

Geotab Integrated Solution for Autocar

Partner Guide and FAQ

For the most up-to-date version of this document, please visit this [link](#).

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Introduction

The **Geotab Integrated Solution for Autocar** facilitates communication between third-party telematics devices and the MyGeotab database, allowing customers to view vehicle data from third-party devices in MyGeotab. This document contains all the essential information that you, the Partner, need to use the Geotab Integrated Solution for Autocar.

! IMPORTANT: The integrated solution for Autocar is currently available in Beta. In order to improve our products, we may at any time, and without warning, change the design, presentation, or functionality of the software.

Availability

The Geotab Integrated Solution for Autocar is only available for Autocar vehicles in the US and Canada region.

Getting Started

Before you can use the solution, you must obtain a valid VIN, authorize data sharing, register the devices in MyAdmin, and add the devices to the MyGeotab database. To get started, follow the steps outlined in the sections below.

1. Procure / Validate VIN(s) and Authorize Geotab for data sharing

2. Register third party devices on MyAdmin

3. Add Devices (S.No and VIN) in MyGeotab

Step 1 – Obtain and validate VIN(s), and authorize data sharing

A Vehicle Identification Number (VIN) and data sharing with Geotab is required to use the Geotab Integrated Solution for Autocar, as outlined in the following sections.

Step 1A – Obtain and Validate VINs

A valid VIN is required to use the Geotab Integrated Solution for Autocar. If you do not already have a VIN, please contact telematics@autocartruck.com to obtain a valid VIN. If you already have a VIN, please contact telematics@autocartruck.com to validate the VIN. When obtaining or validating a VIN, Autocar verifies whether the Geotab Integrated Solution for Autocar supports the specified vehicle.

Step 1B – Authorize data sharing for Geotab

Data sharing is required for Geotab to access and view vehicle data from the third-party devices installed in Autocar vehicles. To provide data sharing approval, please contact telematics@autocartruck.com and provide a list of the VINs.

Once complete, proceed to the next step.

Step 2 – Register third-party devices on MyAdmin

A valid telematics device serial number is required to use the Geotab Integrated Solution for Autocar with MyGeotab. Geotab has established a process via MyAdmin that allows Resellers to register third-party devices and obtain a valid serial number.

To register third-party devices and obtain the serial numbers, follow these steps:

- 1 Log into [MyAdmin](#).
- 2 From the main menu, navigate to **Devices > Device Management**.
- 3 Select **Register third-party device**.
The **Register Third-Party Device** popup is displayed.
- 4 Use **Select** to choose the Customer who will be assigned this device.
- 5 Enter the number of third-party devices that will be assigned.
- 6 Enter 10130 for **Product Code** (commercial customers only)
- 7 From the **Subscription Plan** dropdown menu, select **Autocar Premium**. For more information on subscription plans, please refer to [Data Set - Geotab Integration Solution for Autocar](#).
- 8 Select **Register**. The MyAdmin order process is complete.

You will receive an email from MyAdmin with a CSV file containing the serial numbers. After you receive the allocated serial numbers, proceed to the following step to add the devices in MyGeotab.

*** NOTE:** Please ensure that the allocated telematics device serial number is associated with the corresponding vehicle identification number (VIN) when adding the devices to the MyGeotab database, as described in **Step 3 – Add device(s) in MyGeotab** below.

Step 3 – Add device(s) in MyGeotab

You must provide the VIN and device serial number when adding devices to MyGeotab. To learn how to add your assets to MyGeotab, see [Adding assets](#) in the Product Guide.

! IMPORTANT: Be sure that you add the device to one database only, and that you only provide VINs for vehicles that you have clearance to view.

*** NOTE:** It may take up to 24 hours for the vehicle data to become available on MyGeotab after the devices are added to the database.

