

FleetOutlook[®] Release Notes



FleetOutlook 7.6
**NOW MORE
DATA
THAN EVER.**

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Introduction

The FleetOutlook 7.6 Release Notes outline the new or enhanced features available in this latest release. The 7.6 release theme is More Data Than Ever. This release provides you with even more actionable intelligence to help you measure and monitor the efficiency of your fleet, from fuel data to engine hours and unexpected movements from remote assets. The FleetOutlook 7.6 tool set is a direct response to what our FleetOutlook community requested.

Depending on your FleetOutlook user profile, you may not have the appropriate permissions to access all of the features.

To download the comprehensive FleetOutlook User Guide and FleetOutlook Admin User Guide, log on FleetOutlook, select the Help button, and then select the Document Library icon.

Motorized Asset Tracking – New

In addition to tracking and managing vehicles and trailers, FleetOutlook is now ideally suited for managing motorized assets, including construction equipment, heavy machinery and warehouse machines. Enabled by FleetOutlook's expanded device portfolio, customers with a mixed fleet of assets (e.g., vehicles, trailers and motorized equipment) can manage the data from their assets from a single application.

Expanded Device Portfolio – TTU-2820

The TTU-2820 is a motorized asset tracking device and is IP66 rated with sealed enclosures making it ideal for vehicles or equipment, such as backhoes, bulldozers, farm equipment and more, with open cabs working in harsh environments. Equipped with a battery pack designed for reliable, multi-year deployments, the TTU-2820 is an ideal solution for managing heavy equipment assets that are normally powered by 12- or 24-volt systems but may sit idle for extended periods.



TTU-2820 Operational Characteristics

When combined with FleetOutlook, the TTU-2820 provides location information, movement and power on/off events. You can monitor the location of remote equipment and ensure that equipment is accounted for during and after each job. Additionally, you can monitor utilization and performance data through FleetOutlook alerts and reports.

Edit Vehicle

Vehicle ID: JP 7371

Vehicle Name: JP 7371

Driver: (none) **Assign**

Device: MIN:4443007371 ESN:4443007371 **Replace** **Remove**

Vehicle Icon: **Change**

Vehicle Status: **Active**

Vehicle Category: **Test**

Details **Fuel** **Groups** **Odome...** **Engine ...** **OBD-II**

Engine Hrs. Reading: 1522931 hours

Date Taken: 10/21/2013

Time Taken: 5 : 10 AM PM

Time Zone: EDT

Engine Hrs. is currently: **Unverified**


Last modified: 12-04-08 12-04-08 21-Oct-2013 05:10:08 PM EDT

Created: 12-04-08 12-04-08 21-Oct-2013 05:10:08 PM EDT

Save

Breadcrumb Detail – New Motorized Asset Events



The Breadcrumb Detail for motorized assets provides tracking details for a specific day or as far back as 90 days. The TTU-2820 device reports moving events every 2 hours while on vehicle/asset power and in motion. Additionally, the TTU-2820 reports a Power Up event when switching from its internal battery to 12v or 24v battery and a Power Down event when switching from 12v or 24v battery back to its internal battery. When the device is on internal battery and motion is detected, the device wakes up, reports a Motion event and then returns to sleep for one hour. After the hour interval, the device reports a Position event. If no motion is detected, the device returns to sleep for twenty-four hours. The device reports a Position event every 24 hours.

Map	Vehicle Summary	Asset Summary	Breadcrumb Detail		
Breadcrumb Detail: TTU28-1583 (10/01/2013 12:00 AM - 10/02/2013 12:00 AM)					
Time	Status	Latest Event	Location	Odometer	Alert Detail
01:38 PM EDT		IGN On(0hr 2min)	34415 Nylander Ter Fremont CA 94555 Vincent	1,193 mi	
01:41 PM EDT		Moving SE: 0mph	[34670 Siward Dr / Forest Hills Com Fremont CA 94555] Vincent	1,193 mi	

Moving events every 2 hours while in motion and on vehicle battery.

