# Cellocator+
## User Guide

### Version 2.0

Proprietary and Confidential

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Version 2.0

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# About This Guide

This Guide contains a description of the features available to Cellocator+ (Cellocator Plus) administrators:

- **Chapter 1, Introducing the Cellocator+ System**, contains an overview of the Cellocator+ System for administrators, as well as an example of the typical workflow.
- **Chapter 2, Getting Started with the Cellocator+ System**, describes the Cellocator+ System administrator window.
- **Chapter 3, Managing Devices**, describes how to manage devices in the Cellocator+ System.
- **Chapter 4, Managing Configuration Updates**, describes how to upload configuration files to the Cellocator+ System and how to attach those files to a device.
- **Chapter 5, Managing Firmware Updates**, describes how to manage firmware files in the Cellocator+ System and how to attach those files to a device.
- **Chapter 6, Managing Accounts, Users and Groups**, describes how to manage accounts, users, and groups in the Cellocator+ System.
- **Chapter 7, Working with Reports**, describes how to work with the reports in the Cellocator+ System.

# Table of Contents

**Chapter 1: Introducing the Cellocator+ System ..... 7**
*Overview* ..... 8
*Cellocator+ System Workflow* ..... 9
*Glossary* ..... 10
**Chapter 2: Getting Started with the Cellocator+ System ..... 11**
*Logging in to the Cellocator+ System* ..... 12
*Introducing the Cellocator+ System Window* ..... 13
*Cellocator+ System Window Components* ..... 13
**Chapter 3: Managing Devices ..... 15**
*Reviewing the List of Devices* ..... 16
*Reviewing Additional Device Information* ..... 17
*Reviewing the PL Status and FW Status of Devices* ..... 18
*Filtering the List of Displayed Devices* ..... 19
*Provider Filter* ..... 19
*Account Filter* ..... 19
*Group Filter* ..... 19
*Assigning a Device to a Group* ..... 20
**Chapter 4: Managing PL Updates ..... 21**
*Reviewing PL Details* ..... 22
*Managing PL Files* ..... 23
*Uploading a PL File to the Cellocator+ System* ..... 23
*Enabling and Disabling a PL* ..... 25
*Assigning PLs to Clients* ..... 26
*Linking a PL File to a Device* ..... 26
**Chapter 5: Managing Firmware Updates ..... 28**
*Reviewing Firmware Details* ..... 29
*Managing Firmware Versions* ..... 30
*Enabling / Disabling a Firmware Version* ..... 30
*Assigning Firmware Versions to Accounts* ..... 31
*Linking a Firmware Version to a Device* ..... 32
**Chapter 6: Managing Accounts, Users and Groups ..... 33**
*Managing Accounts* ..... 34
*Adding an Account* ..... 34
*Editing an Account* ..... 36
*Managing Users* ..... 37
*Adding a User* ..... 37
*Editing a User* ..... 38
*Enabling or Disabling a User* ..... 39
*Managing Groups* ..... 40

*Adding a Group* ..... *40*
*Editing a Group* ..... *41*
*Assigning a Device to a Group* ..... *41*
**Chapter 7: Working with Reports ..... 42**
*Creating a New Report* ..... 43

# Chapter 1: Introducing the Cellocator+ System

## About This Chapter

This Chapter introduces the Cellocator+ System and includes the following sections:

- **Overview**, page 8, provides a general overview of the Cellocator+ System for administrators.
- **Cellocator+ Workflow**, page 9, illustrates the typical Cellocator+ System workflow.
- **Glossary**, page 10, describes some of the words and terminology used in this Guide.

# Overview

The Cellocator+ System is a platform that enables Cellocator customers to perform configuration changes and firmware updates to Cellocator devices over the air and view the status of these updates in real time via an intuitive interface.

The Cellocator+ System supports customers wishing to directly view and modify their device information. The user can request displays of device data and status and configuration management, and can perform configuration updates by attaching PL (Programming Library) files or firmware versions to a device or set of devices while the system manages the programming session.

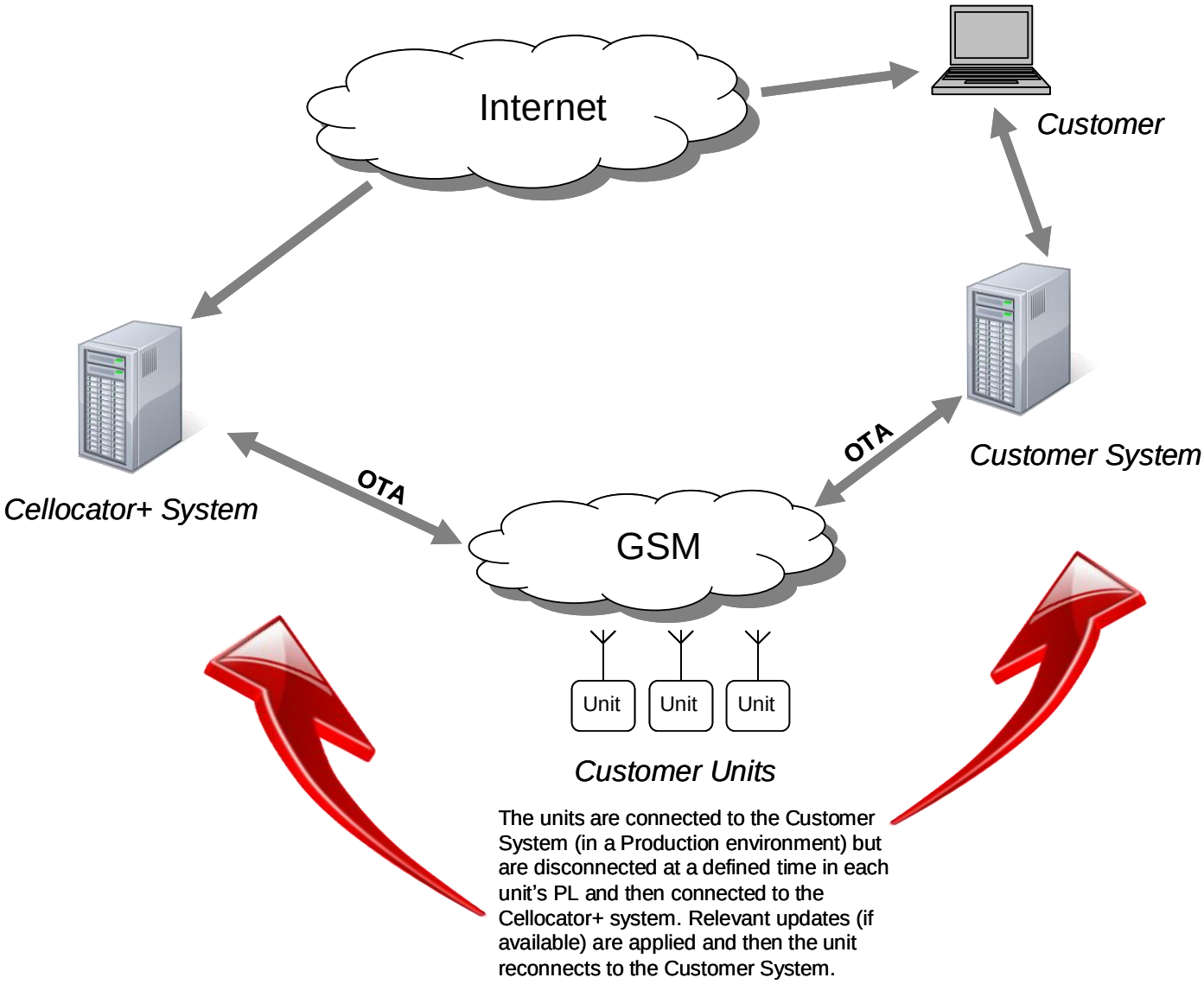
Customers who go on to sell Cellocator devices to their customers have the ability to create sub accounts that enable them to determine control over any updates and general management of the Cellocator device.

The Cellocator+ System has a number of important features and benefits, including:

- Provides Cellocator customers with all major provisioning tools at the click of a mouse.
- Eliminates the need of all customers to maintain provisioning tools in their systems.
- Reduces time to market for new customers.
- Provides reports on device activity history.
- Cellocator+ manages the whole device management process.
- Customers can view update statuses in real time through the Web.
- Provides advanced account hierarchy that enables resellers to create child accounts and define units to be managed (or not) by the child account.

# *Cellocator+ System Workflow*

This section illustrates a typical Cellocator+ System workflow.



# Glossary

This section describes some of the words that are commonly used throughout this Guide.

- **Device:** A device refers to the Cellocator device managed through the Cellocator+ System. Typical device types are: Compact Fleet, Compact Security and Compact CAN, flashed with Fw. 28 and above. The Device ID is the ID written on the unit's label.
- **Provider:** A Provider is a Cellocator customer that has access to the Cellocator+ System. Each Provider can have any number of accounts, as required.
- **Account:** An account is a sub-account of the Provider (for example a reseller). Accounts can be one of two types; a Provider-like account that can create sub-accounts (and even create additional Provider-like accounts), or a Regular account which cannot create sub-accounts and can only work with the provided PL and Firmware allocated to it by its parent account.
- **PL:** A PL file is a configuration file (a Programming Library) uploaded to the Cellocator+ System, which is then uploaded to the relevant devices.
- **Firmware (FW) version:** A firmware version is an updated version of the firmware for a device, which can be uploaded to the relevant device(s).
- **Group:** A group is a logical collection of devices (a group is defined and associated with only one specific device type, while many devices (of the same type) can be assigned to one group) that enables you to perform updates and changes to relevant groups, rather than just a specific device or number of selected devices.
- **User:** A user is someone who has been defined in the Cellocator+ System as being able to perform various tasks within the system, according to his/her permissions defined. There are two levels of users; one level allows only the update of PLs or FW versions to units (a Customer User) and another level which also allows the uploading of PLs to Cellocator+ (a Customer Administrator).

