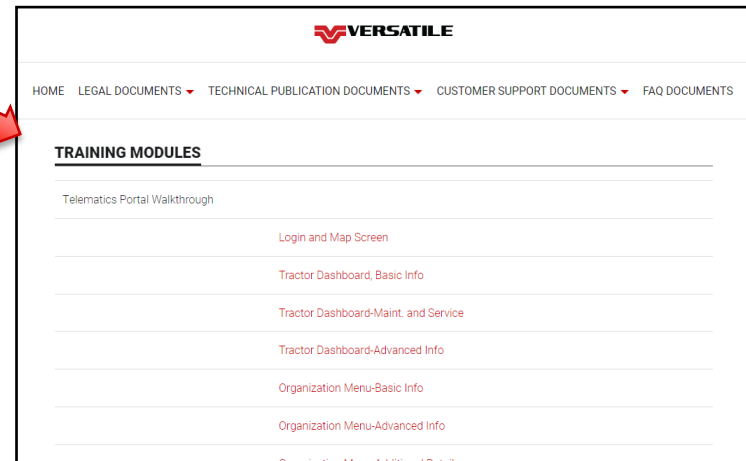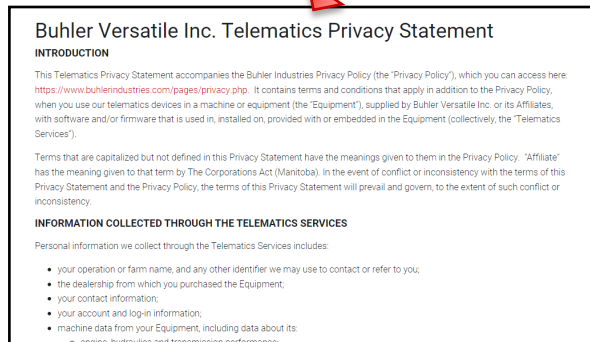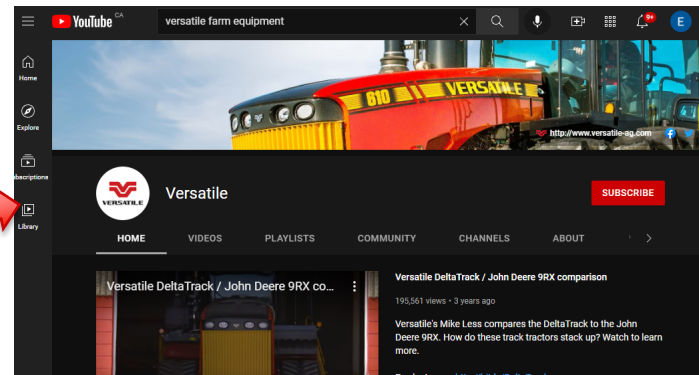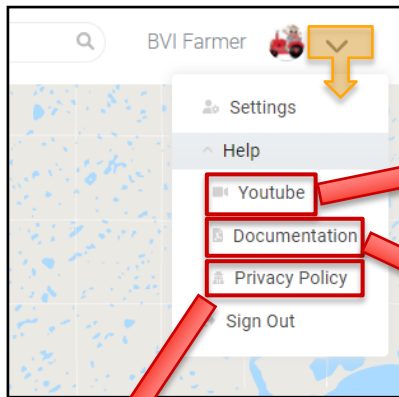# Help and Support

Agenda

- Where do I find General Help Content?
- Where do I go if I have trouble with the telematics device or Portal?
- How Do I Search For Information Within the Portal?
- What versions of Smart Phones/Tablets can I use
- What Do The Symbols In The Portal Mean?
- What Do The Terms Used In The Portal Mean?

Where Do I Find General Help Content?

- The Help Menu can be found in the dropdown beside your User Name in the top, LH corner of the Portal

- There are three main information sources
  - YouTube Training Videos
  - Help Documentation Website
 - Privacy Policy Direct Link

Where do I go if I have trouble with the telematics device or Portal?