Using the Integrated Solution

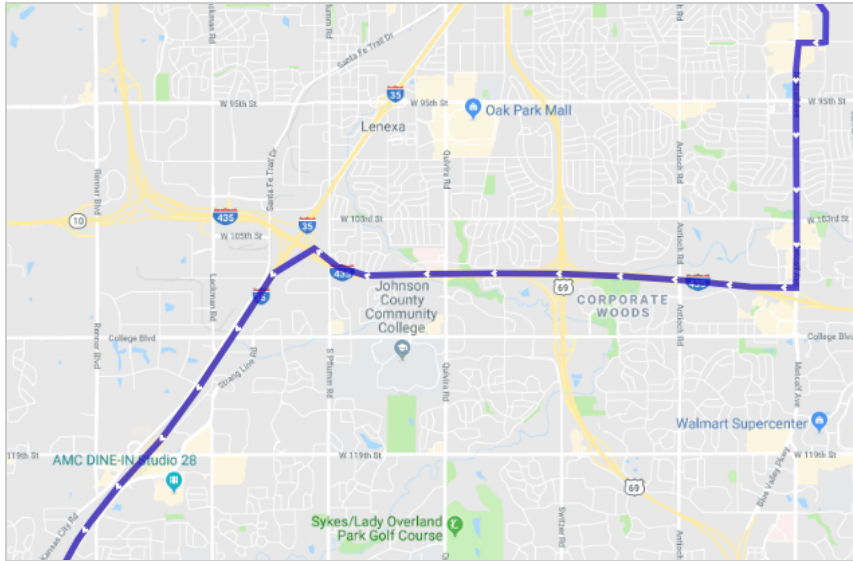
The MyGeotab application provides a robust suite of tools for managing and understanding the data sent by telematics devices, including trips history, asset management, vehicle and driver activity, rule configurations, user management, etc. For more information about the MyGeotab application and step-by-step use instructions, please refer to the [Product Guide](#).

Example – Trips History

One of the tools in the MyGeotab application is Trips History. Trips History allows users to view real-time vehicle locations, as well as a full history of where each asset has been. To access and view **Trips History**, follow the steps below:

- 1 From the main menu, select **Map**.
- 2 On the **Map** page, click the **Trips History** button. The table on the **Trips History** page displays driving time and stopped time for each trip in separate rows.

- 3 On the **Trips History** page, select the trip from the list. The map opens on the right side of the page to show the trip. For detailed information about the Trips History functionality, please refer to the [Product Guide](#).



Billing

Geotab issues the invoice for this solution on a monthly basis. Billing is based on the Autocar Premium Rate Plan, and begins immediately after the MyGeotab database begins to display vehicle data from Autocar vehicles (based on the VINs associated with the corresponding telematics device serial number). For more information about the invoice and billing, please navigate to **Billing > Rate Plan** in MyAdmin. For more information on the Autocar Premium Rate Plan, please refer to [Data Set - Geotab Integration Solution for Autocar](#).

Replacing Devices

GO devices in Autocar vehicles can be replaced by OEM devices by using the **Swap device** option in MyGeotab. Device replacement will make sure that the OEM device will be sending data to the same vehicle object to which the GO device was sent. The Swap device option can only be used when moving from a GO device to an OEM device, it cannot be used to replace an OEM or third party device with a new OEM device.

! IMPORTANT: To update an OEM or third party serial number, the older OEM device must be terminated in MyAdmin, and unplugged in MyGeotab using the **Remove device > Keep Active** option. Once unplugged, the new OEM serial number can be added on the asset page using **Add device > Save new asset** option.

To replace a GO device with an OEM device, follow the steps below:

- 1

Log in to MyGeotab.
- 2

From the main menu, select **Assets**.
- 3

On the **Assets** page, search for the vehicle by name, VIN, or serial number.
- 4

Select the vehicle from the list.
- 5

On the **Asset** page, click Replace with a new device besides the serial number field.

Serial number ⓘ

415J1K65V1W ⓘ Replace with new device

Device replacement required

No replacement required

Device replacement status

Not applicable

- 6

Enter a new serial number, then select **Save**.

*** NOTE:** It may take up to 7 business days once the new device serial number has been added for the vehicle data to become available in the MyGeotab database.

Terminating Devices

Terminate devices when they are no longer in use. Third-party devices installed in Autocar vehicles can be terminated via MyAdmin following the standard device termination process. Device termination disables the device, prevents data logging, and stops the billing accordingly.

! IMPORTANT: Terminated telematics devices associated with OEM serial numbers cannot be reactivated. If you want to reactivate the devices, please follow the process outlined in Step 2 and Step 3 in the **Getting Started** section above.