# Chapter 2: Getting Started with the Cellocator+ System

## About This Chapter

This Chapter introduces the *Cellocator+ System* window and includes the following sections:

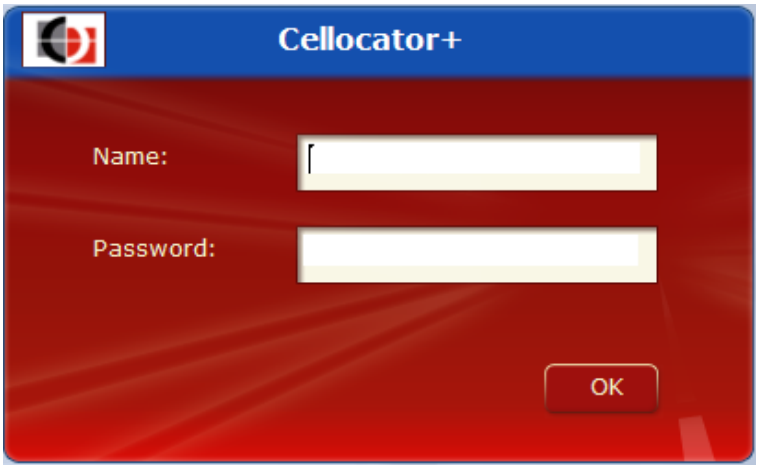
- **Logging in to the Cellocator+ System**, page 12, describes how to login to the Cellocator+ System.
- **Introducing the Cellocator+ System window**, page 13, introduces the Cellocator+ System window and a description of its main features.

# Logging in to the Cellocator+ System

This section describes how to login to the Cellocator+ System.

➤ **To log in to the Cellocator+ System:**

1. Open your default web browser (note that the minimum browser requirement is Chrome versions 19, 20 or higher, FireFox versions 3.6, 13 or higher, or Internet Explorer versions 9.0, 10.0 or higher) and access the URL provided to you (http://cellocatorplus.pointer.com). The Cellocator+ login screen is displayed.




2. Enter your user name and password and then click **OK**. The *Cellocator+ System* window is displayed.

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**NOTE**: When accessing Cellocator+ for the first time, a window is displayed containing the License Agreement for using Cellocator+. Read and review and click **I Accept** to continue.

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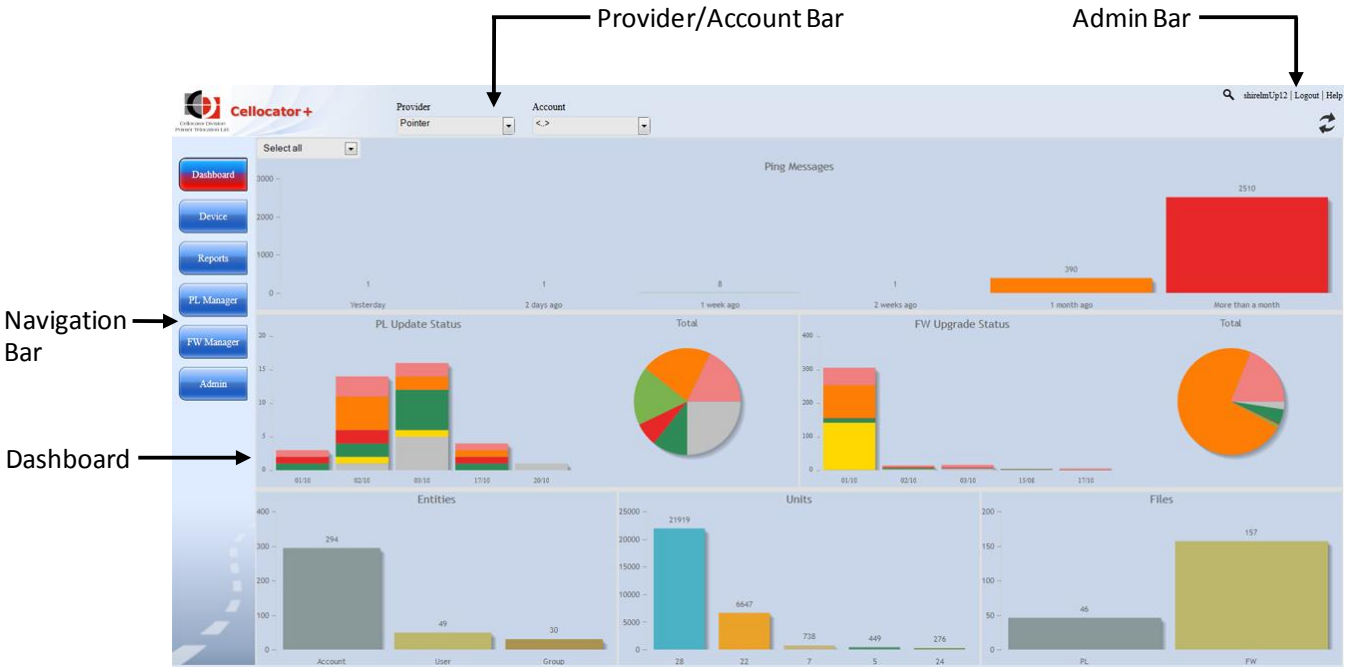
# Introducing the Cellocator+ System Window

This section introduces the *Cellocator+ System* window and its main components.

The default window displayed after logging in will show the Dashboard view. Click on the relevant option in the Navigation Bar to display the additional components listed in the *Cellocator+ System Window Components* section and described in further detail elsewhere in this guide.




## Cellocator+ System Window Components

This section describes the main components of the *Cellocator+ System* window:

- **Dashboard:** The Dashboard provides a visual summary of the current fleet status. The information available in the Dashboard includes ping information, a PL update status, a FW upgrade status, and general statistics such as the amount of devices, files, users, accounts, and groups.
- **Admin Bar:** Located in the top right corner, this bar enables you to logout when required and access this guide (in PDF format).

  From the Admin bar you can also perform a search of the entities within the Cellocator+ system; to run a search, click on the magnifying glass, select the relevant entity (Unit, Group, User, or Account), and then enter the relevant search terms. Click the magnifying glass again to run the search.

- **Provider and Account Bar:** The Provider displayed will always be the current account (your account). If you have defined sub accounts, they will be shown under the Account dropdown list. Note that once you create groups, as described in *Chapter 6, Managing Accounts, Users and Groups*, an additional **Group** option is displayed here, which enables you to perform actions on selected groups, rather than just Providers and Accounts. Note that for each provider/account there are default groups per device type.
- **Management Toolbar:** Located at the top of the window (but is not displayed in the Dashboard view), this toolbar enables you to work on the main functionality of the system - (from left to right) **General**, **PL Update**, and **FW Upgrade**. When managing users, groups and accounts through the Admin option, the options in this toolbar change to **Groups**, **Users**, and **Accounts**.
- **Configuration Filters:** Enable you to filter the displayed list of devices according to the relevant filter(s) selected. Available for every column in each table throughout the Cellocator+ system, the filters are collapsed by default and expanded when you hover over the table titles. As well as supporting a wildcard search, the filters are implemented on specific fields as dropdown lists, allowing the selection of one specific value or ALL.
- **Navigation Bar:** Displayed on the left of the window, the options in this bar enable the user to select between the main functionalities of the system, including Reports and the ability to manage Users and Groups.
- **Device Info Tabs:** Displays information to the right of the window about the selected device, including the configuration version and status, and shipment and warranty information. These tabs do change according to the screen you are working in: for example, when managing groups and users the tabs will display User and Group Information. Similarly, when updating PL files, this section will display the details of the PL file selected. Note that the tabs are not displayed by default; to display the tab for a device, double-click on the relevant device row in any table.
- **Main Pane:** The Main pane displays unit and PL information according to the tab (in the Management toolbar or Navigation pane) and/or filters selected. It also displays user information and reports. It also enables you to view at a glance the PL and FW status of devices via icons (refer to the *Reviewing the PL Status and FW Status of Devices* section).

# Chapter 3: Managing Devices

## About This Chapter

This Chapter describes how to manage Cellocator+ System devices and includes the following sections:

- **Reviewing the list of Devices**, page 16, describes how to review the Cellocator+ System devices.
- **Filtering the list of displayed Devices**, page 19, describes how to filter the list of displayed devices according to your requirements.
- **Assigning a Device to a Group**, page 20, describes how to assign a device to a client or group.

# *Reviewing the List of Devices*

After logging in, click **Device** in the Navigation bar to display the list of devices in the system. The devices are by default listed according to the main filter, which is defined in the Provider/Account/Group bar just above the list. This list can be filtered according to the Account and/or Group selected. The default group displayed will be the first group in the Groups filter; if no groups have been defined then the first group according to alphabetical order is displayed.

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**NOTE**: If there are more than 2500 devices in the same group, they will be divided into pages, with each page holding a maximum of 2500 devices.