01:48 PM EDT		IGN Off(1hr 21min)	34415 Nylander Ter Fremont CA 94555 Vincent	1,194 mi		
03:10 PM EDT		Battery Power	[34447 Nylander Ter Fremont CA 94555] Vincent	1,194 mi		
05:12 PM EDT		IGN On(0hr 0min)	Forest Hills Com / Nylander Ter Fremont CA 94555 Vincent	1,194 mi		
05:12 PM EDT		Vehicle Power On	Forest Hills Com / Nylander Ter Fremont CA 94555 ...	1,194 mi		

Power Up and Power Down events

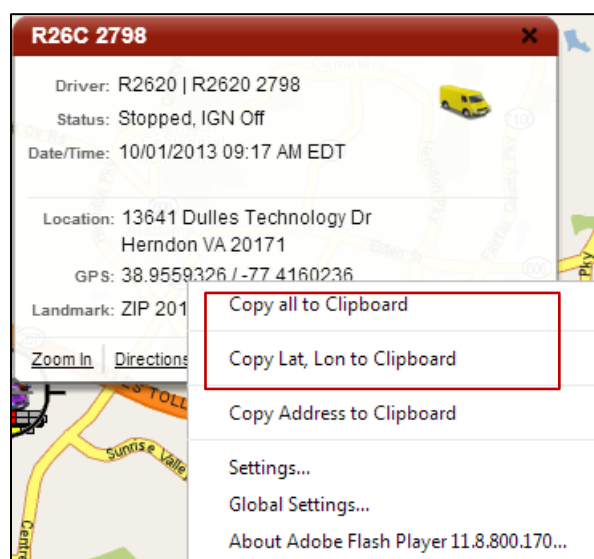
05:53 PM EDT		Motion	[34415 Nylander Ter Fremont CA 94555] Vincent	1,194 mi	QA Asset Motion - All movement - Low QA Asset Motion - Outside Schedule 7pr	
06:55 PM EDT		Position	34652 Siward Dr / Forest Hills Com Fremont CA 94555 Vincent	1,194 mi		

Motion and Position events

Enhanced Vehicle Tool Tip

Available on FleetOutlook Tracking Maps, the enhanced Vehicle Tool Tip now includes the ability to copy the vehicle's last reported address or GPS coordinates directly to the clipboard. From the clipboard, you can paste the address or GPS coordinates into a 3rd party application. Right-click on a Vehicle Tool Tip to copy the address or GPS coordinates to your clipboard.

Note: If the GPS coordinates are not displayed, contact the FleetOutlook Customer Support Team to enable this setting.



Vehicle Maintenance Module – New Engine Hours

The FleetOutlook Vehicle Maintenance Module now includes the functionality to record and track scheduled maintenance based on engine hours usage. This enables fleet managers to align scheduled maintenance milestones with equipment engine hours and record the engine hours reading with each maintenance record. Fleet managers can monitor maintenance based on a critical metric for motorized assets.

Maintenance Complete

Please tell us either the date, the odometer or the engine hour value when the service(s) were performed on this vehicle.

Last service date will be updated for the selected services.

Service Date * 10/02/2013

Odometer Reading 92314 mi

Engine Hours 8672 Hours

Additional Notes Oil change performed at 8672 engine hours.

Sync Date/Readings OK Cancel

TechDirect Single Work Orders – Enhanced

When you create a single work order within TechDirect, you now have the capability to include a note to the driver. The note displays on the driver's Garmin screen, enabling you to communicate crucial and specific information to the driver about each work order.

Note: The Garmin screen displays up to 200 characters. In the case of a long customer name, address and phone number, the Garmin may truncate the Notes field.

Edit - 73855

Status: Incomplete Seq#: 0
Ext Status:
Driver: 9860 QA - 9860-QA
Type: Install
Scheduled: 10/09/13 5 : 00 PM - 7 : 00 PM
Duration: 2hr 0min
Actual: -
Duration:
Commit: 10/09/13 4 : 00 PM - 10 : 00 PM
Account #:
Name: Chase Long
Address: 13645 Dulles Technology Drive
Unit 100
Herndon VA 20170
Phone:
Lat/Lon: 38.955817 -77.415399
Notes: Please call customer when you are en route.
Save Cancel

Oct 09, 2013 12:33 PM

13645 Dulles Technology Drive, Unit 100, Herndon, VA, 20170
Long, Chase
Please call customer when you are en route.
10/09/2013 04:00:00PM EDT
QARWDAdmin

Edit Stop Go!

TechConnect and TechDirect's Bulk Upload – Improved

The Bulk Upload functionality for TechConnect and TechDirect has always provided an easy and efficient method of uploading data in the form of a large number of work orders or messages using a single action. In this release, the template has been improved to enable you to enter an address in a single column, which provides for seamless integration with 3rd party applications.

