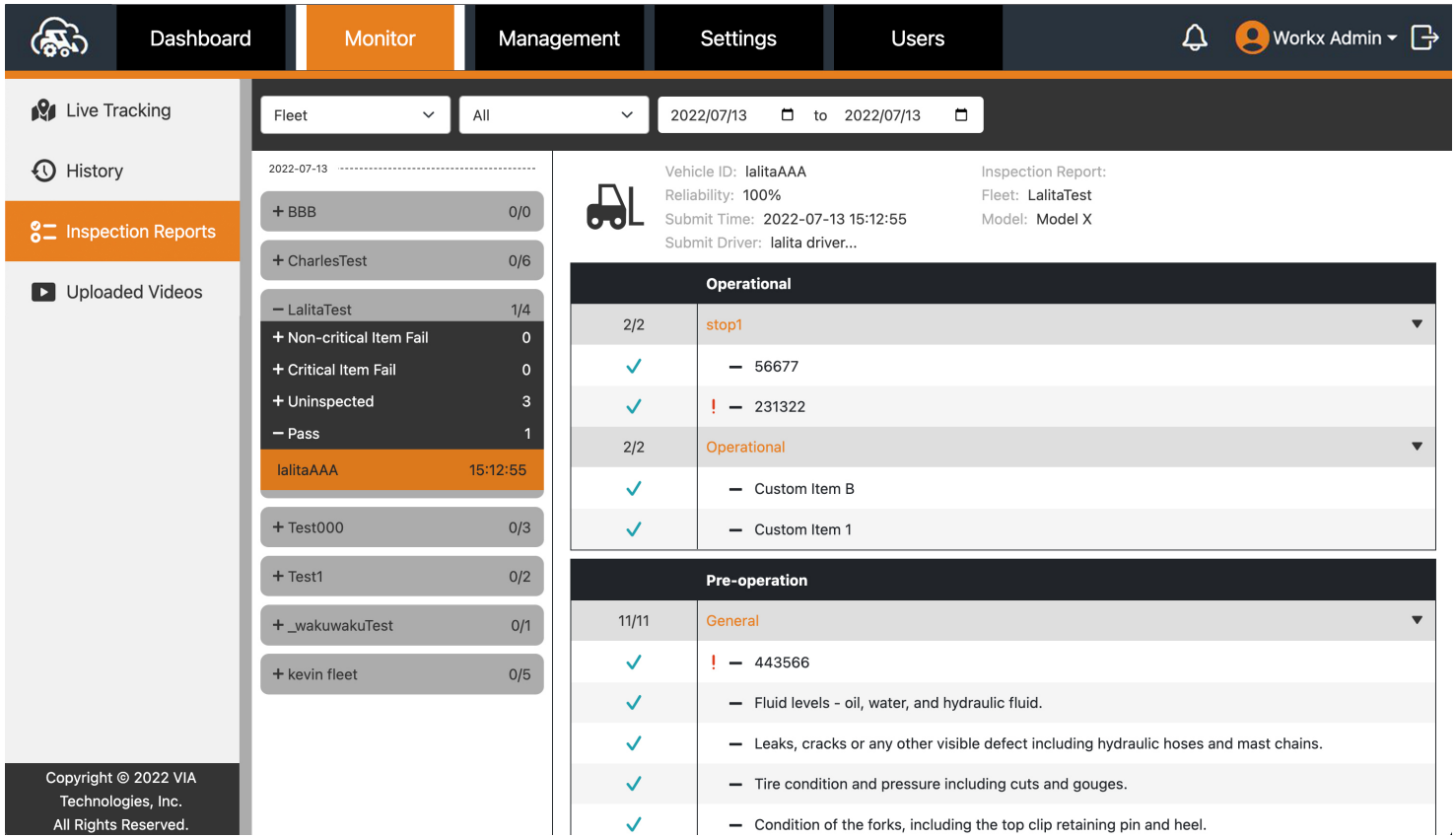


When searching by "Fleet", aggregated inspection report statistics will be displayed on the left-hand side of the page. The results will be grouped by day and fleets with reports submitted during the time period requested. Expanding a fleet will show the distribution of the submitted reports.



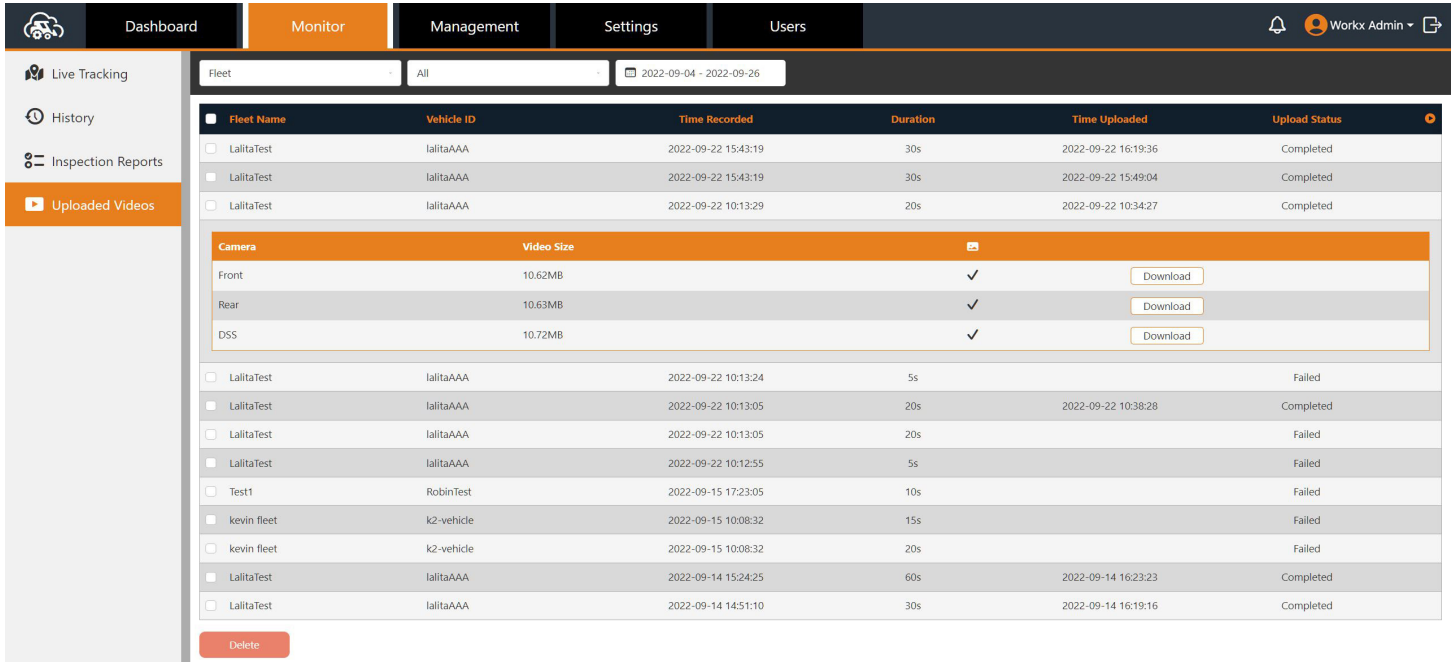
Submitted Reports/Total Expected Reports

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



2.6.4 Uploaded Videos

The "Uploaded Videos" page manages all videos which have been uploaded to the VIA WorkX Connect Cloud from the History page and can be filtered by either fleet or vehicle for a given time period selected in the calendar. The videos 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.



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.