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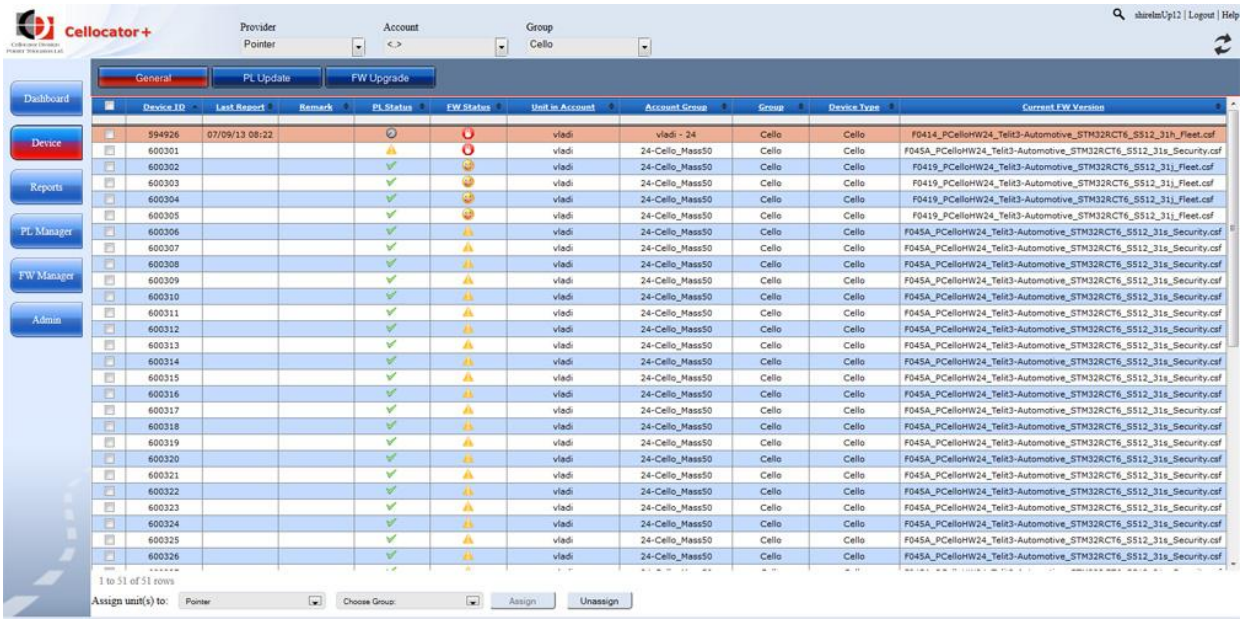


The main pane displays the following information about each device:

- **Device ID:** Cellocator serial number which appears on each device. The number is unique worldwide.
- **Last Report:** The date and time that the device last reported to Cellocator+.
- **Remark:** When relevant, either "PL is not defined" (no PL is attached to the unit) or "Fw. is not synchronized" (the current Fw. version of the unit does not match the records in Cellocator+) is displayed. Please contact Pointer Customer Support in order to fix these units.
- **PL Status:** A visual indication of the configuration status of the device (PL file). There are eight status icons that are used, as described in the *Reviewing the PL Status and FW Status of Devices* section.
- **FW Status:** A visual indication of the firmware status of the device (PL file). There are eight status icons that are used, as described in the *Reviewing the PL Status and FW Status of Devices* section.
- **Unit in Account:** Details the account the unit has been assigned to.
- **Account Group:** Details the account group the unit has been assigned to.
- **Group:** The name of the group to which the device has been assigned.

- **Device Type:** Shows a description of the type of device. Typical device types are Cello, Compact Fleet, Compact Security or Compact CAN.
- **FW Version:** Shows the version of firmware that is currently loaded in the device.

## *Reviewing Additional Device Information*

To see information about a specific device, double-click on the relevant device row in the main pane to display the Device Info Panel (to the right of the screen). This panel consists of four tabs, as described below:

- **General Tab:** Displays general details about the device, such as its ID number, the Provider and the current configuration file (PL) being used.
- **Details Tab:** Displays technical details about the device, such as the date it was assembled, and tested.
- **Shipment Tab:** Displays general details about the shipment process for the selected device.
- **Warranty Tab:** Displays general warranty details, such as the date of expiration for the warranty attached for the selected device.

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**NOTE**: To close the Device Info Panel, click the X in the top left corner of the **General Info** tab.

---

## *Reviewing the PL Status and FW Status of Devices*

The following table details the seven stages of configuration status that are displayed in both the PL Status and FW Status column:

| Icon | Description |
|---|---|
| | **Normal Operation:** The device is operating normally - after the first health message was received from the unit. |
| | **Successfully Completed:** A PL or FW upgrade process has been completed successfully. Next to the icon is shown the time it took for the upgrade procedure. Note that either the PL or FW version in the related columns will still display the 'old' PL or FW, until the next health message comes from that unit.<br>Only then will the icon change to and the new PL or FW version is updated in the columns. |
| | **On Wait:** A PL or FW upgrade has been assigned to the unit. When the unit connects again to Cellocator+, the upgrade process will commence. |
| | **In Process:** PL or FW upgrade is in process. |
| | **Interrupted:** Applicable only for PL updates and indicates that the PL update process is temporarily interrupted. If the unit resumes connection the PL update process will continue. |
| | **Failed:** This status is displayed when the process has failed. This can be because of several reasons, such as, communication failure. |
| | **Abort:** Upgrade process was aborted by user. |

# Filtering the List of Displayed Devices

The list of displayed devices, as shown in the *Reviewing the list of Devices* section, can be filtered according to the Providers and Accounts and Groups defined in the Cellocator+ System.

When searching for devices to configure and update, the easiest way to filter the list, especially when the list is particularly long, is to use the Provider, Account, and Group filters and then use the Configuration Filters to drill down to the relevant devices.

## Provider Filter

Use this Filter to select devices that belong to a specific Provider. Select the relevant Provider from the dropdown box to select devices that belong to the Provider.

Note that when selecting a Provider, all devices are displayed for all of that Provider's Accounts. To filter devices that belong to a specific Account, use the Account filter, as described in the following section.

## Account Filter

Use this Filter to select only units that belong to a particular Account. Select the relevant Account from the dropdown box; the Accounts displayed in the dropdown box belong to the selected Provider. When the box displays the symbol <..>, it indicates that the units displayed in the main screen belong directly to the Provider.

## Group Filter

The Group Filter enables you to manage logical groups of devices, for a specific Provider/Account (note that each account has a default group per device type, as described in *Chapter 6, Managing Accounts, Users and Groups*). This enables you to perform updates and changes to groups, rather than just a specific device or number of selected devices. Note that only devices from the same hardware type, such as Compact CAN or Compact Fleet, can be grouped together.

# Assigning a Device to a Group

Devices are associated to specific groups according to their hardware type. For example, a Compact TOB device with a hardware identifier of 28 will be automatically associated with group 28. By default, for every new account a set of groups identified by hardware type is created, and when units are produced for an account they are automatically associated with one of the default groups, according to their hardware type.

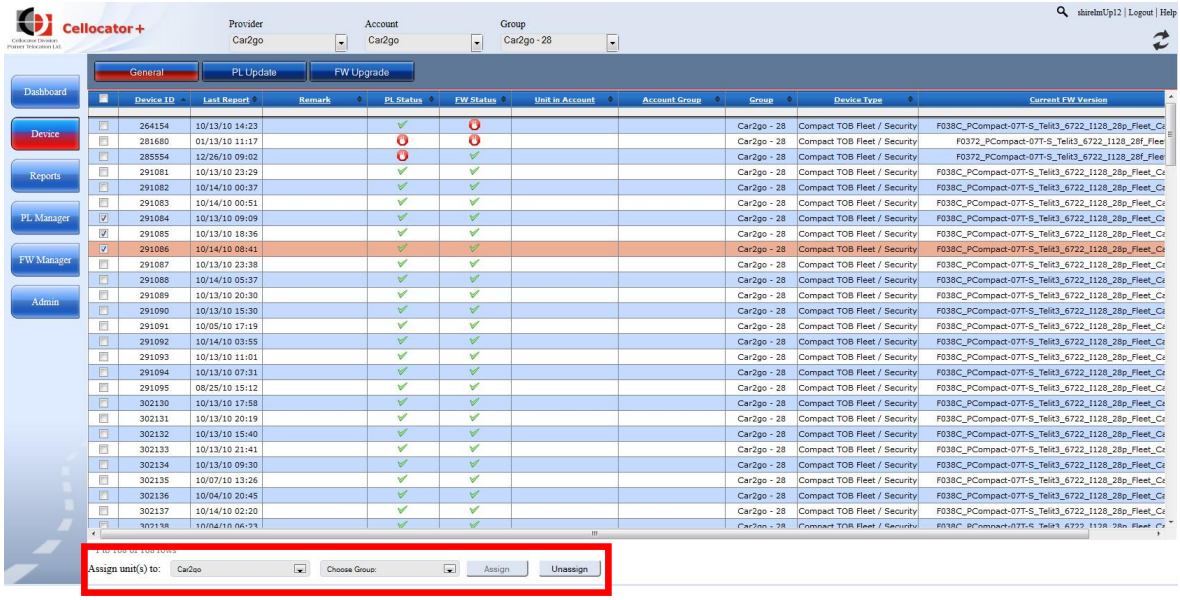
You can further arrange your units by creating additional groups and then move units from one group to another. For example, in order to better differentiate between Compact Fleet TOB devices installed on trucks and those installed on buses, you could create two new groups for the Compact Fleet TOB device type, such as Trucks TOB and Buses TOB, and assign units to these groups.

Devices can be assigned to a group at any time. Note that only devices from the same hardware type, such as Compact CAN or Compact Fleet, can be grouped together.

See *Chapter 6, Managing Accounts, Users and Groups* for further information on how to manage groups.