To terminate devices, follow the steps below:

- 1 Log in to [MyAdmin](#).
- 2 From the main menu, select **Devices > Device Management**.
- 3 Use the filter options, as required, to narrow the search results.
The table displays search results in real-time.
- 4 Select a device serial number to edit the device information.
The page refreshes to display detailed information about the device.
- 5 Select **Terminate**.

Once complete, follow the steps below to remove the devices from the MyGeotab database:

- 1 Log in to MyGeotab.
- 2 From the main menu, select **Assets**.
- 3 On the **Assets** page, search and select the vehicle.
- 4 On the **Asset** page, select **Remove**.
- 5 On the pop-up window, select **Delete**.

Remove device

Are you sure you want to delete asset:

VehicleName

Removing the vehicle will permanently remove all driver information associated with the vehicle (trips, exceptions, engine data). If there are HOS and Asset Inspection logs associated with this vehicle, all references to the vehicle will be removed.

If you want to keep the asset active but want to remove the serial number, click More Details and then click Unplug Device.

Attention:
Removing this device from your database does not automatically deactivate billing for the services. Please contact your Reseller to terminate billing on the service.

Archive Assets

Delete

Cancel

*** NOTE:** Removing the terminated devices from the MyGeotab database is not a required step in the termination process, but will ensure complete device termination.

FAQ, Resources, and Contact Information

Frequently Asked Questions

How do I interpret various OEM activation statuses, and identify next steps for resolution?

The [Device Status Guide](#) provides an overview of activation statuses and their general interpretations. Statuses for Autocar devices are detailed in the table below:

OEM Status	Description	Next Steps
Asset not in use	Typically a temporary state - the vehicle may not have been driven yet.	Ensure the vehicle is powered on and driven. Allow up to 24 hours for pending states to resolve. If the issue persists, contact Support.
VIN required	The device serial number has been provisioned but no Vehicle Identification Number (VIN) has been associated with it.	Ensure the vehicle's VIN has been entered and associated with the device in Fleet Management Application. Contact your fleet administrator if the VIN is missing.
Eligibility check required	The vehicle failed an eligibility or VIN validation check.	Verify the VIN is correct and eligible.

Can I change the provided VIN?

No. The VIN associated with an OEM serial number cannot be changed. To register and add a new device, terminate the current device(s), and repeat the process outlined in Steps 1 to 3 in the **Getting Started** section above.

Does the standard Geotab Warranty or RMA Policy apply to Autocar devices?

No. The Geotab Warranty and RMA Policy do not apply to the third-party devices installed in Autocar vehicles. The third-party devices installed in Autocar vehicles must adhere to the Autocar hardware and repairs policy.

I cannot see device data in MyGeotab. Are there any initial troubleshooting steps I can perform?

Yes. As a Partner, you can perform the following preliminary troubleshooting steps:

- Ensure the prefix of the serial number is "FQ". If the serial number does not begin with "FQ", terminate the device and repeat the process outlined in the **Getting Started** section above.
- Check MyGeotab, and ensure the VIN is displayed on the **Assets** page. If not, add the VIN associated with the device by selecting it from the Assets page..
- Confirm with the Customer that the vehicle has been in use and in motion.

If the troubleshooting steps are not successful, can I contact Geotab Support directly?

Yes. Please note Geotab is unable to support Accident Reconstruction requests for OEM devices. The option to request support is available through MyAdmin. To request support, follow the steps below:

- 1 Log in to [MyAdmin](#).
- 2 From the main menu, select **Support > Helpdesk Tickets**.
- 3 On the **Helpdesk Tickets** page, select **+ Submit New Ticket**.



- 4 On the **New support ticket** tab, enter the **Account** number.
- 5 From the **Support Category** dropdown menu, select **Third-party telematics device**, and subcategory **OEM..**
- 6 From the **Ticket type** dropdown menu, select **Issue**.
- 7 Provide the device serial number and associated VIN when describing the issue.
- 8 Enter the remaining required information.
- 9 Select **Review** button, then select **Submit**.

It has been determined that my device does not work? Are there any next steps I can take?

Yes. If your device does not work, please go to an authorized Autocar repair center for further evaluation.

Resources and Contact Information

For more information, please refer to the [MyAdmin User Guide](#), and/or the [Product Guide](#). For any questions, please contact your Partner Account Manager.