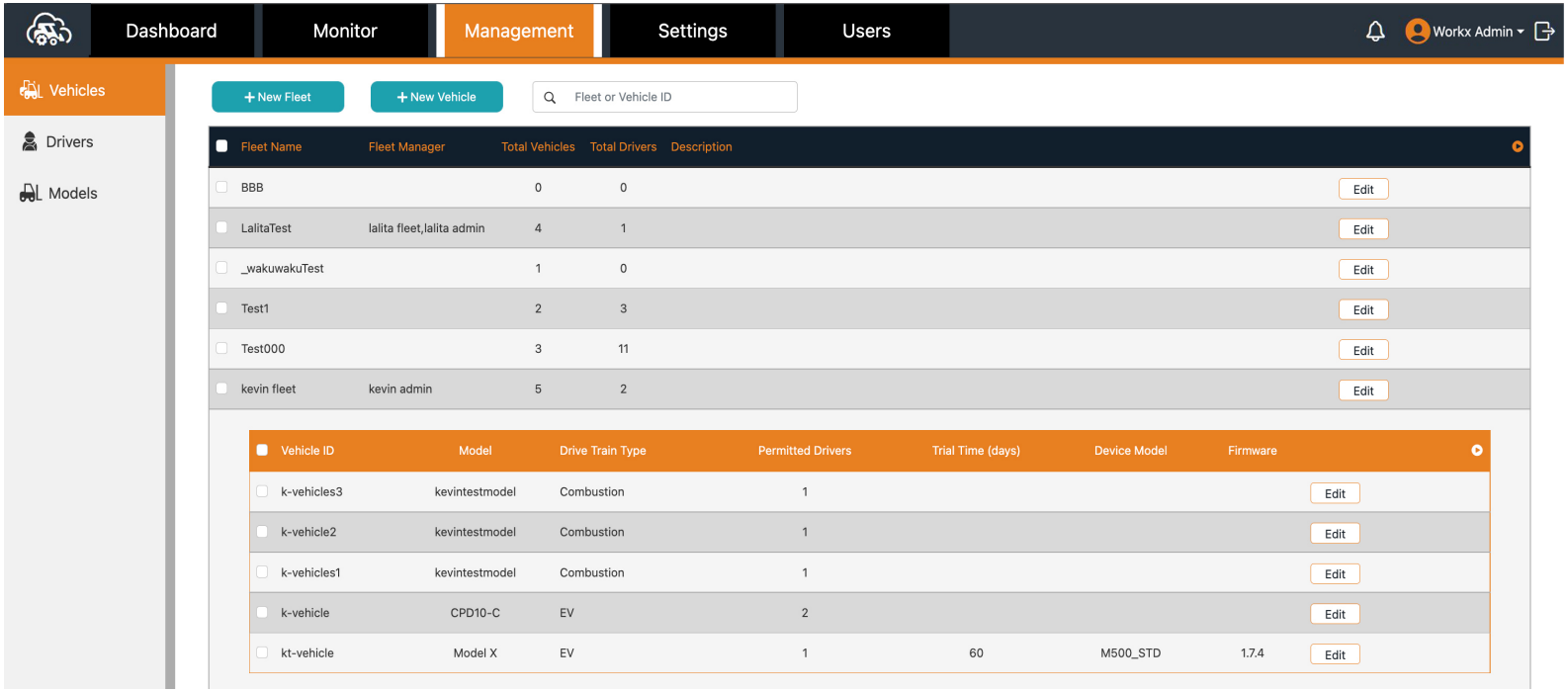
Note:
Direct playback of videos is only supported in Chrome, Edge and Safari browsers.

2.7 Management

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

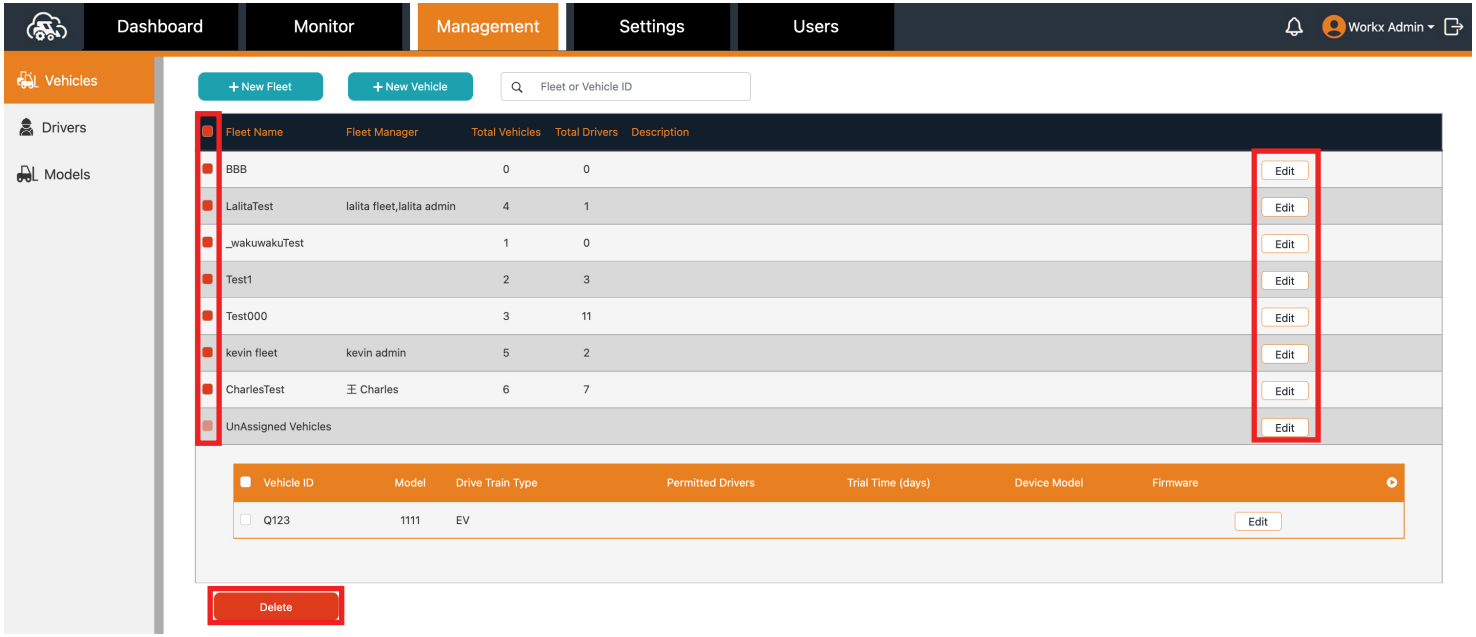
2.7.1 Vehicles

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



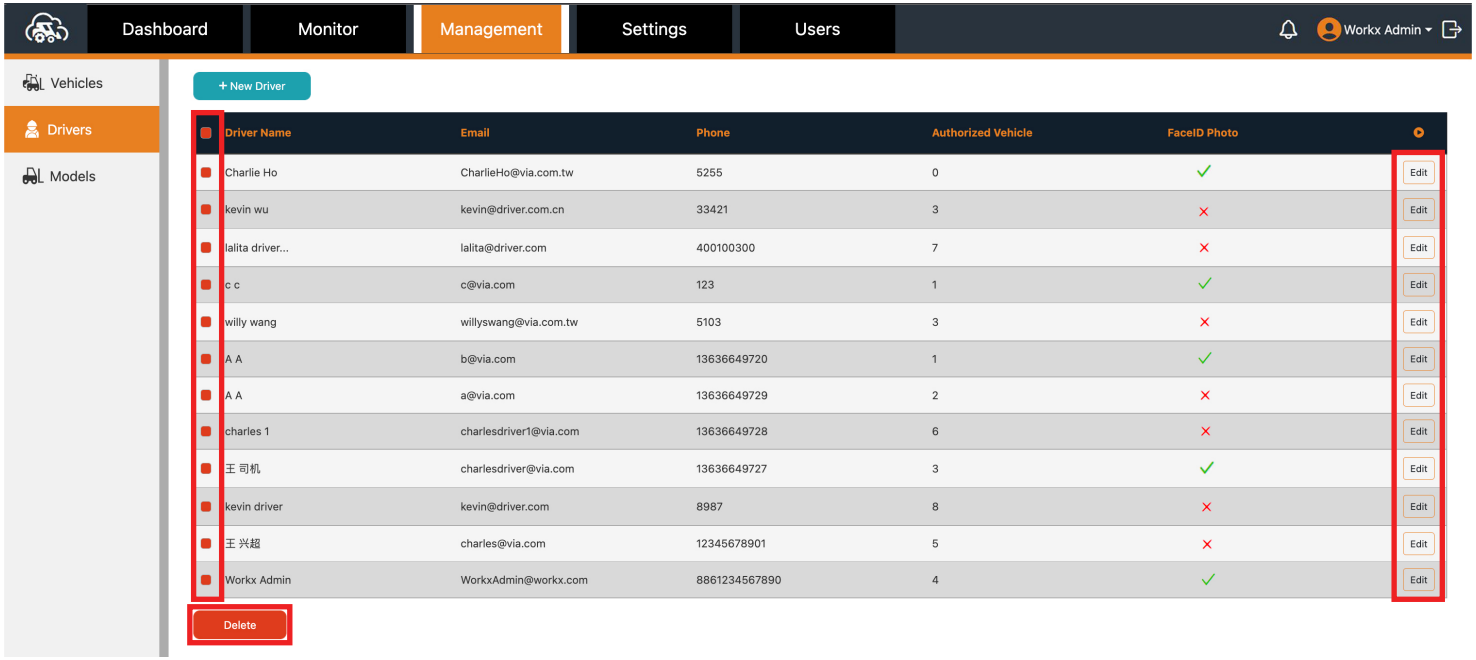
Fleets and vehicles can be deleted by checking the box to the left of the respective name in the table and clicking the "Delete" button at the bottom of the page. To edit a fleet or vehicle profile, click "Edit" on the right side of the screen.

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.