### ➤ To assign a device to a group:

1. Filter the list of devices as per your requirements. For example, you may want to move some of an existing group's devices to another group.
2. Select the checkbox in the left column alongside each device you want to move to a group.
3. At the bottom of the screen, select the relevant account and group from the two **Assign unit(s) to** dropdown lists. The system will automatically list the available groups according to the device type and account selected.
4. Click **Assign**. The devices are now assigned to the group.



# Chapter 4: Managing PL Updates

## About This Chapter

This Chapter describes how to manage the configuration updates in the Cellocator+ System, namely the new or modified PL files, and includes the following sections:

- **Reviewing PL Details**, page 22, describes the configuration screen interface and how to review the displayed PL information.
- **Managing PL Files**, page 23, describes how to upload configuration files to the Cellocator+ System and how to link them to devices.

# Reviewing PL Details

There are two screens used to manage configuration files: the *PL Update* screen is used to update selected devices with updated configuration information (in the form of PL files), while the *PL Manager* screen is used to upload PL configuration files to the Cellocator+ System.

This section describes the *PL Update* screen, as shown below, from which you can link a selected PL file to one or several devices. For information about uploading PL files to the Cellocator+ System, refer to the *Managing PL Files* section.

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**NOTE**: The uploading of PL files can be done only by a Customer Administrator user. Users defined as Customer users will need to ask the administrator of their parent account to assign them a PL to use.

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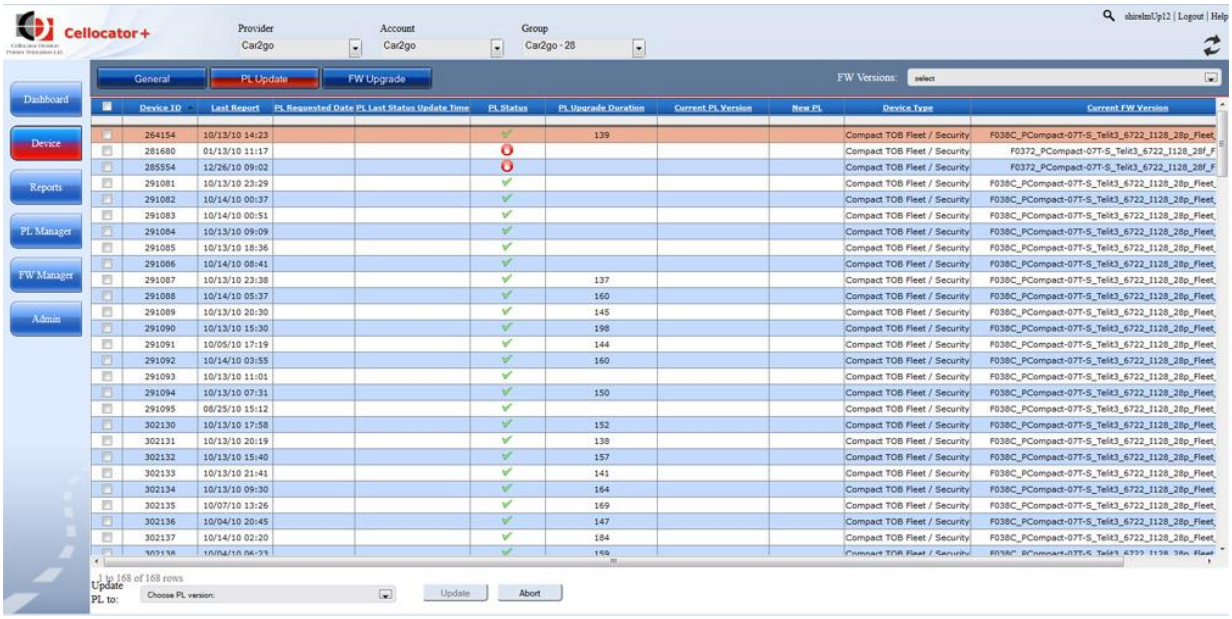


When clicking **PL Update** in the Management toolbar, the main pane displays the following information about each PL file:

- **Device ID:** A unique number assigned to each device.
- **Last Report:** The date and time that the device last reported to Cellocator+.
- **PL Requested Date:** This displays the date and time when a PL file was linked to a device.
- **PL Last Status Update Time:** The last time the unit reported its PL status to Cellocator+.
- **PL Status:** This icon shows the status of the PL file download. The icons used are the same as those displayed in the Device screen (and described in the *Reviewing the PL Status and FW Status of Devices* section).
- **PL Upgrade Duration:** This field indicates the elapsed time for the completion of the PL file download.
- **Current PL Version:** This is the name of the PL file that is currently loaded on the device.

- **New PL:** This is the name of the new PL file that will be downloaded to the device.
- **Device Type:** Shows a description of the type of device.
- **Current FW Version:** Shows the version of firmware that is currently loaded in the device.

# Managing PL Files

This section describes how to manage the configuration files that are uploaded to the Cellocator+ System and how to assign them to devices.

This section includes:

- Uploading a PL File to the Cellocator+ System
- Enabling / Disabling a PL
- Assigning PLs to Clients
- Linking a PL File to a Device

## Uploading a PL File to the Cellocator+ System

This section describes how to upload a PL configuration file to the Cellocator+ System. The file can then be linked to devices in the system, as described in the *Linking a PL File to a Device* section. Note that this feature is only available to Customer Administrator users.

➤ **To upload a PL configuration file:**

---

**WARNING:** When uploading a PL, make sure it is a full PL file containing all parameters as downloaded from the Cellocator website and not only delta parameters. The PL upgrade process updates the entire PL uploaded to the Cellocator+ application. If the PL contains only delta parameters, once the upgrade process is complete the unit will not perform as expected.

In addition, the PL file should be prepared using the Cellocator Programmer application prior to uploading the PL to Cellocator+. There is no option to edit the PL configuration within Cellocator+.

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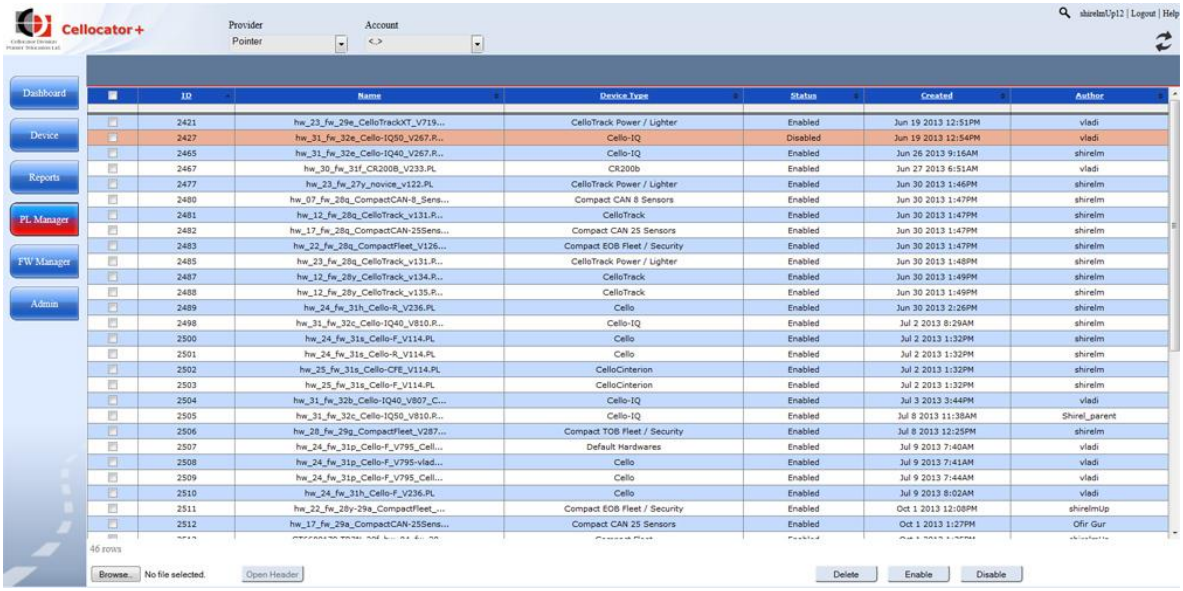
1. In the *Cellocator+ System* window, click **PL Manager** on the Navigation bar.
2. If required, use the Provider/Account bar to drill down to the relevant PL files. The following window is displayed:




The fields displayed in the main pane include:

- **ID:** The ID is a unique number assigned to the PL file by the system.
- **Name:** The name given to the PL file.
- **Device Type:** The type of device that the PL file is compatible with.
- **Status: Enabled** or **Disabled**. Refer to the *Enabling and Disabling a Configuration* section for further information.
- **Created:** The date the PL file was uploaded to the system.
- **Author:** The name of the user that uploaded the PL file to the Cellocator+ System.

3. In the lower section of the screen, click **Browse** to locate the PL file on your system.
4. Once the PL file is selected, click **Open Header** to read the configuration data contained within the PL file and display it in the **PL Information** tab to the right of the main pane.

The **PL Information** tab displays additional information about the PL file, including the file name, author, creation date, device type, PL ID, firmware version range, status, and description. The description box within the tab can be used to include additional information or notes about the PL file before it is uploaded. This information will be stored in Cellocator+ and is displayed whenever the PL file is selected from the main pane.

5. Just below the **PL Information** tab, click **Upload**. A warning message is displayed, informing you that any PL file uploaded to Cellocator+ should contain all parameters and values.
6. Click **I Agree.** The file is then uploaded to the Cellocator+ System.
7. The PL file is now displayed in the list of PLs (by default PLs are enabled upon upload). Refer to the following section for details on disabling the PL file.