N	O	P	Q	R	S
customerFirstName	streetAddress	city	state	postalCode	singleLineAddress (optional)
Smith	13645 Dulles Technology Drive	Herndon	VA	20170	
Wolf					1401 N. Rice Avenue, Oxnard, CA 93030

Bulk Upload Template with New Single Line Address column.

The screenshot shows the FleetOutlook interface with a work order form. A red box highlights the address fields, and a red arrow points from the 'singleLineAddress' column in the table above to the 'Address' field in the form.

Id	Type	Schedule	Duration	Driver	Address
123456	Install	10/01/2013 7:30PM - 8:30PM EDT	1hr 0min		13645 Dulles Technology Drive, Herndon VA, 20170
134567	Install	10/01/2013 10:30AM - 11:30AM EDT	1hr 0min		1401 N Rice Ave, Oxnard CA, 93030

Work Order Id: 134567
 Ext Status: Status Status: Unassigned
 Ext. Driver Id: 9860 QA
 Type: Install

Scheduled: 10/01/13 10:30 AM - 11:30 AM
 Duration: 1hr 0min
 Commit: 10/01/13 10:30 AM - 11:30 AM

Account #: 52
 Name: Wolf Logan
 Address: 1401 N Rice Ave
 Address 2
 Oxnard CA 93030
 Phone: 703
 Lat/Lon: 34.214261 -119.142243

Notes:

Last Modified: 6:38 PM Delete Apply

When the template is uploaded, FleetOutlook automatically populates the TechDirect or TechConnect fields from the Single Line Address column.

FleetOutlook Admin Updates

With the 7.6 release, FleetOutlook Admin includes enhancements to vehicle profiles and the group structure.

Vehicle Settings - Engine Hours

The Vehicle Settings screen now includes a new tab – Engine Hours. The Engine Hours tab enables you to record the vehicle's current meter value with a date/time stamp. This value provides an internal offset that allows FleetOutlook to display engine hours that match the actual meter within the vehicle. Customers monitoring vehicles or assets equipped with engine hour meters, such as a Hobbs Meter, can now accurately monitor hours of service data using the Device Installation Report.

Additionally, customers using the Vehicle Maintenance Module can accurately track maintenance based off the asset's engine clock and the schedule maintenance engine hour intervals.

The screenshot displays the 'Edit Vehicle' window with the 'Engine Hours' tab selected. The left sidebar contains vehicle identification fields: Vehicle ID (0287), Vehicle Name (FO-0287), Driver (R101-0287s), Device (MIN:4160000287 ESN:4160000287), Vehicle Icon (a red car icon), Vehicle Status (Active), and Vehicle Category (Sterling). The main area on the right shows the 'Engine Hrs. Reading' as 470 hours, 'Date Taken' as 08/11/2013, 'Time Taken' as 1:00 AM, 'Time Zone' as EDT, and 'Engine Hrs. is currently' as Verified. The 'Engine ...' tab is highlighted in the top navigation bar.

Group Hierarchy – Time Zone

FleetOutlook Groups organize your FleetOutlook components into a hierarchy that mirrors your organizational structure. Using the new Time Zone property, you can now set the time zone for each group in your hierarchy to reflect the group's geographic location. For example, start times for drivers are expressed in the local time for each group, 8:00 AM EDT and 8:10 AM PDT instead of displaying both drivers' start times in the enterprise time zone – 8:00 AM EDT and 11:10 AM EDT. This new option is specifically for FleetOutlook Analytics users to compare work time data equally across multiple time zones.

Edit Group

Enterprise Code: QARWD

Parent Group: East Coast

Name: Elkridge

Hierarchy Level (Optional): Level-3 Terminal

Time Zone: Eastern

Automatically adjust for Daylight Savings changes? ☒

Last modified: Justine Ma 27-

Created: Paul Brunner 29-Mar-2012 01:17:15 PM EDT

Save

Comdata Fuel Card Integration

With the 7.6 release, FleetOutlook now provides quick and easy integration with Comdata Fuel Cards, enabling you to import additional data into FleetOutlook. Existing or new Comdata customers can validate fuel purchases made with a driver's fuel card. The Fuel Purchase Report helps you to identify potential fraud by highlighting fuel purchases in amounts that exceed a vehicle's tank capacity or by highlighting instances where reported fuel and vehicle location do not match. Additionally, you can evaluate fuel consumption and compare expected mileage with actual mileage to identify potential misuse, deter aggressive driving or proactively address vehicle maintenance issues.