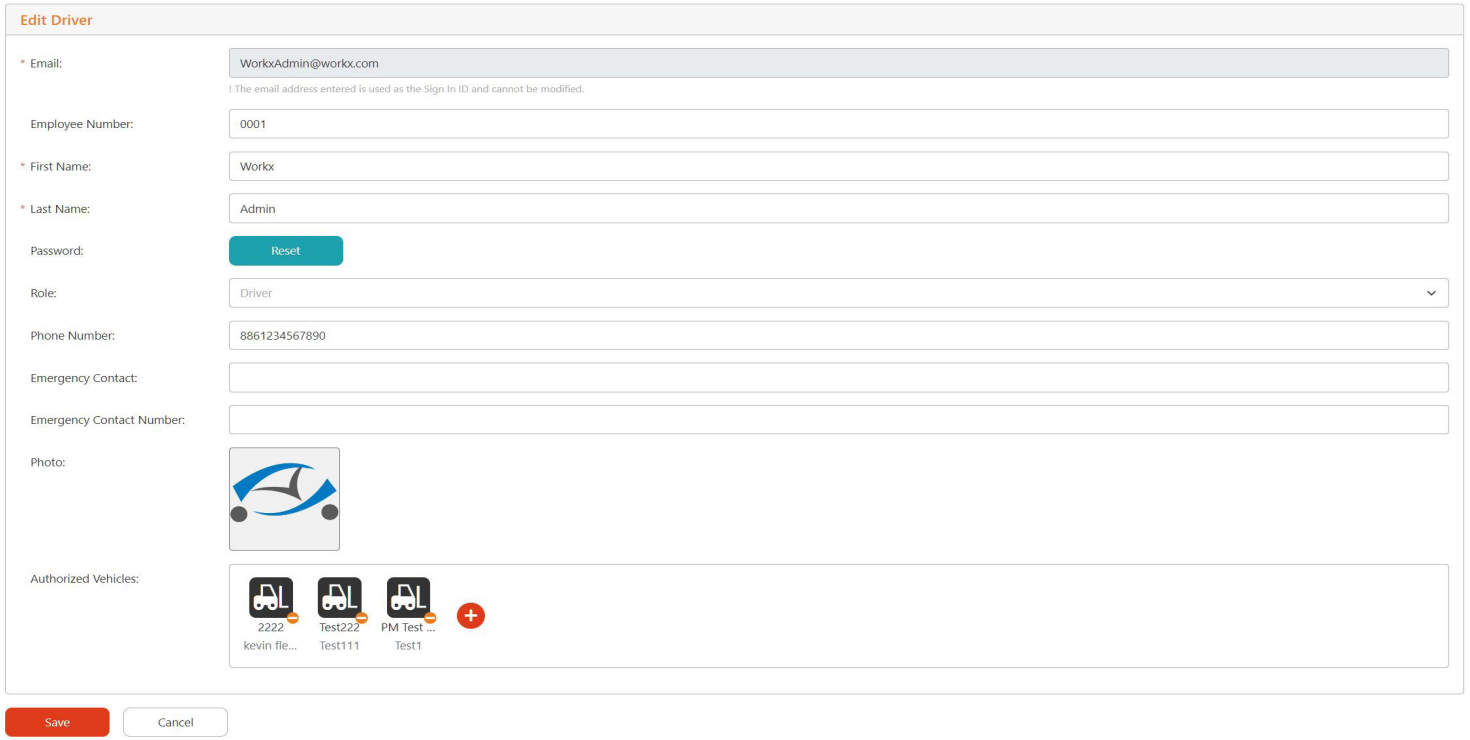


2.7.2 Drivers

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.



To reset a driver sign in password in case they have forgotten it, click on "Edit" for the driver and press the reset button beside the password field. The password will be reset to "First Name_Last Name" (example: WorkX_Admin). Press "Save" at the bottom of the page to save the change.

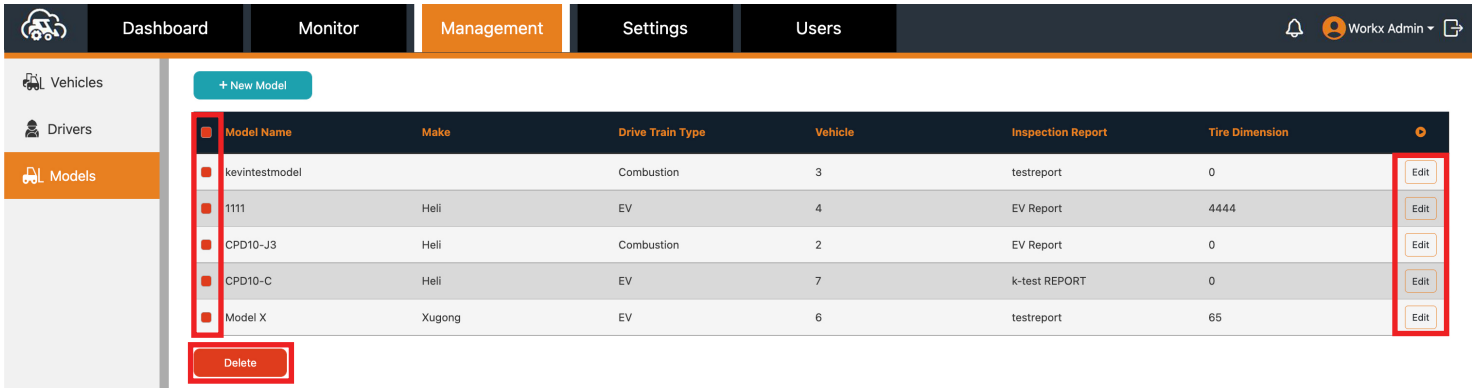


2.7.3 Models

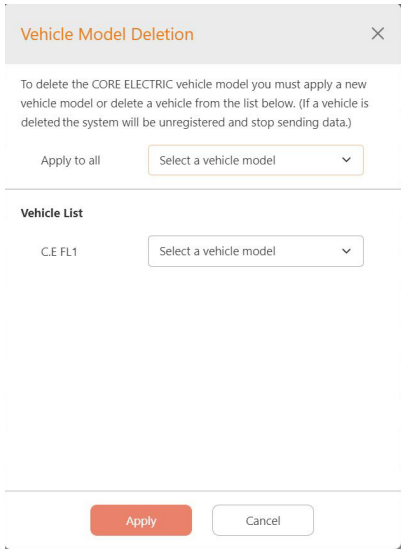
The "Models" page displays a complete list of all created vehicle models. Vehicle models can be added and assigned to vehicles to speed up the vehicle creation process and manage inspection reports.

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 which are currently associated with it. If the User wishes to continue using the vehicles, a new vehicle model will need to be replaced. Select the appropriate vehicle model to be used or select delete if the vehicle is no longer required. Press "Apply" to save the changes.



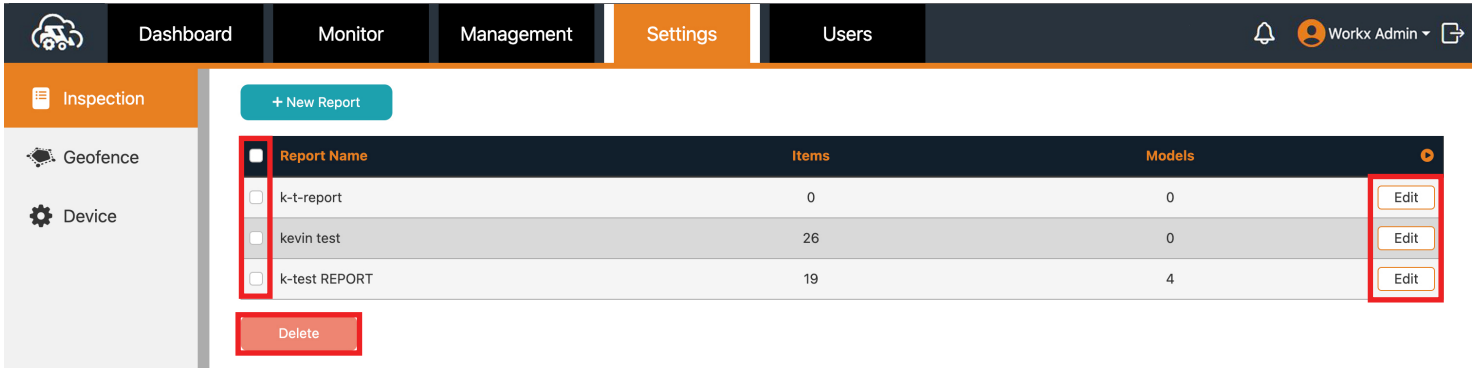
Note:
If a vehicle is deleted, the system registered to it will be unregistered and stop sending data to the cloud. To continue using the system, install it on another vehicle and complete the setup process.