## *Enabling and Disabling a PL*

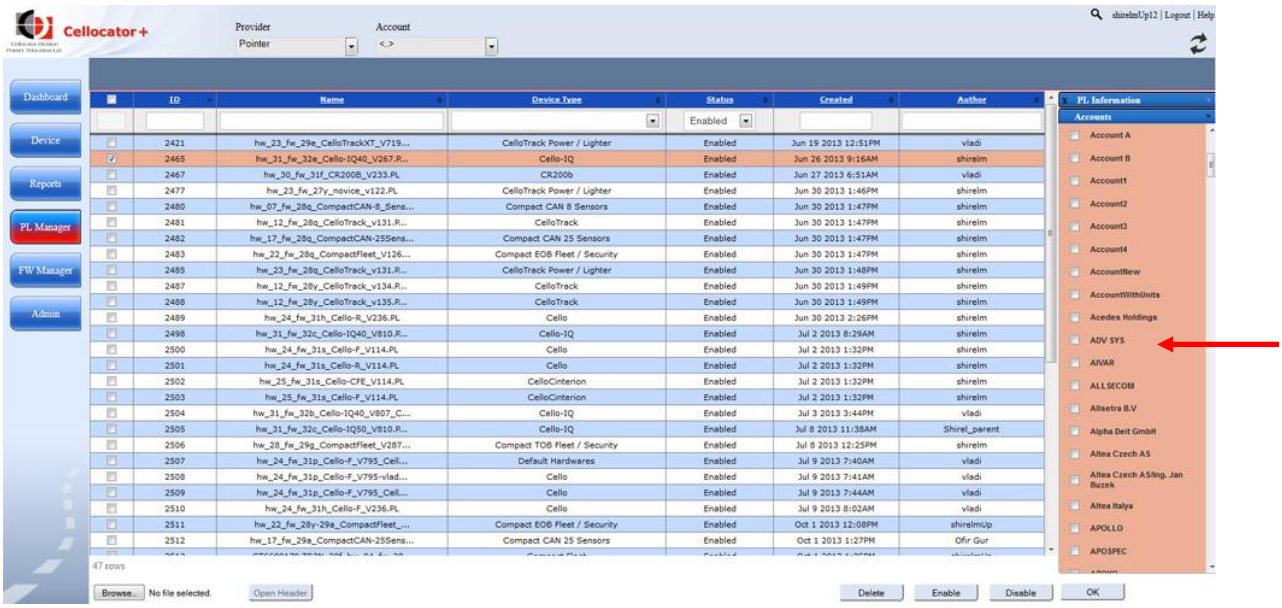
If for some reason you need to disable (and subsequently enable) a currently uploaded configuration, you can disable it which will prevent it being downloaded by other devices.

➤ **To enable or disable a PL:**

1. From the Navigation bar, click **PL Manager**.
2. In the Configuration Filters, define the parameters to display the relevant configurations (PL files), and in the Status column filter make sure you select the correct status **Enabled** or **Disabled**. For example, if you want to temporarily disable a configuration you should select **Enabled**.
3. In the displayed list of configurations, select the checkbox in the left column alongside each you want to enable or disable.
4. In the lower section of the screen, click **Enable** or **Disable**.
5. In the displayed confirmation message, click **OK**.

## Assigning PLs to Clients

In order to assign a PL to an account, in the PL Manager screen first select the checkbox for the relevant PL, and then double-click on the row to display the *PL Information* section in the right pane. Click the **Accounts** tab to display a panel showing client names with checkboxes. Select the relevant client checkboxes to select which clients will have access to a particular PL file after it is uploaded to Cellocator+, and then click **OK** (just below the **Accounts** tab).

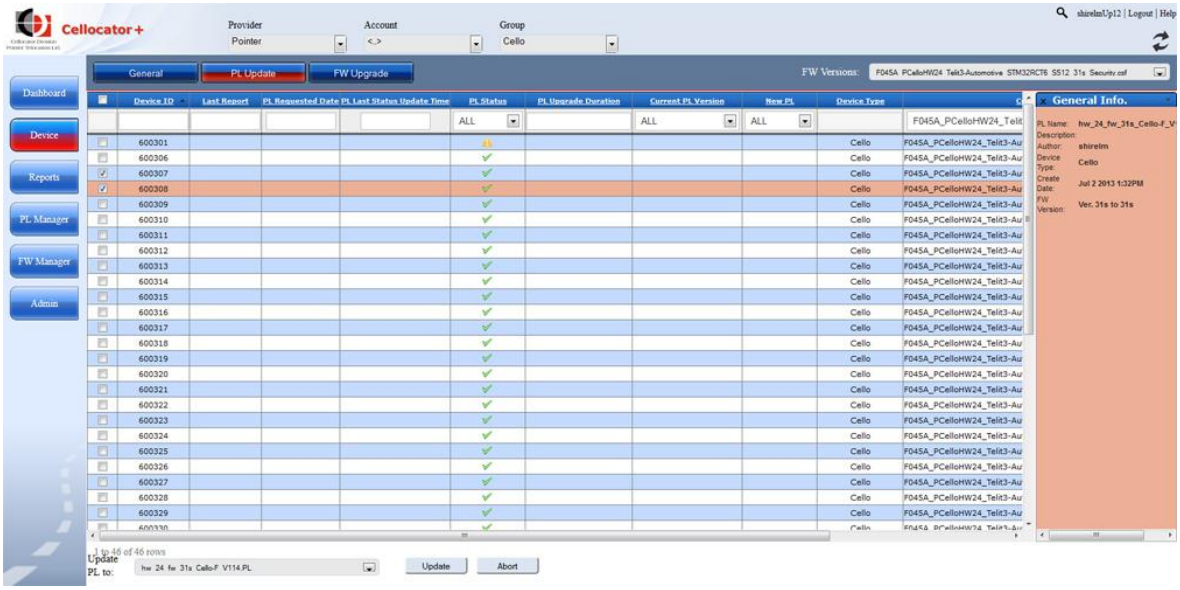



## Linking a PL File to a Device

This section describes how to download a PL configuration file to a device.

➤ **To link a PL configuration file to a device:**

1. From the Provider, Account and Group bar, select the relevant filters to display the candidate devices for upgrade.
2. Click **PL Update** in the Management toolbar.
3. Select the relevant Firmware version from the dropdown list to the right of the screen. Then using the Configuration Filters, which are displayed at the top of each table column (when you hover over the table column title), drill down to the relevant devices to which you want to assign the PL file. Select the relevant devices for upgrading by selecting the checkbox to the left of the device row in the main pane.
4. From the **Update PL to** dropdown list **in the** lower section of the screen, select the relevant PL version, and then click **Update** to link the selected PL file with the selected device(s).
5. The download process will begin when the device next communicates with the Cellocator+ server, as set in the PL configuration for the device. In the **General Info** tab to the right of the screen a description of the PL file selected in the **Update PL to** dropdown box is displayed. The information displayed includes a general description, the author, creation date, device type, and FW version.




Note that at any time you can click **Abort** to terminate a PL file download. The Cellocator+ System allows the download process to be terminated before or during the actual download.

# Chapter 5: Managing Firmware Updates

## About This Chapter

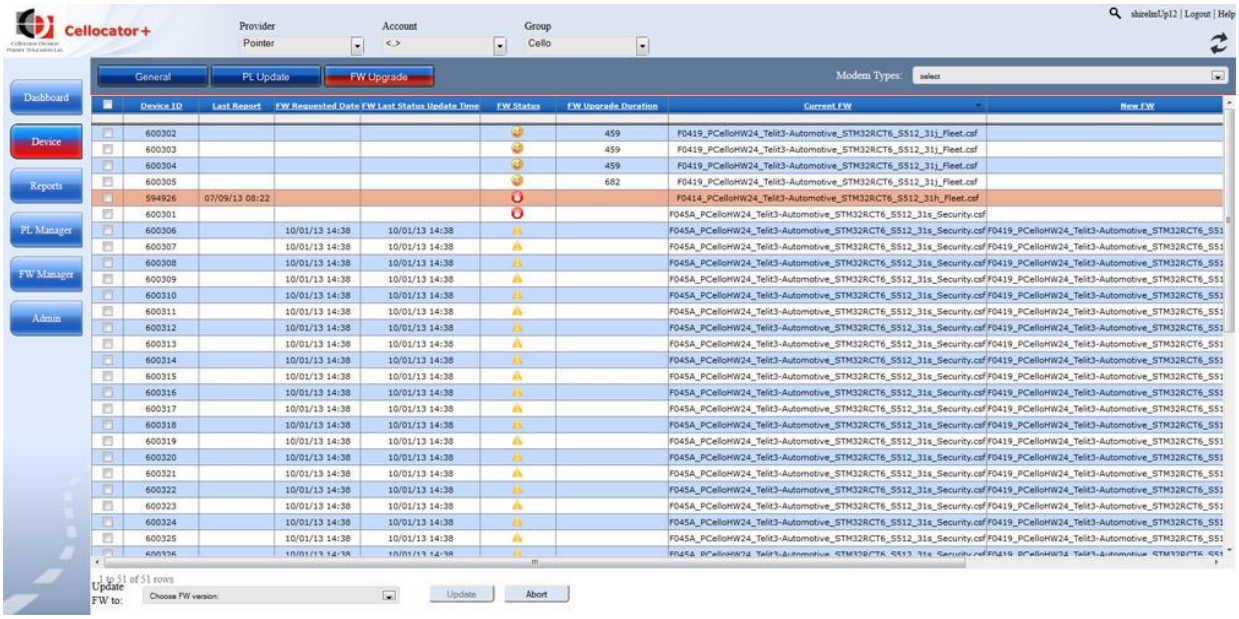
This Chapter describes how to manage the Firmware updates within the Cellocator+ System.

