

Working with Garmin Devices (Dispatch)

GARMIN SET-UP IN FLEET COMPLETE

There are four main tasks to perform for the set-up of Garmin Integrated Devices.

- 1) Verify activation in the back-end of Fleet Complete;
- 2) Set up Canned Messages & Replies;
- 3) Activate Garmin Integration for your assets;
- 4) Set up your Resources to receive messages.

VERIFYING GARMIN ACTIVATION

1. From the main toolbar, select **Fleet -> Tracking:**

2. From the Tracking screen, ensure the *Messaging* tab is visible at the bottom of the page. If it is not, please contact our Technical Support team for assistance (800-220-0779).
 

CREATING CANNED MESSAGES & REPLIES

Canned Messages are independent messages for Resources to choose from when informing a Dispatcher about a specific circumstance.

Canned Replies allow a Dispatcher to send a message and provide possible replies a Resource can choose from to respond.

Setting up Canned Messages and Replies is done in the Configuration screen.

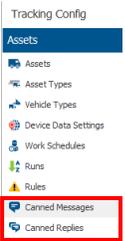
1. To access the Configuration screen, click **System -> Configuration -> Fleet Configuration.**



2. From the 4 sections on the Configuration screen, click **Assets.**



3. From the *Assets* sub-sections, click **Canned Messages** or **Canned Replies** depending on which you are setting up.



4. To create a new Message or Reply, click **Add.**

5. Enter a Description in the *Description* field and click the **+** button to add the new Message/Reply.

6. In the **Asset Assignment** tab, select the assets that the Messages/Replies will apply to.

7. Click *Save & Close.*

ENABLING GARMIN INTEGRATION FOR ASSETS

1. From the **Assets** sub-section of Fleet Configuration, click *Assets* to see a list of your Assets.



2. Highlight each Asset that will use a Garmin device and either double-click, or click **Edit.**

3. Ensure **Enable MDT Integration** is checked off at the bottom of the window for each Asset that will use a Garmin device.



4. In the **MDT Device** field, select *Garmin.*



5. Assign the *Canned Message* and *Canned Reply* Groups to the Asset.



6. Click *Save & Close.*

SETTING UP RESOURCES & PINS

For instructions about how to set up your drivers/employees as Resources, please refer

to the [Working with Resources](#) Quick Reference Card.

Once you have your Resources set up with the necessary information, you will assign them a PIN in order for them to log into the Garmin device and communicate with you.

1. To assign a PIN to a Resource, open their profile by clicking **Edit**.

2. In the **PIN** field, provide a unique PIN for each Resource (must be 4 digits long – we recommend using the last 4 digits of the device’s serial number/Device ID).



A screenshot of a form field labeled 'PIN' with the value '1405' entered.

3. In the **Communication Method** field, select *MDT* from the drop-down list.

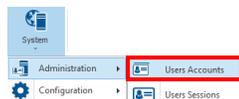


A screenshot of a dropdown menu for 'Communication Method' with 'MDT' selected.

4. Click *Save & Close*.

ACTIVATING USER MDT COMMUNICATION

1. To activate MDT Communication for Fleet Complete users, from the main toolbar click **System** - > **Administration** -> **User Accounts**.



2. Highlight a user who is to communicate with the Resources and click **Edit**.

3. Select the checkbox **Receive MDT Messages** at the bottom of the window.



A screenshot of user settings checkboxes. The 'Receive MDT Messages' checkbox is checked and highlighted with a red box.

4. Click *Save & Close*.

KNOWING WHICH RESOURCES ARE CURRENTLY LOGGED IN

1. From the Tracking screen, access the *Messaging* panel below the map. You can see the Resources who are logged in to their Garmin device here.

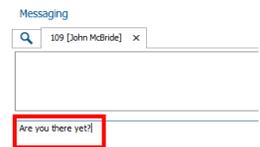


MESSAGING ONE OR MORE RESOURCES

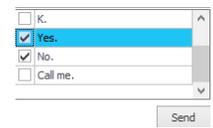
1. From the Tracking screen in the *Messaging* tab, double-click the individual Resource you want to message.



2. Type your message in the open text box.

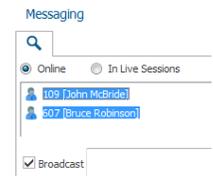


3. Click  to the far right of the text box and select the Canned Reply options the Resource can choose from.



4. Click *Send*.

5. To broadcast a message to multiple Resources simultaneously, select a Resource and then CTRL click to select additional Resources.



6. Type your message in the same text box. ***Note – There will be no Canned Reply options available, as this is a one-way communication out to your Resources.

7. Hit *Enter* on your keyboard to send your message.

HELPFUL REPORT FOR GARMIN

The report pertaining to Garmin devices is the **Messages** report. It displays all messages in addition to the sent, received, and read times, and who the message was sent by within the set report parameters.

For more instructions about how to work with Reports, please refer to the [Working with Reports](#) Quick Reference Card.