2.8 Settings

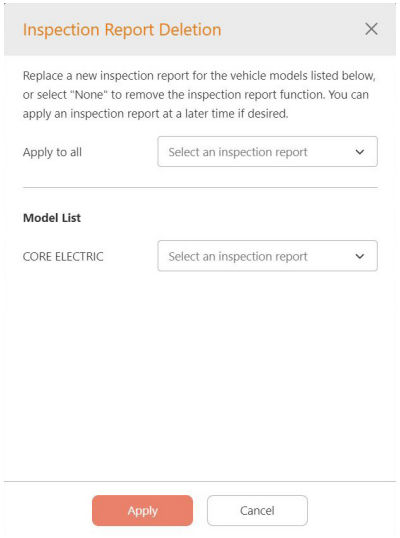
The "Settings" section provides Users the ability to manage the creation, editing and deletion of inspection reports, Geofences (if the feature is enabled) and default system settings.

2.8.1 Inspection

The "Inspection" page displays a 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.

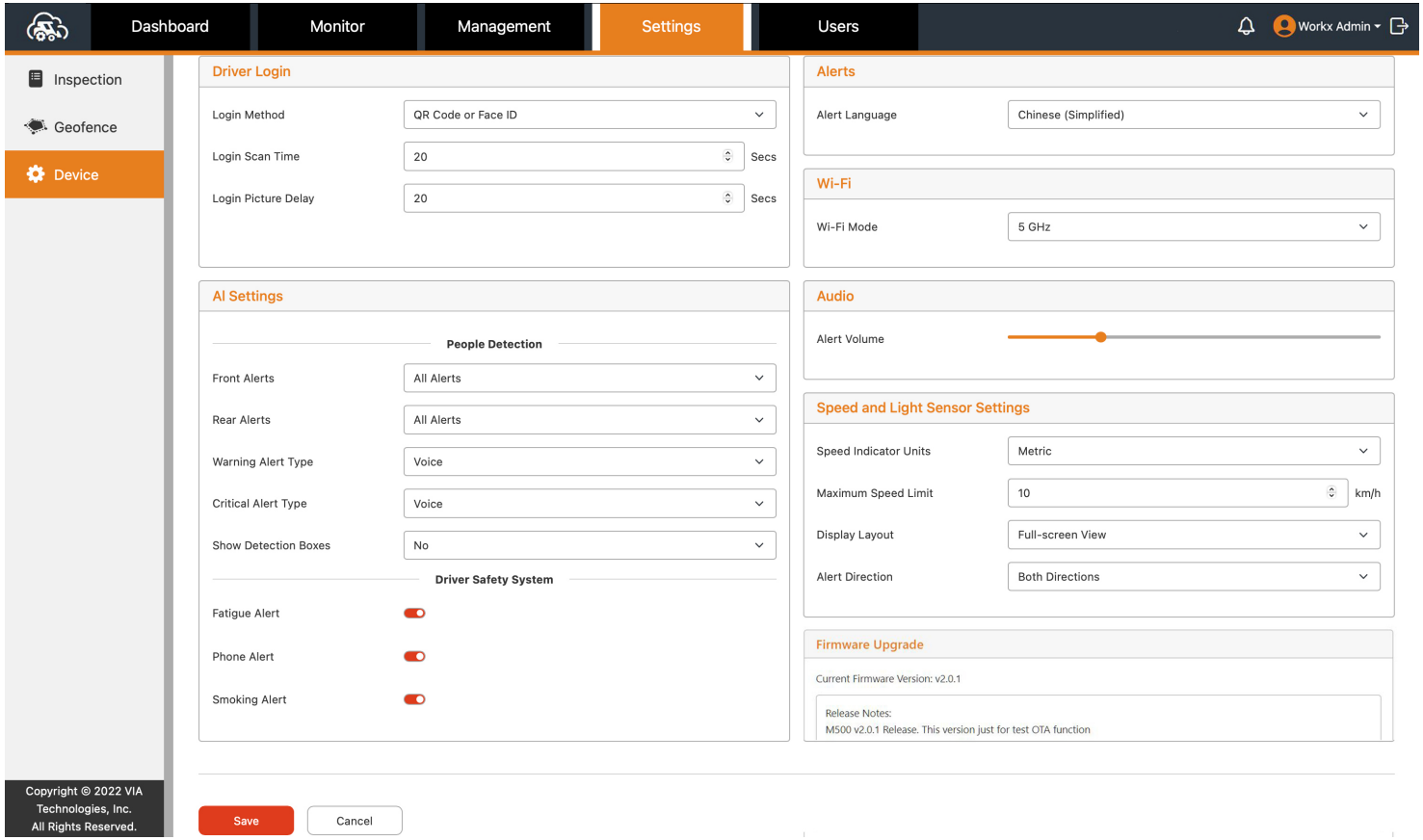


2.8.2 Geofence

The "Geofence" section allows the creation, editing and deletion of geofence alerts. This feature must be included in the subscription plan to be available. For more information on creating and managing geofence alerts, refer to section A.1 Geofence.

2.8.3 System

The "System" page allows Users to configure default settings for VIA Mobile360 Forklift Safety Systems which will be registered to vehicles in the VIA WorkX Connect Cloud.



Configure VIA Mobile360 Forklift Safety System settings as described below:

Driver Login:

- Login Method - Select whether drivers can log in for trips using "QR Code" only or "QR Code or Face ID".

Note:
For drivers to use Face ID to register for a trip, the DSS function must be calibrated first and drivers must have a Face ID photo associated with their profile.

- Login Scan Time - Set the time after the device finishes booting to allow drivers to register for the trip with the appropriate login method. The default setting is 60 seconds.
- Login Picture Delay - Set the time after the login process completes to take a photo with the driver camera. This will be added to the trip history to verify who drove the vehicle.

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.

Al Settings:

People Detection:

- Front/Rear Alerts - Select under which criteria to playback the alert notifications on the system.
- 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 the alert warnings on the system for driver fatigue, phone usage and smoking detection.

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%.

Speed and Light Sensor Settings: The following settings require the optional speed and light sensor kit to be installed on a vehicle.

- 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 - Select "2-camera View" or "Full-screen View" for front and rear camera view layouts on the 7" CVBS Display.
- 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.

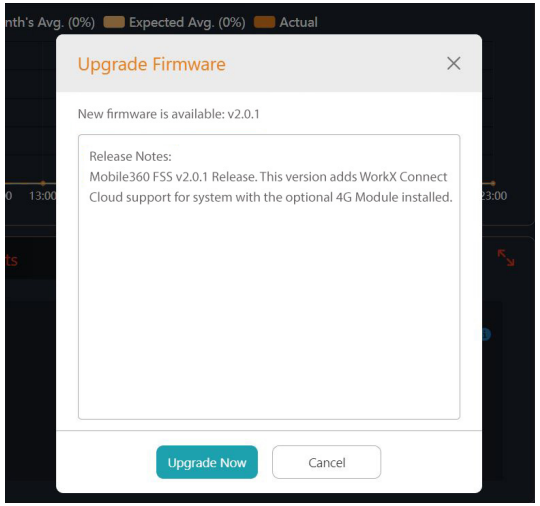
Firmware Upgrade: Displays the current firmware version available for all VIA Mobile360 Forklift Safety Systems. If an update is available, a button will be shown to push the update to all systems when the vehicles come online next.

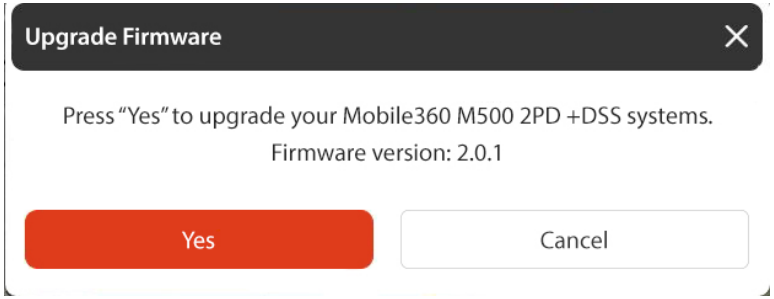
Note:
Settings displayed on this page will be used as the default fields when creating a vehicle and vehicle model. Values modified at the vehicle or model level will override these settings. If the global settings are modified, they will be applied to all vehicles.

2.9 OTA Firmware Upgrade

To receive the latest trial firmware from VIA by OTA, VIA Mobile360 devices 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. To push the latest upgrade to registered devices, select "Upgrade now" and confirm the selection by selecting "OK" in the subsequent pop-up window.

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





The next time a registered device 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 device is powered on, it will automatically start upgrading the device firmware.