- **Reviewing Firmware Details**, page 29, describes the Firmware screen and how to review the displayed Firmware information.
- **Managing Firmware Versions**, page 30, describes how to manage Firmware versions in the Cellocator+ System and how to assign the versions to devices.

# Reviewing Firmware Details

There are two screens used to manage firmware upgrades: the *FW Upgrade* screen (accessed from the Management toolbar) is used to update selected devices with updated firmware information (in the form of firmware versions), while the *FW Manage* screen (accessed from the Navigation bar) is used to manage uploaded firmware versions in the Cellocator+ System.

This section describes the *FW Upgrade* screen, as shown below, from which you can link a selected firmware version to one or several devices. For information about managing uploaded firmware versions to the Cellocator+ System, refer to the *Managing Firmware Versions* section.




The main pane displays the following information about each device and its current firmware version:

- **Device ID:** A unique number assigned to each device.
- **Last Report:** The last time the unit reported its status to Cellocator+.
- **FW Requested Date:** This displays the date and time when a firmware version was linked to a device.
- **FW Last Status Update Time:** This displays the date and time when a device was last updated with a firmware version.
- **FW Status:** This icon shows the status of the firmware version download. The icons used are the same as those displayed in the Device screen (and described in the *Reviewing the PL Status and FW Status of Devices* section).
- **FW Upgrade Duration:** This field indicates the elapsed time for the completion of the firmware version download.
- **Current FW:** This is the name of the firmware version that is currently loaded on the device.
- **New FW:** This is the name of the new firmware version file that will be downloaded to the device.
- **Device Type:** Shows a description of the type of device.

- **Modem Type:** Shows the modem type associated with the device.

# Managing Firmware Versions

This section describes how to manage the firmware versions in the Cellocator+ System and how to assign them to devices.

This section includes:

- Enabling / Disabling a Firmware Version
- Assigning Firmware Versions to Accounts
- Linking a Firmware Version to a Device

## Enabling / Disabling a Firmware Version

If for some reason you need to disable (and subsequently enable) a firmware version, you can disable it which will prevent it being downloaded by other devices.

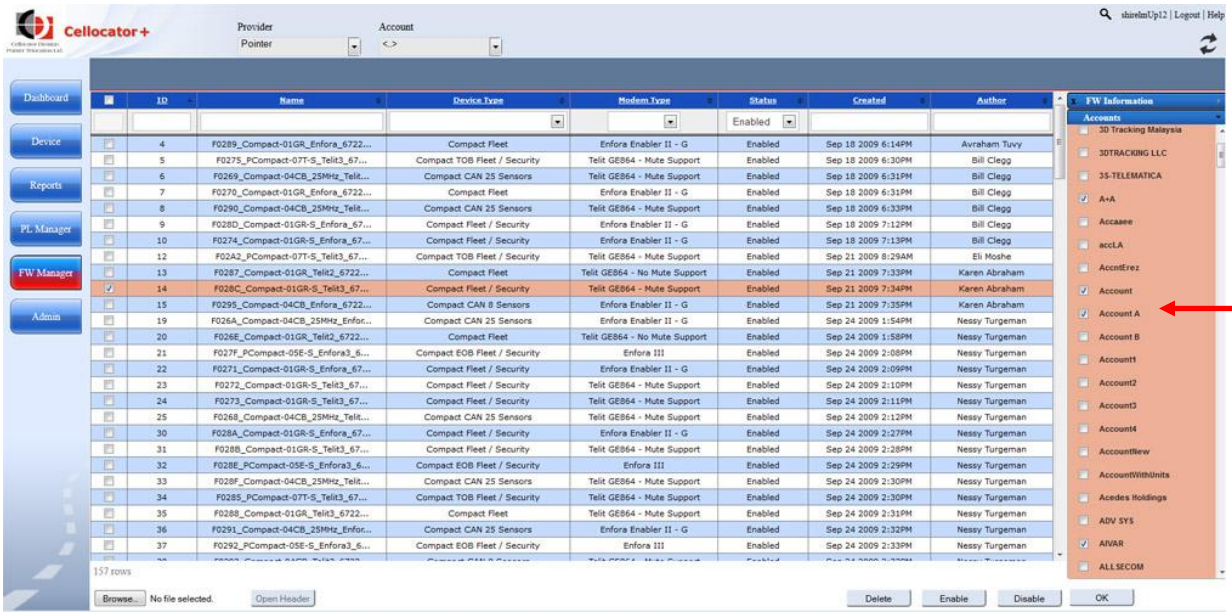
➤ **To enable or disable a firmware version:**

1. From the Navigation bar, click **FW Manager**.
2. In the Configuration Filters, define the parameters to display the relevant firmware versions, and in the Status column filter make sure you select the correct status **Enabled** or **Disabled**. For example, if you want to temporarily disable a firmware you should select **Enabled**.
3. In the displayed list of firmware versions, select the checkbox in the left column alongside each you want to enable or disable.
4. In the lower section of the screen, click **Enable** or **Disable**.
5. In the displayed confirmation message, click **OK**.

## *Assigning Firmware Versions to Accounts*

In order to assign a FW version to an account, first select the checkbox for the relevant FW version, and then double-click on the relevant row. In the displayed *FW Information* section in the right pane, click the **Accounts** tab to display a panel showing client names with checkboxes. Select the relevant client checkboxes to enable clients access to the selected firmware version file in the Cellocator+ System, and then click **OK** (located below the **Accounts** tab).

After assigning the FW version, you can select the relevant account from the account dropdown list to view the assigned FW under this account.



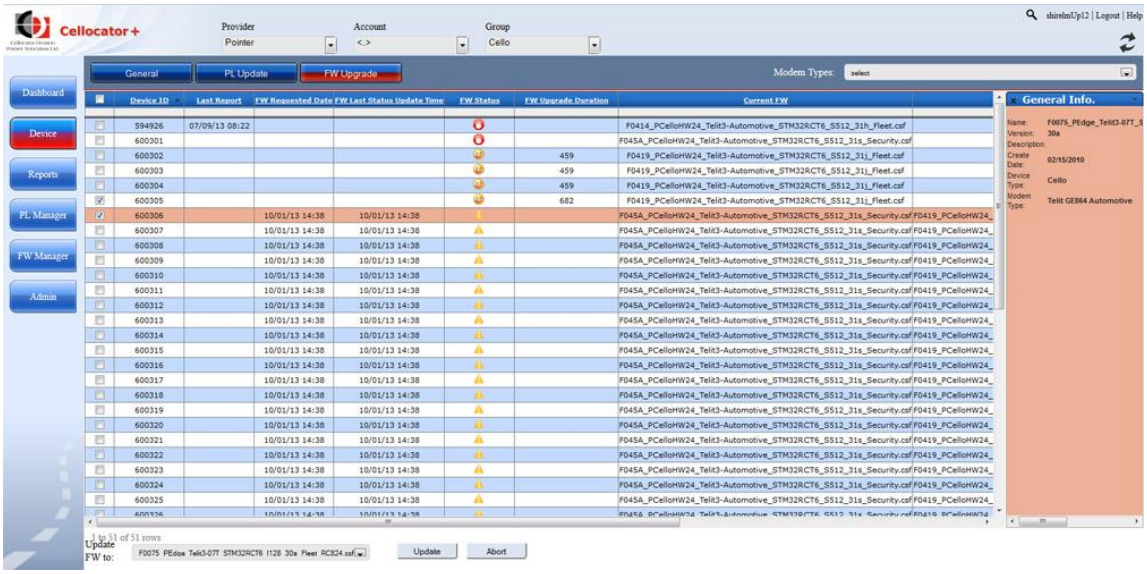
## *Linking a Firmware Version to a Device*

This section describes how to link a Firmware Version to a device in the Cellocator+ System.

### ➤ To link a Firmware Version to a device:

1. From the Provider, Account and Group bar, select the relevant filters to display the candidate devices for upgrade.
2. Click **FW Upgrade** in the Management toolbar.
3. Select the relevant Modem type from the dropdown list to the right of the screen. Then using the Configuration Filters, which are displayed automatically in each table column, drill down to the relevant devices to which you want to assign the Firmware version.
4. Select the relevant devices for upgrading by selecting the checkbox to the left of the device row in the main pane.
5. From the **Update FW to** dropdown list in the lower section of the screen, select the relevant FW version, and then click **Update** to link the selected FW version with the selected device(s).

   In the **General Info** tab to the right of the screen a description of the firmware version file selected in the dropdown box is displayed. The information displayed includes a general description, the creation date, device type, and modem type.
6. The download process will begin when the device next communicates with the Cellocator+ server, as set in the configuration for the device.




Note that at any time you can click **Abort** to terminate a FW version download. The Cellocator+ System allows the download process to be terminated before or during the actual download.

# Chapter 6: Managing Accounts, Users and Groups

## About This Chapter

This Chapter describes how to manage the accounts, users and groups that will have access to the Cellocator+ System.

- **Managing Accounts**, page 34, describes how to manage accounts within the Cellocator+ System.
- **Managing Users**, page 37, describes how to manage the users that will have access to the Cellocator+ System.
- **Managing Groups**, page 34, describes how to manage groups that enable you to manage devices within the Cellocator+ System.

# Managing Accounts

There are two account types in Cellocator+; a Provider-like account which can also create sub-accounts, assign users and perform other management tasks, and a Regular account which can only manage units that were assigned to it.