- **Telematics Device Issues**
  - Go to the Help Menu in the Portal and search for the Troubleshooting Guide
  - Go to the Help Menu and review the User Manual
  - Contact your Dealer for technical assistance

- **Portal Issues**
  - Go to the Help Menu in the Portal and review the training material
  - Go to the Help Menu and review the User Manual
  - Contact your Dealer for technical assistance

- **Login/Password Issues**
  - Contact your Dealer for technical assistance
  - Use the "Contact Us" link on the login page to send and email requesting help with your user account
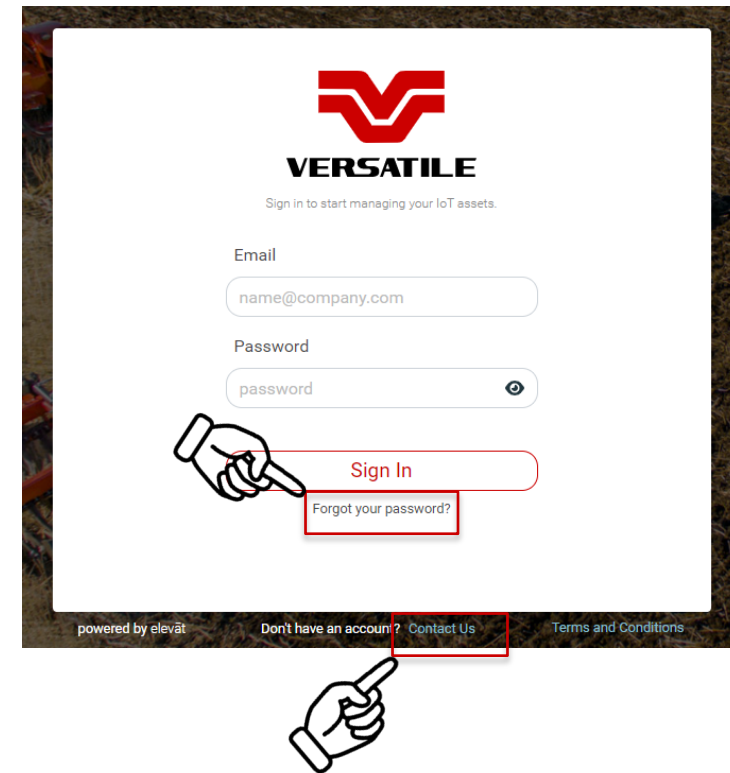
How Do I Search For Information Within the Portal?

- There are several locations where you can perform a search for information in the Portal

- When searching entire screens, look for a text entry box with a magnifying glass

- When searching in a table, look for a solid down arrow or magnifying glass at the top of a row
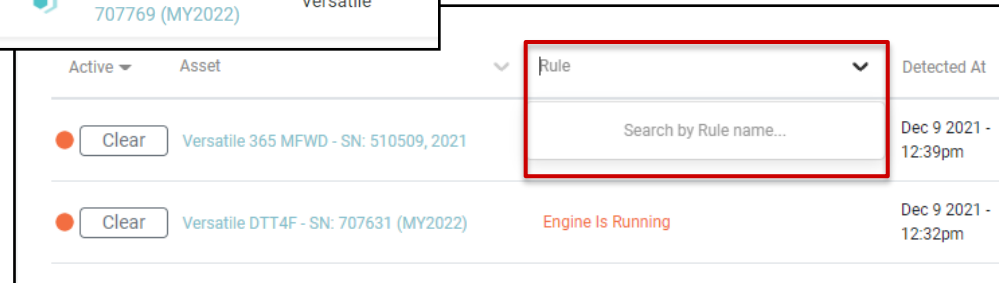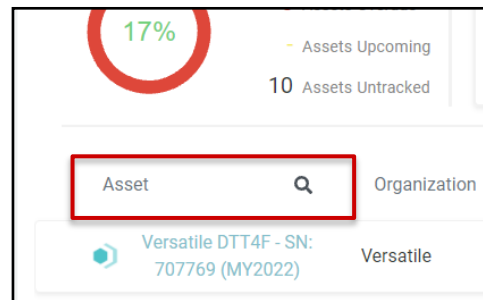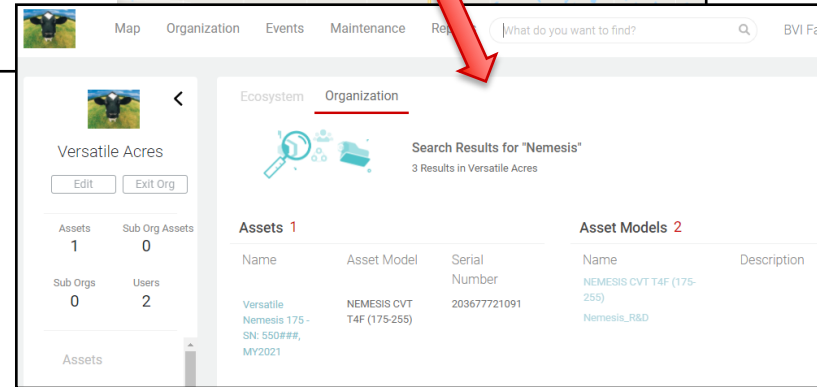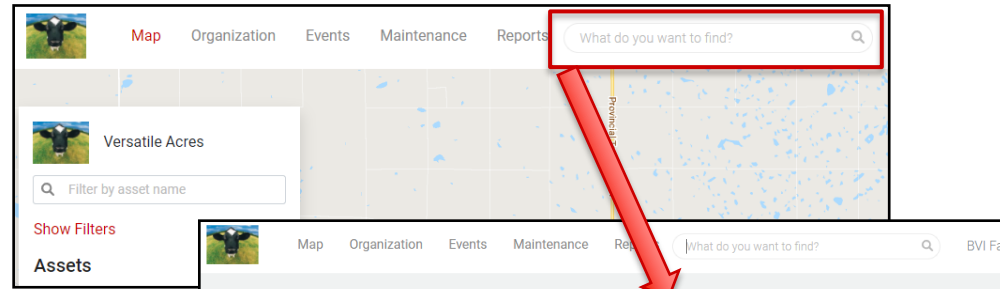
What Versions of Smart Phones/Tablets Can I Use?