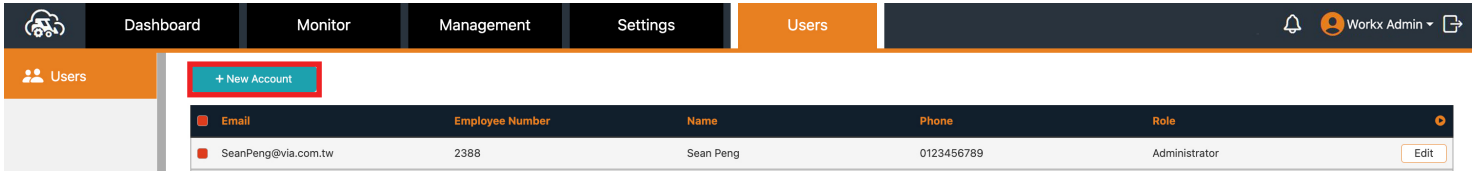
2.10 Users

The "Users" section allows for the creation and management of all User accounts.

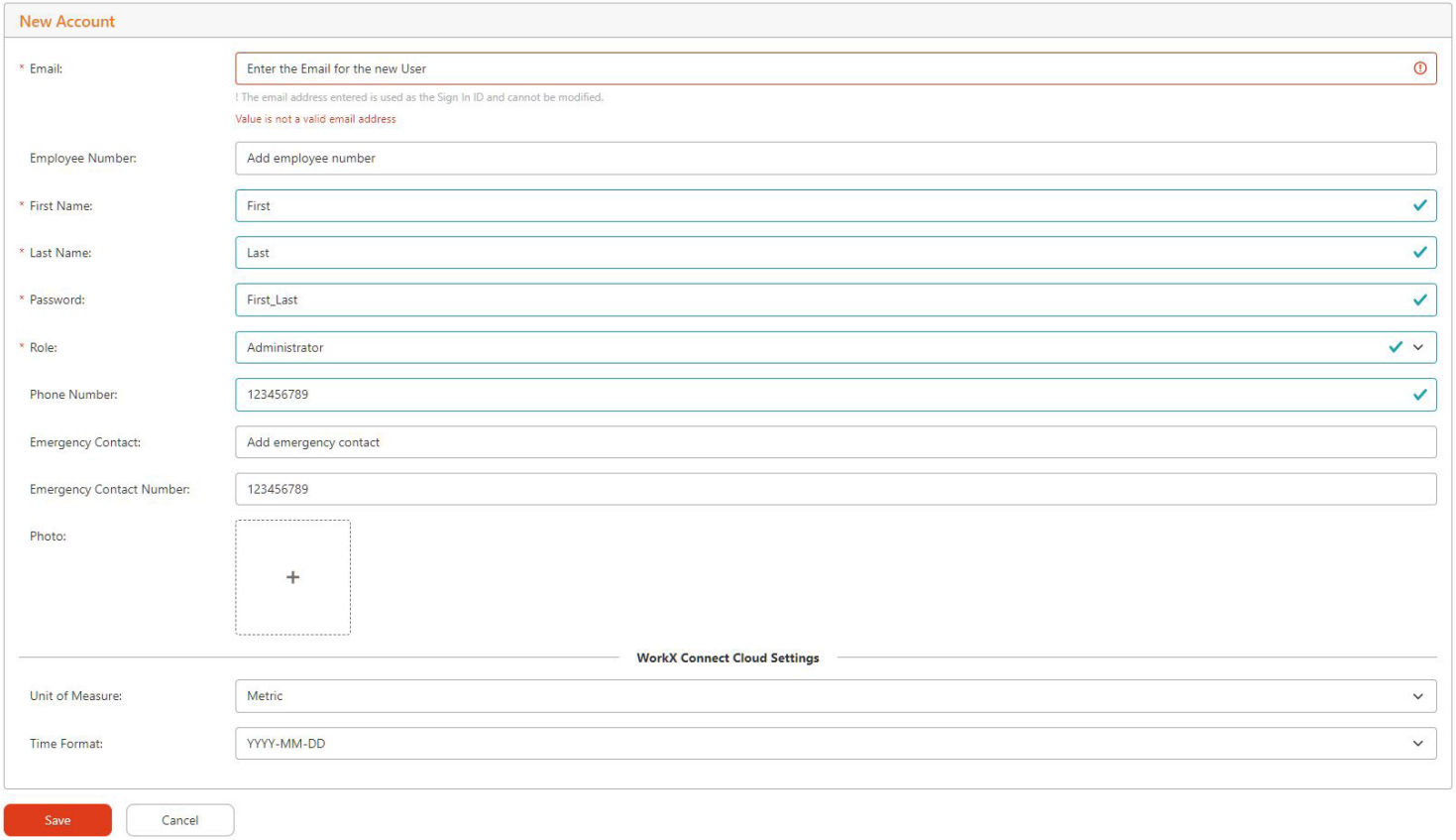
2.10.1 Creating a User Account

Follow the steps below to add a new user:

1. Click on "Users" in the main menu.
2. Click on "+ New Account".



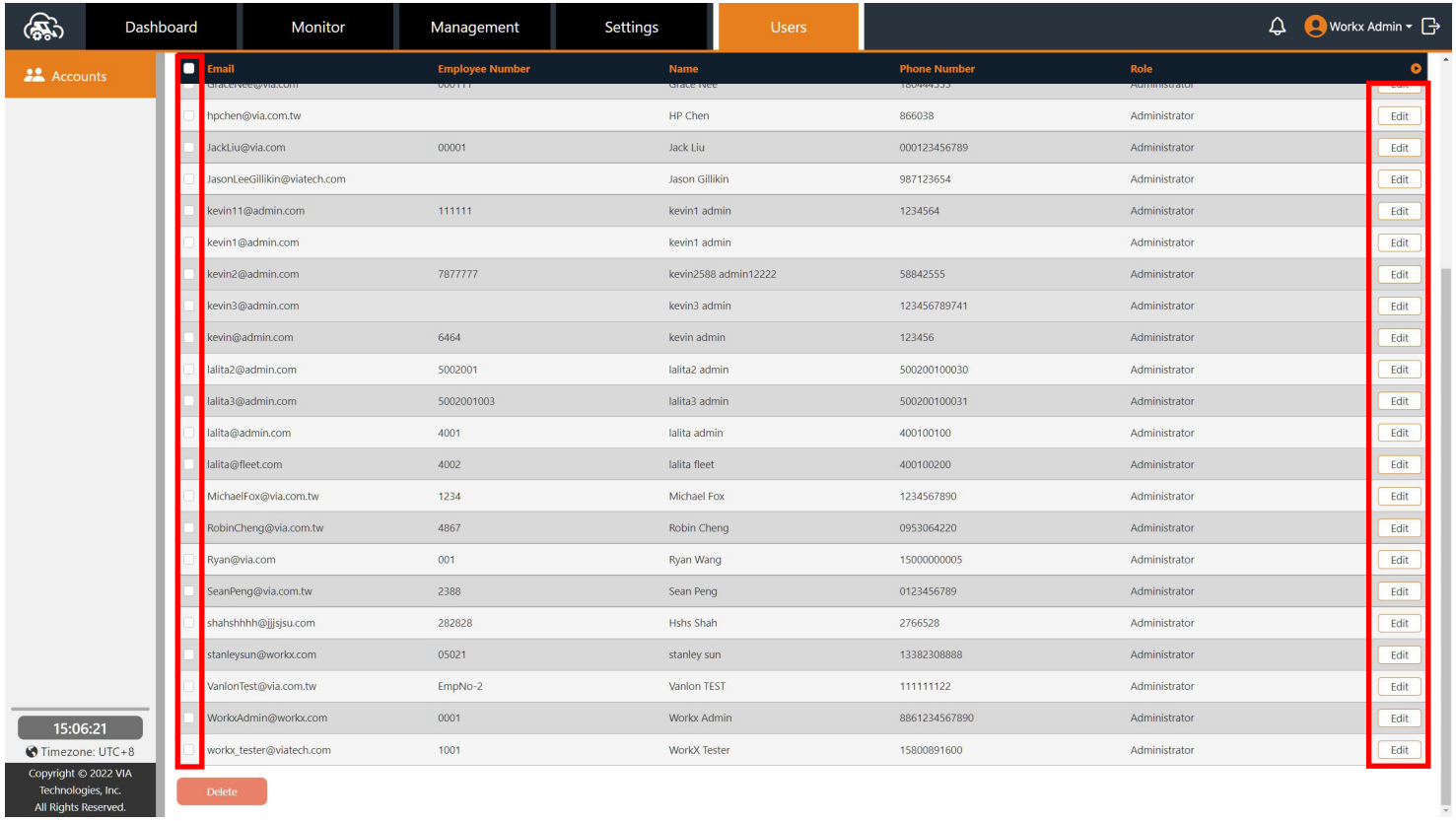
3. Fill in all required and optional information as needed in the fields. The "Units of Measure" and "Time Format" will only be applied for the User when viewing the VIA WorkX Connect Cloud.