Creating sub-accounts (accounts which are associated with your account) enables you to efficiently manage units which have been sold or deployed to your customers. If your customers manage their units themselves in regard to PL and FW upgrades, you can create a user for them with which to manage their upgrades.

Note that when creating a Provider-like sub-account, which can of course also create Provider sub-accounts, each account can only view units *one level down*. This means that you can view and manage your sub-account's actions, but you cannot view or manage any of the accounts your sub-account creates.

This section describes how to perform the following:

- Add an account
- Edit an account

## Adding an Account

This section describes how to add an account. The defined account will have access to the Cellocator+ System, using the credentials defined in the following procedure.

➤ **To add an account:**

1. From the Navigation bar, click **Admin**. By default, the Groups screen is displayed.
2. In the Management toolbar, click **Accounts**. A list of the accounts defined in the system is displayed. Note that the displayed list is according to the parameters defined in the Provider/Account bar.
3. Click **Add** (located in the bottom left of the screen). The following screen is displayed:

4. In the **Account Information** tab displayed in the right pane, define the following:
   - **Account Name:** A name for the defined account.
   - **Warranty Months:** Enter the number of warranty months you want to provide for the units assigned to this Account/Provider.
   - **Allow Unit Control:** Selecting **Allow** means the child account gives permission to its parent account to also manage the child's units (the default setting, which allows the parent account to perform upgrades and general unit maintenance). Select **Don't allow** to prevent the parent account from performing FW or PL updates to the child's units and will leave the child account administrator as the sole administrator account for the child's units.

     Note that when logging in to the sub-account the user can override this setting and define whether or not to manage the units themselves. Once a sub-account has set Unit Control to **Don't allow**, the parent account will only be able to see the associated units and will not be able to perform PL or FW upgrades.

   Note that the **Parent Account** field cannot be edited.
5. Click **OK**. The account is added to the list of accounts in the Cellocator+ System.

### ➤ To delete an account:

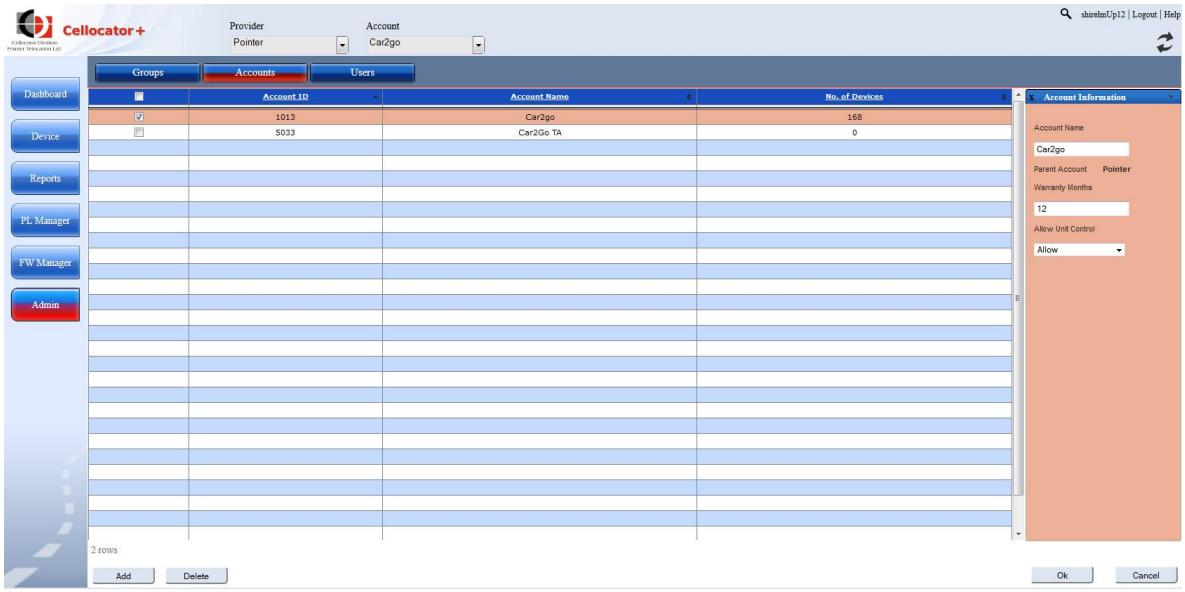
1. From the Management toolbar, click **Accounts**.
2. Using the Configuration Filters in each column, select the relevant parameters to display the accounts that meet your criteria.
3. Select the checkbox in the left column alongside each account you want to delete.
4. Click **Delete**.

## *Editing an Account*

You can edit the details of a Cellocator+ account at any time.

### ➤ To edit an account:

1. From the Management toolbar, click **Accounts**.
2. As the displayed list is per the parameters defined in the Provider/Account bar, use the Configuration Filters in each column to select the relevant parameters to display the accounts that meet your criteria.
3. In the displayed list of accounts, double-click on a specific account's row. The **Account Information** tab is displayed in the right pane, as shown below.




4. Click **Edit** and modify the account details as required (see the *Adding an Account* section for further information). Note that the **Parent Account** field cannot be modified.
5. Click **OK t**o implement your changes.

# Managing Users

This feature *is only available* to users defined as Customer Administrators.

In **Cellocator+** there are two main user types:

- **Customer User:** Has the lowest privileges in Cellocator+ which allow PL and FW upgrade operations but only with PL and FW files which were assigned to the user. Customer Users cannot create groups, users or accounts.
- **Customer Administrator:** Has the highest privileges in Cellocator+ and can perform PL and FW upgrades, upload customer PLs and create accounts and users.

From within the Cellocator+ interface you can easily manage the users that will have access to the Cellocator+ System. This section describes how to perform the following:

- Add a user
- Edit a user
- Enable or disable a user

## Adding a User

This section describes how to add a user. The defined user will have access to the Cellocator+ System, using the credentials defined in the following procedure.

➢ **To add a user:**

1. From the Navigation bar, click **Admin**. By default, the Groups screen is displayed.
2. In the Management toolbar, click **Users**. A list of the users defined in the system is displayed. Note that the displayed list is according to the parameters defined in the Provider/Account bar.
3. Click **Add** (located in the bottom left of the screen). The following screen is displayed:

4. In the **User Information** tab displayed in the right pane, define the following:
   - **User Name:** A user name for the defined user.
   - **User Type:** Either **Customer User**, which will include all users that might have access to the system, or **Customer Administrator**. Each user has their own set of permissions (set by the Customer Administrator).
   - **Provider:** Select the relevant Provider from the dropdown list.
   - **Account:** Select the relevant account from the dropdown list. When the box displays the symbol <..>, it means that the units displayed in the main screen belong directly to the Provider.
   - **User Description:** Enter a description for the user, such as a job description.
   - **Address:** Enter an address for the user.
   - **Phone:** Enter a phone number for the user.
   - **Email Address:** Enter an email address for the user.
   - **Login:** Enter a login username that the user enters when logging in to the Cellocator+ System.
5. Click **OK**. The user is added to the list of users in the Cellocator+ System. Note that an email is sent to the email address you added above, via which the user must activate their account.

➤ **To delete a user:**

1. From the Management toolbar, click **Users**.
2. Using the Configuration Filters, select the relevant parameters to display the users that meet your criteria.
3. Select the checkbox in the left column alongside each user you want to delete.
4. Click **Delete**.

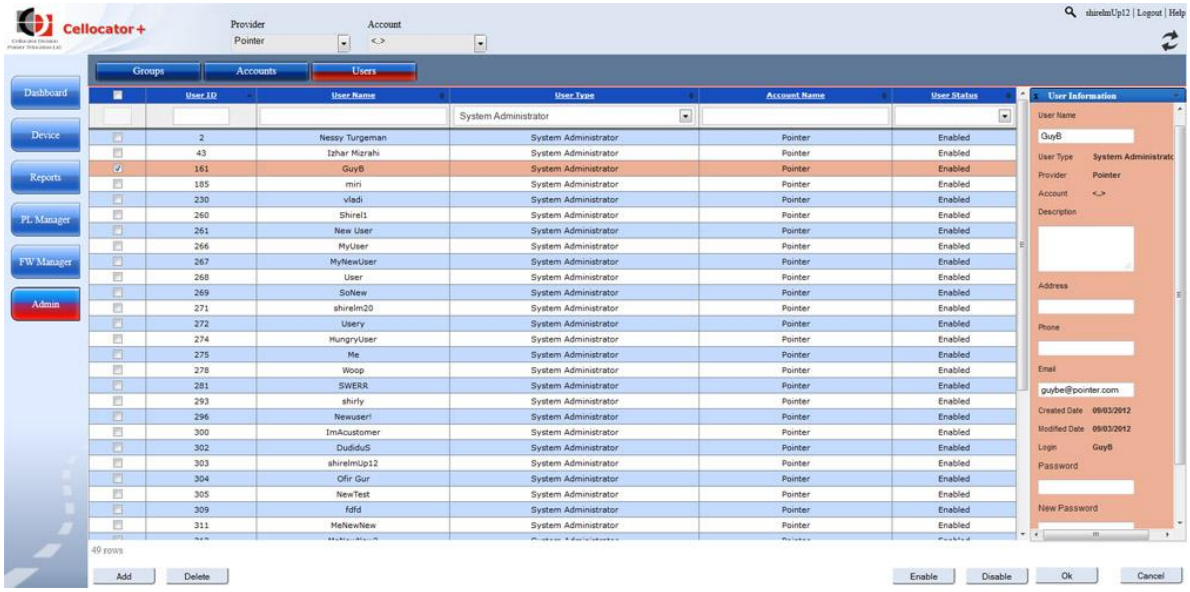
## *Editing a User*

You can edit the details of a Cellocator+ user at any time.