Note: If you are a Comdata customer and want to integrate fuel card purchases with FleetOutlook, contact our FleetOutlook Customer Support Team at 866.456.7522.

Driver Id	First Name	Last Name	Vehicle Id	Odometer (mi)	Miles Driven Since Last Fuel Stop (mi)	Calculated mpg (mpg)	Total Fuel Cost (USD)	Fuel Station	Reported Distance from Fuel Station (mi)
09620	Daniel	[REDACTED]	PGC1183	59404	310.2	10.9	102.00	UNBRANDED CK094161	2.6
09790	Justin	[REDACTED]	PFJ2086	115173	302.0	11.4	98.83	BP NQ014188	1.3
09128	Joshua	[REDACTED]	PER3538	103223	187.8	33.8	20.00	BP NQ014182	0.2
09647	Matthew	[REDACTED]	PGC5648	126259	133.3	3.5	134.00	GET GO LC001114	0.0
09628	William	[REDACTED]	PFL5940	64050	269.9	11.9	81.43	SPEEDWAY 89008118	0.0
09128	Joshua	[REDACTED]	PER3538	103274	51.4	3.5	52.54	BP NQ014190	0.0
09714	Darrell	[REDACTED]	PGK7245	51728	171.6	11.4	53.05	SPEEDWAY 89009413	0.0
09728	William	[REDACTED]	PED3824	104898	284.6	9.4	109.98	BP NQ014199	0.0
09772	Joe	[REDACTED]	PGL7248	49444	335.1	12.1	98.53	BP NQ014190	0.0
09194	Kyle	[REDACTED]	PED3968	86637	326.1	10.5	114.07	SPEEDWAY 89008065	0.0

Reports

The 7.6 release includes analytic-ready data as well as new report views and parameters for measuring key performance indicators and identifying actionable data.

Trip Report – New Analytics View

The Trip Report now includes a fourth view – Analytics View. This new view provides an analytics-ready output file that includes fields such as group hierarchy and identifies the first and last leg of the day. You can simply paste the report output into the new Trip Analytics template to get a fast and highly useful analysis tool for comparing driver-by-driver or group-by-group metrics or analyzing an individual driver's habits and behaviors. The Trip Analytics template is a free download from the FleetOutlook Help portal.

Note: Trip Analytics is available to FleetOutlook FieldPro customers.

Prior to utilizing the new Analytics View, verify your organization's FleetOutlook group hierarchy follows the structure enabled in the FleetOutlook 7.5 release.

The screenshot displays the 'Trip Report' interface with the 'Analytics' tab selected. The interface includes sections for Scope, Time Zone Panel, Date Range, Filters and Options, and Report Actions. Red arrows and text annotations highlight specific features:

- New Analytics view.** Points to the 'Analytics' tab.
- No Scope selection. Runs for your entire enterprise.** Points to the 'Scope' section, which shows 'Group: 73QAT Enterprise Group'.
- Time Zone option includes the new Group Time zone selected by default.** Points to the 'Time Zone' section, where 'Group Time Zone' is selected.
- No filters and options.** Points to the 'Filters and Options' section, which is currently empty.
- Report exports directly to CSV.** Points to the 'Export CSV' button in the 'Report Actions' section.

The 'Date Range' section shows 'Report On: This Month'.

Year

2012

2013

Month

Dec

Jan

Nov

First Last Stop

First Stop

Last Stop

Mid-Day Stop

Single Leg D...

First Departure Late/Early

Departed after 10am

Departed before 6am

Normal Hours

Starting Landmark Category

Columbus

Dayton

Employee Home

Galion

Destination Landmark Category...

Employee ...