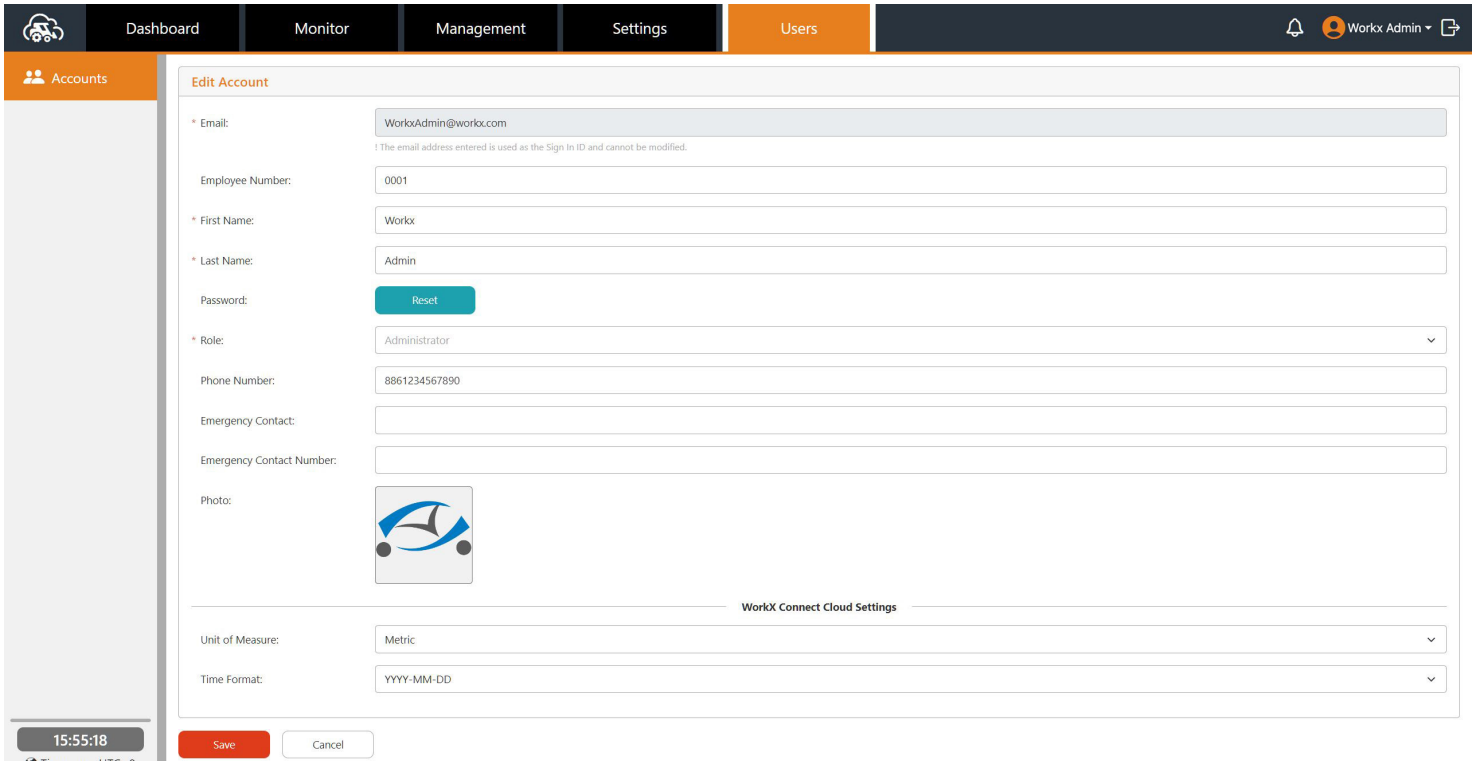
4. Click on "Save" to add the new user.

2.10.2 Viewing, Editing and Deleting Users

The "Users" page displays a complete list of users. Clicking a user name slides in a window with detailed user information. To delete a user profile, 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.



To reset a User's sign in password in case they have forgotten it, click on "Edit" for the User and press the reset button beside the password field. The password will be reset to "First Name_Last Name" (example: WorkX_Admin). Press "Save" at the bottom of the page to save the change.



3. VIA WorkX Connect App

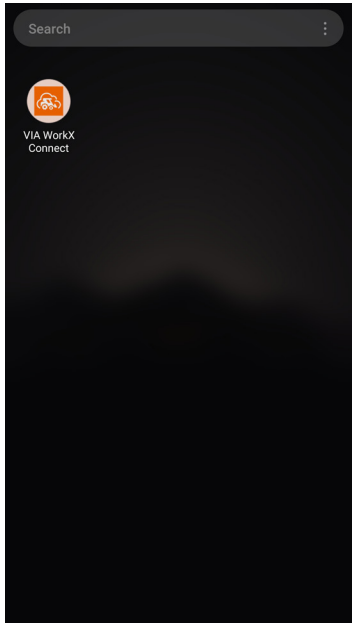
The VIA WorkX Connect app provides a solution which can be used by both Cloud Users and Drivers to complete specific tasks.

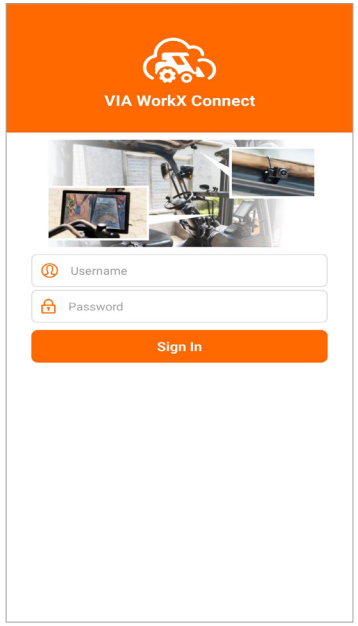
The VIA WorkX Connect app is available on the Google Play Store for Android devices or the App Store for iOS devices.

Get it on Google play

Download on the App Store

After downloading, launch the VIA WorkX Connect app and login using either the cloud user's or driver's email and password.

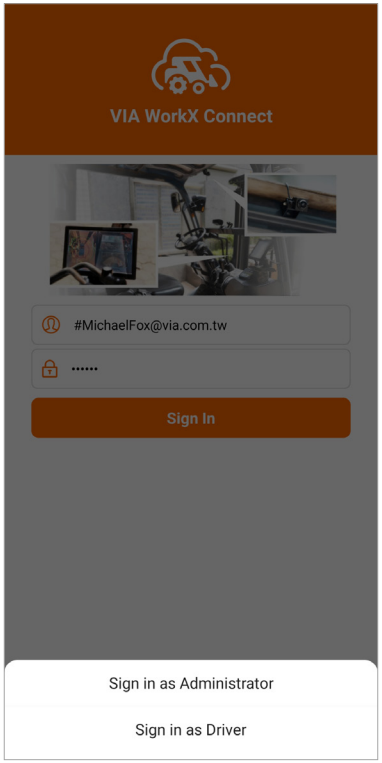




3.1 Cloud Users

Cloud Users can use the VIA WorkX Connect app to register systems to vehicles, add Face ID photos for drivers to enable facial recognition login as well as complete the calibration of the systems after installation on the target vehicles and directly download alert images and videos from systems.

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



For more information on adding Driver ID Photos, see section 2.3.2.

For more information about performing system registration, see section 2.3.4.

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

3.2 Drivers

Drivers can use the VIA WorkX Connect app to get the driver QR code to register for trips if Face ID is not used as well as complete the daily inspection reports for the systems.

3.2.1 Driver Registration - QR Code

Each time a forklift is started which has a VIA Mobile360 Forklift Safety System installed, drivers will be prompted top register for the trip. If Face ID is available, the driver can simply look at the camera to scan their face and complete the registration. The other option is to scan the driver QR code. This can be accessed by a driver through the VIA WorkX Connect app. To use the Drive 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 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 "Scan Driver QR Code".
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.

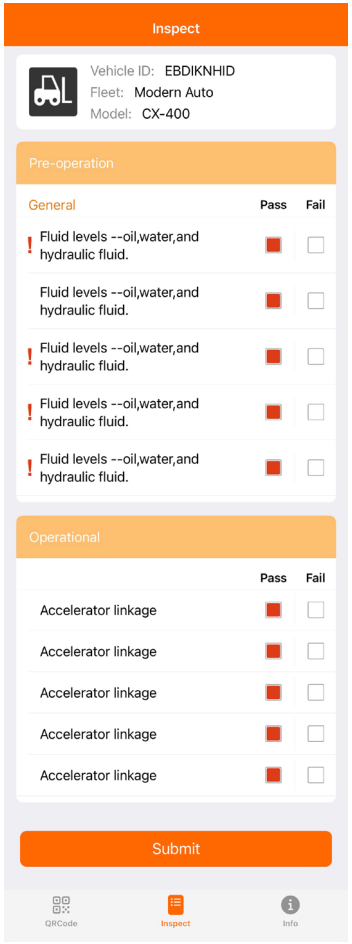
3.2.2 Inspection Reports

In order for the inspection report function to work, the vehicle model associated with the vehicle the system is registered to must have an inspection report assigned to it as described in section 2.3.3.