➤ **To edit a user:**

1. From the Management toolbar, click **Users**.
2. As the displayed list is per the parameters defined in the Provider/Account bar, select the relevant parameters (users assigned to a specific Account or Provider, or status (Enabled or Disabled)) to drill down to the relevant user(s).

3. In the displayed list of users, double-click on a specific user's row. The **User Information** tab is displayed in the right pane, as shown below.




4. Click **Edit** and modify the user's details as required (see the *Adding a User* section for further information). Note that the **User Type**, **Provider**, and **Account** parameters cannot be modified, but the user's login password can be modified in this screen.
5. Click **OK** to implement your changes.

## *Enabling or Disabling a User*

From the available list of users you can determine which users can be disabled (by default they are enabled when added to the Cellocator+ System).

➤ **To enable or disable a user:**

1. From the Management toolbar, click **Users**.
2. Using the Configuration Filters, define the parameters to display the relevant users, and make sure you select the correct status **Enabled** or **Disabled**. For example, if you want to temporarily disable a user you should select **Enabled**.
3. In the displayed list of users, select the checkbox in the left column alongside each user you want to enable or disable.

   Note that you can double-click on the user's row of information to display their details in the **User Information** tab in the right pane.
4. Click **Enable** or **Disable**.

# Managing Groups

Groups enable you to create subsets of devices that are logically grouped by customer/user. You can also assign or remove devices into groups, as well as perform actions on those groups as well as on a single device.

Note that units can be grouped only according to their hardware type, such as Compact CAN or Fleet, as set in the Device Type parameter when adding a new group.

This section describes how to perform the following:

- Add a group
- Edit a group
- Assign a device to a group

## Adding a Group

➤ **To add a group:**

1. From the Navigation bar, click on **Admin**.
2. In the Management toolbar, click **Groups**. A list of the groups defined in the system is displayed. Note that the displayed list is according to the parameters defined in the Provider/Account bar.
3. Click **Add** (located in the bottom left of the screen). The following screen is displayed:

4. In the **Group Information** tab displayed in the right pane, define the following:
   - **Group Name:** A name for the defined group.
   - **Provider:** Select the relevant Provider from the dropdown list.
   - **Account:** Select the relevant account from the dropdown list. When the box displays the symbol <..>, it means that the units displayed in the main screen belong directly to the Provider.
   - **Device Type:** Select the relevant device from the dropdown list.

- **Description:** Enter a description for the group.
- **Author:** Enter the name of the group creator.

5. Click **OK** to implement your settings. The group is added to the list of groups in the Cellocator+ System.

➤ **To delete a group:**

1. From the Management toolbar, click **Groups**.
2. Using the Configuration Filters, select the relevant parameters to display the groups that meet your criteria.
3. Select the checkbox in the left column alongside each group you want to delete.
4. Click **Delete**.

## *Editing a Group*

➤ **To edit a group:**

1. From the Management toolbar, click **Groups**.
2. As the displayed list is per the parameters defined in the Provider/Account bar, use the Configuration Filters to select the relevant parameters (groups assigned to a specific Account or Provider, or of a specific device type).
3. In the displayed list of groups, double-click on a specific group's row. The **Group Information** tab is displayed in the right pane.
4. Click **Edit** and modify the group's details as required (see the previous procedures in this section for further information).
5. Click **OK** to implement your changes.

## *Assigning a Device to a Group*

➤ **To assign a device to a group:**

Refer to *Chapter 3, Managing Devices*, for further information on how to assign a device to a group.

# Chapter 7: Working with Reports

## About This Chapter

This Chapter describes how to work with reports in the Cellocator+ System.

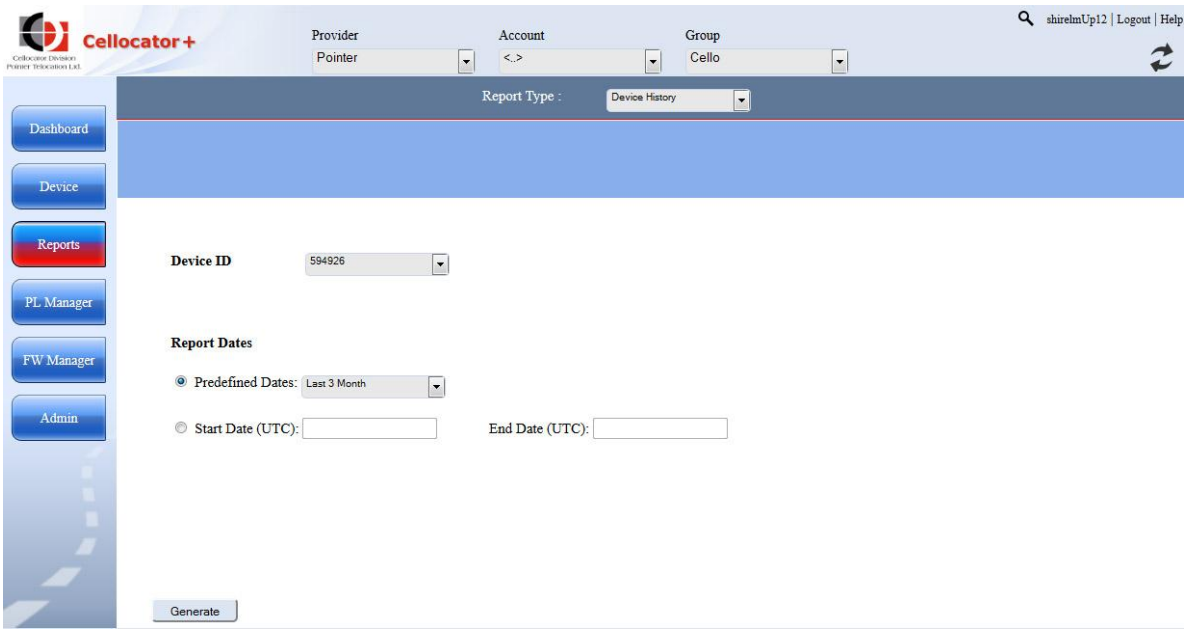
- **Creating a New Report**, page 43, describes how to create a new Cellocator+ System report.

# Creating a New Report

This section describes how to create a report of a selected device's history.

➤ **To create a report:**

1. From the Navigation bar, click **Reports**. The Reports screen is displayed, as shown below.

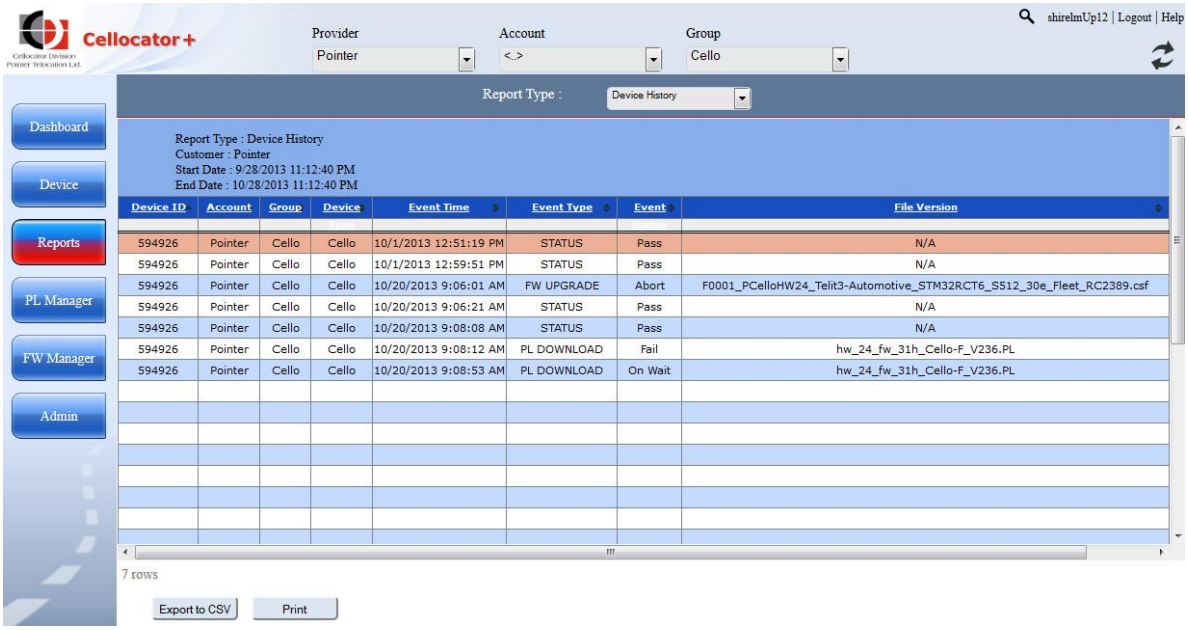



2. From the Report Type dropdown list, select **Device History**.
3. Select one of the following predefined time ranges from the Predefined Dates dropdown list:
   - Last 12 Hours
   - Last 24 Hours
   - Last Week
   - Last Month
   - Last 3 Months

   OR

   Select a **Start Date** and **End Date** by selecting the relevant dates (by clicking on the calendar icons).

4. From the Device ID dropdown list (the displayed list is specific to the filtered Provider/Account/Group), select the device for which you want to generate a report.
5. Click **Generate**. The report is generated, as shown below.




The report includes device information such as the Account and Group it belongs to, the Device Type, and each Event Type, Time and File version generated for the selected time range.

6. Click **Export to CSV** to export the generated report to a CSV file.

   You can also click **Print** to print out the entire report.