- For Desktop Computer or Tablet users, the following Web Browsers are preferred
    - Google Chrome
    - Windows Internet Explorer
    - Apple Safari

- For iOS Phone users
    - Ideally, use phone models iPhone 6S or newer
    - Portal should work fairly well on phone models iPhone 5 or newer

- For Android Phone users
    - Ideally, use phones running Android 8 or newer (example, Samsung S7 or newer)
    - Portal should work fairly well on phone models using Android 7 or newer (example, Samsung S6 or newer)
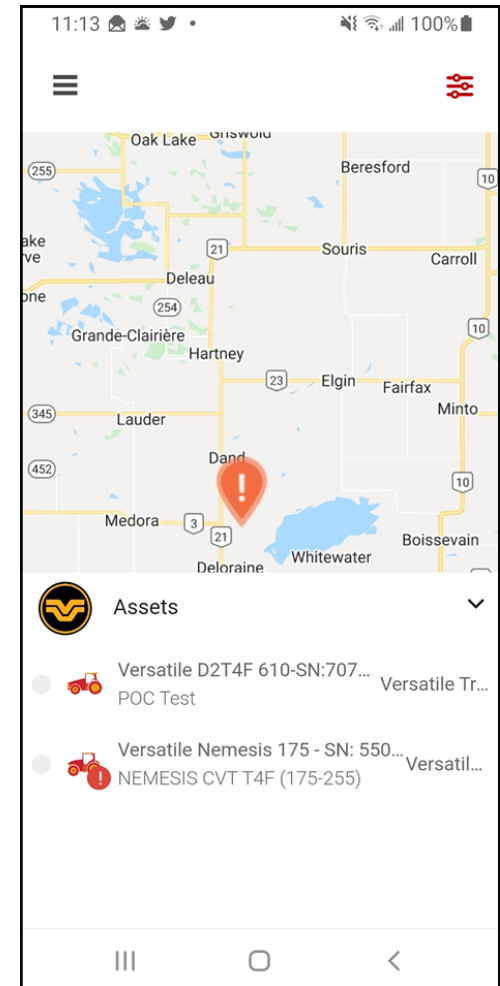
VERSATILE

What Do The Symbols In The Portal Mean?

- See below for common symbols used in the Telematics Portal, and their meaning

Portal Navigation

Symbol	Meaning
🔍	Open up Search Entry Box
⌃	View Additional Options
⋯	Expand/Collapsed Menu
⚙	Setup Menu
⬤	Feature/Option Toggled OFF
🔴	Feature/Option Toggled ON
↪	Log Out

Machine Status

Symbol	Meaning
⚪	Machine is offline
🟢	Machine is online
🟠	Machine has a reported issue (Alert or Fault)

Mobile View Only

Symbol	Meaning
⇌	Filter Options
☰	Menu Navigation Options

Map Views

Symbol	Meaning
🔵	Group of Assets (Zoom in to see individual Assets)
📍	Offline Asset, last known location
📍	Online Asset
📍	Group of Assets too close to show individually
❗	Asset, Online or Offline, with active Alert/Fault
+/−	Zoom map in/out

Signal Status

Symbol	Meaning
✖	Signal is not visible
✔	Sginal is visible
🔌	Monitored Machine Signal

Advanced Functionality

Symbol	Meaning
↪	Asset Model is Shared Between Orgs
📶	Command and Control Enabled

What Do The Symbols In The Portal Mean?