When a driver starts a forklift with a VIA Mobile360 Forklift Safety System installed 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 receive the inspection report in the VIA WorkX Connect app.

1. Start the vehicle and complete the driver registration by the appropriate method, QR Code or Face ID.
2. When the "Inspection Required" notification is heard, sign in to the VIA Mobile360 WorkX connect app and tab on the Inspection tab along the bottom menu bar in the app.
3. The Inspection report for the vehicle will be presented for the driver to complete. Ensure the Vehicle ID at the top of the inspection report matches the target vehicle.
4. If it does, proceed to 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.



Once an inspection report has been submitted for a vehicle on a given day, the driver will no longer hear the "Inspection Required" notification after registering for each trip.

Appendix A Optional Features

A.1 Geofence

Geofencing is a location-based service provided as a paid optional add-on feature in VIA WorkX Connect Cloud subscription packages. 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 a rule has been broken and notifications will be sent to the VIA WorkX Connect Cloud to notify managers.

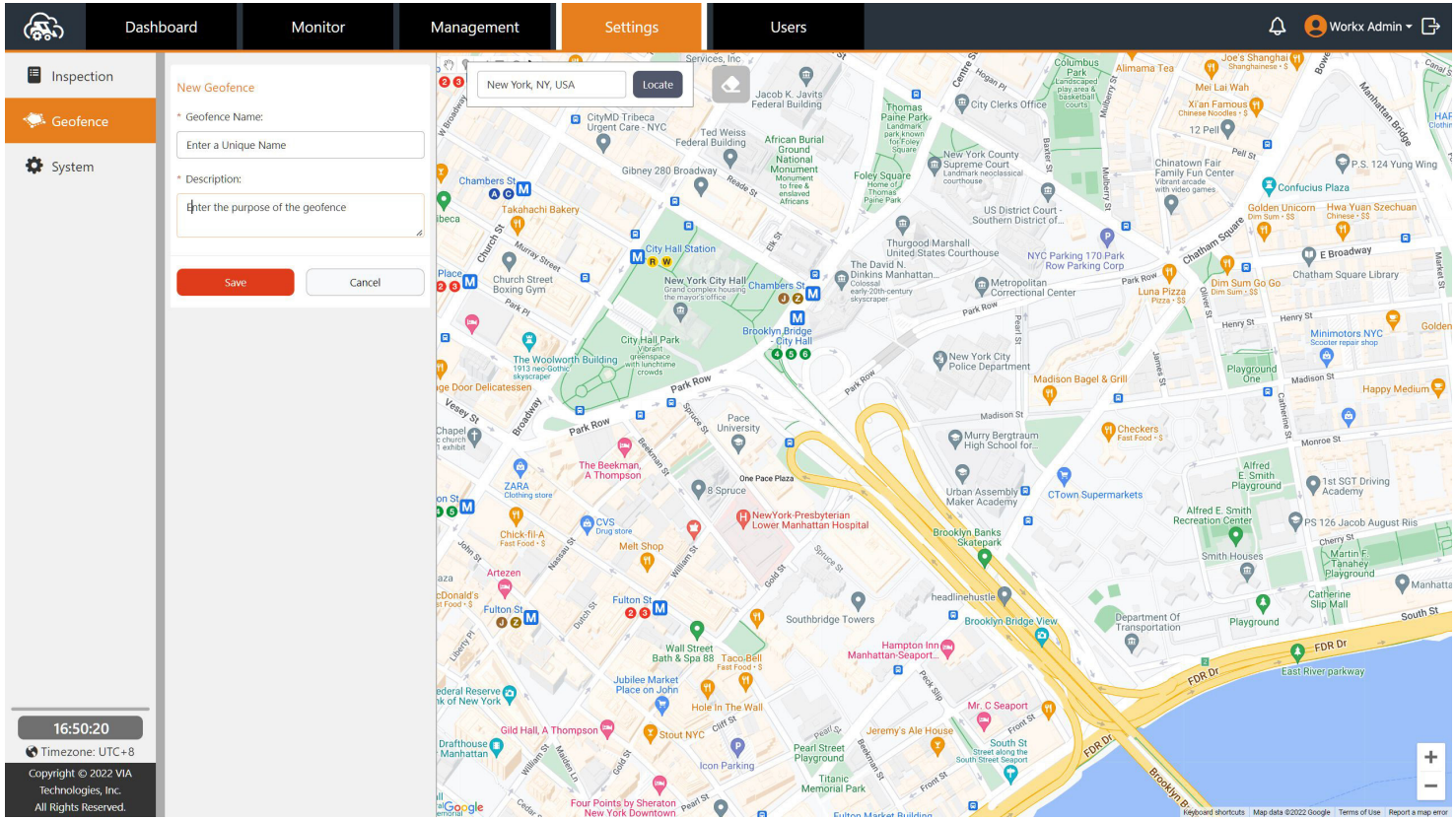
Note:
VIA Mobile360 Forklift Safety Systems include a GPS module pre-installed to support the Geofence feature. In order to function properly, the system must be able to receive the GPS signal. If forklifts operate in indoor environments, the Geofencing feature may not work correctly as GPS signals can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

A.1.1 Creating and Assigning Geofences

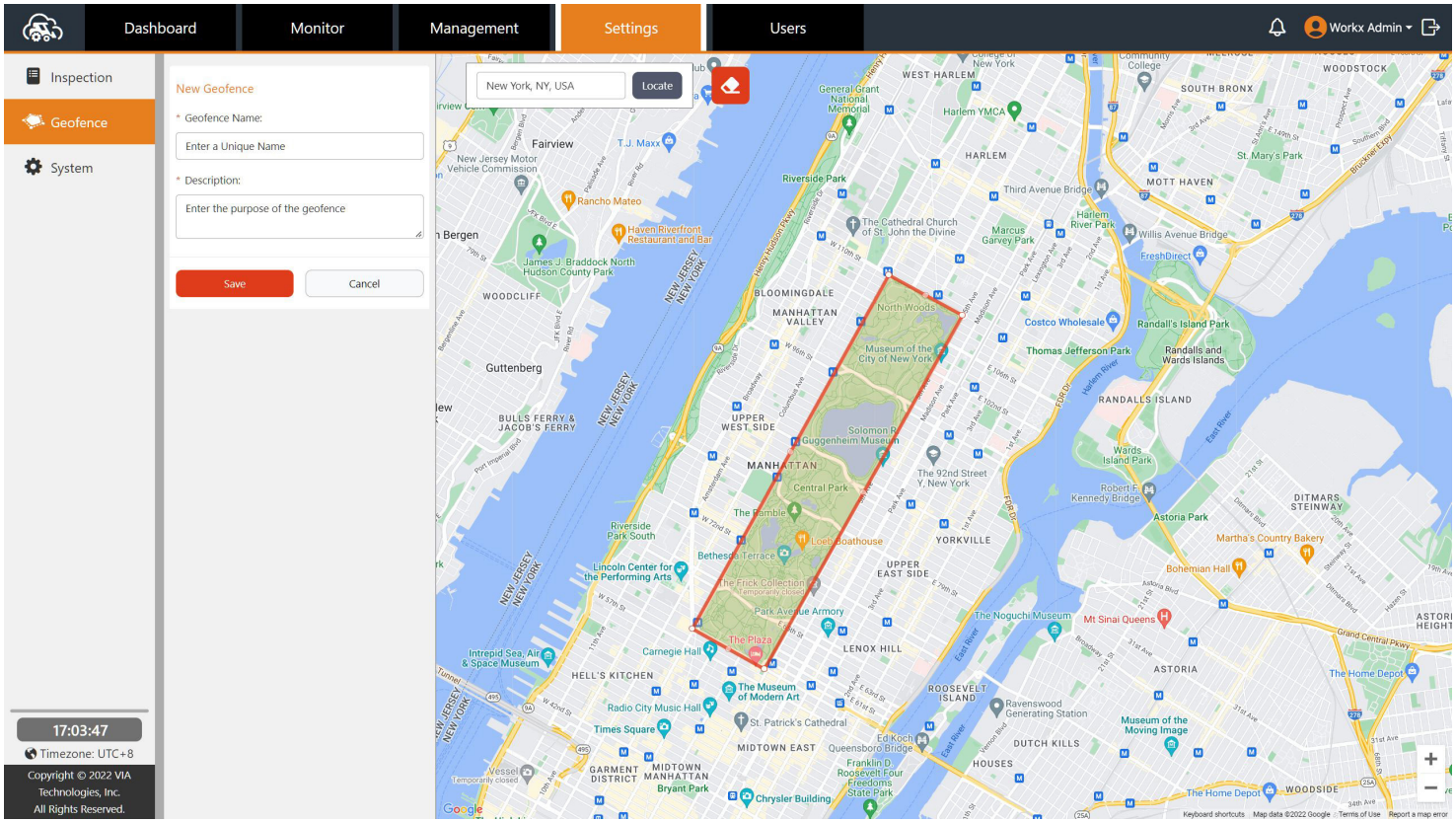
If the "Geofencing" feature is available as part of the subscription package, the Geofence page will be available under "Settings -> Geofence". Follow these steps to create and assign a geofence for fleets and vehicles:

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 to move 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.



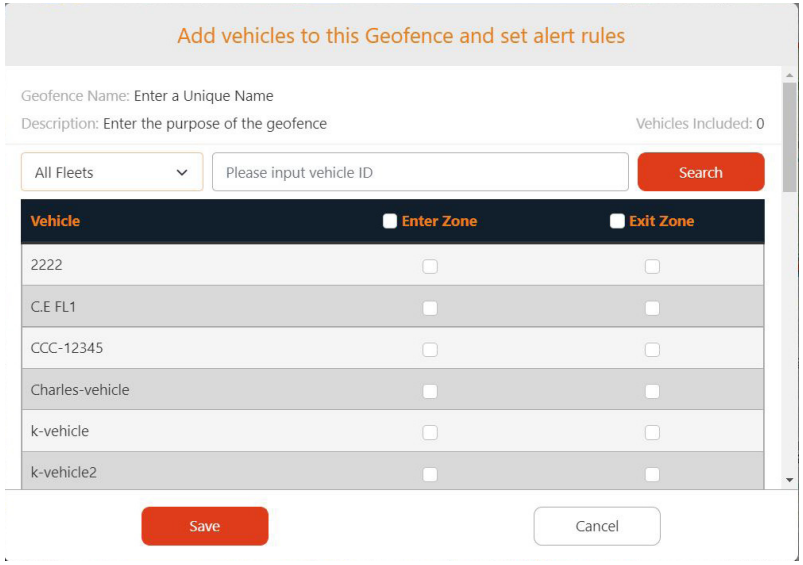
5. Once the map shows the correct location, start creating the boundary lines for the geofence by clicking on the map. This will create the first point for the geofence. Click on the next position to create a line between the points. Continue until the region on the map has been completed.



Note:
Boundary lines cannot overlap and to complete a geofence and 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.

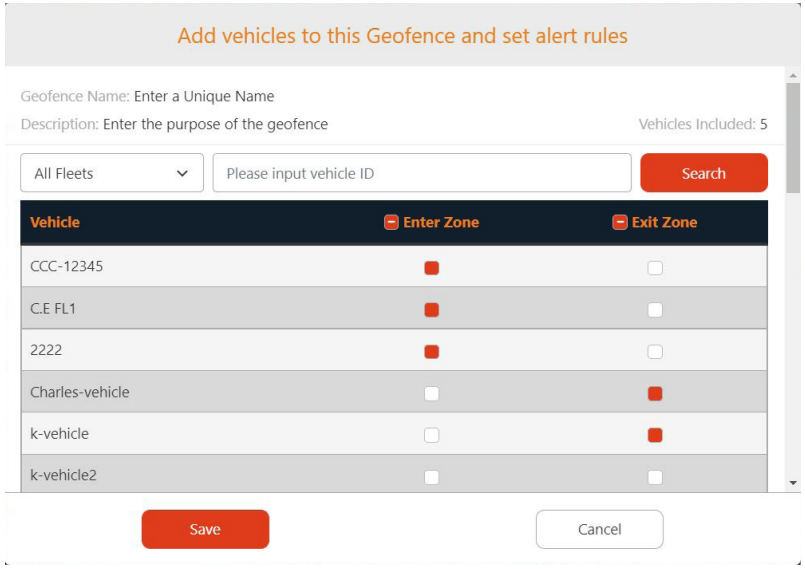


8. Once rules for all vehicles required have been entered, press "Save" and return to the "Geofence" page.

A.1.2 Managing Geofences

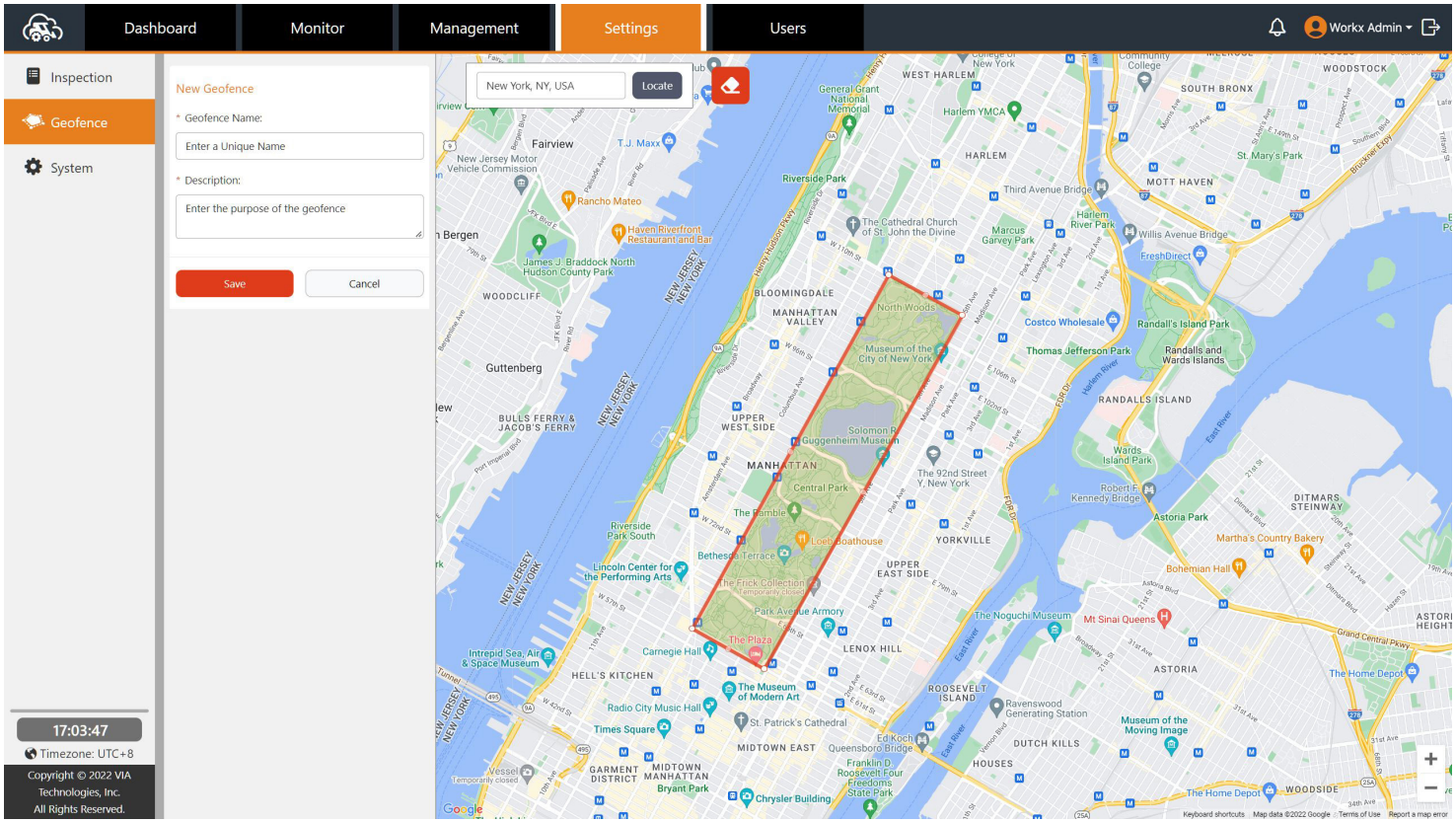
The "Geofence" page displays a complete list of all created geofences. A geofence can be quickly found by using the search field at the top of the page or by scrolling through the list. Clicking on a geofence in the list will show the location and boundaries of it on the map. Also in the list of geofences,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

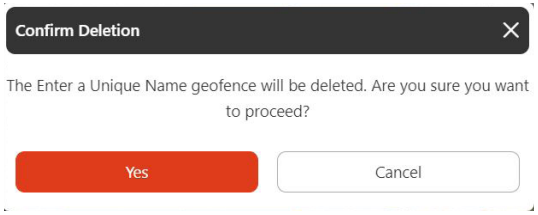


Click "Save" to save changes or cancel to exit without saving.

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 fresh 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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