- See below for common symbols used in the Telematics Portal, and their meaning

Dashboard Widgets

🖉	Edit Table/Widget
📅	Change Time Filtering
⊕ ⊖	Zoom In/Out on Chart
🔍	Zoom to Selection
✋	Manually Pan Chart L-R
🏠	Zoom Chart to Exents of Data

Communication

🔕	Messaging Option (SMS/Email) disabled
🔔	Messaging Option (SMS/Email) enabled

Data Tables

↑↓	Sort column alphabetically
⌄	Filter column entries

Default Images

	Asset without Asset Model
	Organization Without Logo
	Asset Model without Image

Default Tractor Images

	Versatile 4WD
	Versatile DeltaTrack
	Versatile MFWD
	Versatile Nemesis
	Non-Active Tractor
	Tractor with an Active Alert

Fault Code Severity

❗	High Severity Fault
❗	Medium Severity Fault
⚠️	Low Severity Fault

What Do The Terms Used In The Portal Mean?

- See below for a glossary of key Telematics System Terms

Term	Description
Equipment Management	
Asset	A generic name for the Tractors and other equipment managed with Telematics
Geofences	A Geofence is a boundary on a map that acts as virtual fence. This fence can then be used to trigger alarms if an Asset enters or exits the area.
Portal	A name for the website where you can manage your Assets/Equipment/Tractors from
Provisioned Asset	These are Assets/Tractors that have a telematics device installed, but are not currently enabled to transmit data
Users and Organizations	
Access Level	The amount of authority a user has to edit items and add other users/machines to an account
Organization	A Dealership or Farm, which own one or more Tractors/Assets
Sub-Orgs	These are Organizations below you in the Org Chart. For example, Versatile Corporate is above a Dealership, which is above a Farm they sold a tractor to
Users	These are any individuals that are part of an Organization, and thus able to see the data for machines in that organization

What Do The Terms Used In The Portal Mean?

Term	Description
Signals and Data	
Asset Model	The specific software downloaded onto a tractor's telematics module that records and translates the messages on the CANBUS
Calculated Signals	Formulas used to turn a tractor signal into a usable piece of information, such as taking a code for engine speed and displaying it as Engine RPM
CANBUS	The communication network between a set of interconnected electronic devices, with a standardized way of communicating messages
Collections	A group of related signals, such as those coming from the hydraulic valve blocks
Commands	Commands are messages that can be sent by the telematics system to the tractor, such as "clear fault codes"
Rules	These are formulas that will trigger a message when they are broken, such as "if engine speed is over 100RPM then report that the tractor has been started"
Signals	A specific message coming from an electronic device on the tractor. The telematics module waits until it sees these signals, then transmits them to the user
Transforms	These are rules that take a numerical output from a device and turn it into text. For example, "0" = "Light is Off and "1" = "Light is On"

What Do The Terms Used In The Portal Mean?

Term	Description
Signals and Data	
Alert	These are telematics system generated messages, triggers by the data that is coming in from the Tractor
CSV Export Report	Regularly scheduled reports that are created in spreadsheet format and look at specific machines in your fleet
DM1 Fault	These are alarms sent out by a tractor's electronic controllers, and use a specific message code to identify what they are about, and where they came from
Events	This describes any alarm that the telematics system records and is able to transmit. These include DM1 Faults, Alerts and Geofence Alarms
Fleet Report	Live reports that summarize the data from every machine in your fleet into one table
Occurrences	This is a running count of the number of times a Fault Code has been seen
Reports	These are summaries of incoming data generated by the Portal for use in managing your fleet of equipment
Source, CAN	These define where the Fault Code came from
SPN, FMI	These are standard codes used to identify a Fault Code's meaning
Subscribers	For any alert in the telematics system, a "subscriber" is a person that will receive texts or emails when it occurs