Office

Cincinnati

Columbus

Canton

Cleveland

Dayton

Starting Location Landmark

Antolik, Steve-Home

Araujo, Manny-Home

Bentz, Bill-Home

Bishop, Cedric-Home

Destination Landmark

Brands, Dan-Home

Mansaray, Ishaka-Home

McLean, Charles-Home

Week Ending

12/15/2012

12/22/2012

1/5/2013

12/1/2012

Row Labels	Trip Leg Count	Leg Start Time	Leg End Time	Avg Distance	Avg Time at Destination (hh:mm)	Sum of Idle Time (hh:mm)
• Austin Service	19	7:52 AM	9:01 AM	54.2	0:46	5:22
• Baltimore Install	31	7:09 AM	7:58 AM	29.5	1:20	6:56
• Baltimore Service	56	7:17 AM	8:08 AM	27.8	1:19	10:57
• Charlotte Service	27	7:39 AM	8:29 AM	27.6	0:39	6:02
• Cincinnati Service						
• Combs	10	7:16 AM	8:14 AM	37.7	0:37	1:51
• Week Ending 01/05/2013						
• 12/31/2012	1	7:10 AM	9:29 AM	110.9	0:21	0:12
• 1/2/2013	1	7:15 AM	7:54 AM	15.0	0:43	0:20
• 1/3/2013	1	7:15 AM	8:11 AM	33.9	1:03	0:16
• 1/4/2013	1	7:06 AM	8:39 AM	74.1	0:07	0:14
• Week Ending 12/15/2012						
• 7:21 AM	1	7:21 AM	8:03 AM	24.6	0:40	0:14
• Week Ending 12/22/2012						
• 7:19 AM	5	7:19 AM	8:00 AM	23.7	0:39	0:33
• 7:01 AM	5	7:01 AM	7:45 AM	18.0	0:50	2:44
• 6:46 AM	10	6:46 AM	7:39 AM	23.6	0:46	6:15
• McGoron	7	7:15 AM	7:53 AM	19.5	2:01	2:03
• Stein	10	7:31 AM	8:19 AM	26.9	0:48	3:19
• Stone	10	7:30 AM	8:13 AM	18.8	0:45	3:14
• White	8	7:23 AM	8:49 AM	56.6	0:46	2:32
• Dallas Service	20	7:56 AM	8:48 AM	33.1	0:55	5:32
• Detroit Service	16	7:15 AM	8:12 AM	28.5	0:56	4:44

Sample Analytics Template

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Download and Save Analytics Template
 Each analytics template will be listed in the Help portal by template. Open the Template topic, and then click the link to download the template to your computer or network.

Analytic Templates Available from FleetOutlook Help Portal

Stop Report – New Parameters

The Stop Report's Detail and Map Views now include new parameters that enable you to select which stops to display on the report. With the addition of these parameters, you have the ability to display only the first and last stops of the day for each driver. By default, all stops are included on the report. You can select one option or all options, depending on the type of stop activity data you are measuring.



Driver Performance Report – New Driver Detail View

The Driver Performance Report now contains a third view – Driver Detail View. This view provides daily performance metrics for each driver in the selected group for the selected reporting interval. If you run the report for the last 7 days and a driver worked 5 out of the 7 days, the report displays 5 rows for the driver. One row for each day the driver worked, which provides a day-by-day activity and performance comparison for the drivers in your fleet. This new view is especially beneficial to fleet supervisors measuring day-by-day data for individual drivers, such as start and end time, idle performance, travel time and more.

With the addition of the Driver Detail View, the existing Detail view has been renamed Driver Summary View. In the Driver Summary View, driver activities are summarized and displayed in a single row for the selected reporting interval. If you run the report for the last 7 days and a driver worked 5 out of the 7 days, this view displays 1 row for the driver. The driver's activity is summarized or averaged.

Driver Id ▲	Active Days	Work Stops	Total Stops	Avg Start Time	Avg End Time	Avg Stops / Day	Stop Time	Avg Stop Time / Day	Avg Stop Time / Work Stop	Travel Time	Avg Travel Time / Day
3764-QA	3	3	13	03:39 PM	05:06 PM	1.0	1h:38m	0h:32m	0h:32m	1h:15m	0h:25m
JustineC	6	17	34	11:49 AM	07:35 PM	2.8	63h:53m	10h:38m	3h:45m	5h:47m	0h:57m
OR 1145	2	1	10	09:00 AM	01:20 PM	0.5	11h:20m	5h:40m	11h:20m	3h:19m	1h:39m
R26G-1006	2	4	35	11:13 AM	08:49 PM	2.0	12h:41m	6h:20m	3h:10m	3h:09m	1h:34m

Driver Summary View: Each row summarizes a driver's activities during the selected reporting interval.

Driver Id	Date	Work Stops	Total Stops	Start Time	End Time	Stop Time	Travel Time	Avg Stop Time / Work Stop	Avg Travel Time / Stop
3764-QA	02-Oct-2013	1	6	03:01 PM	04:51 PM	1h:10m	0h:38m	1h:10m	0h:38m
3764-QA	07-Oct-2013	0	2	07:46 PM	08:13 PM	0h:10m	0h:11m	0h:00m	0h:00m
3764-QA	08-Oct-2013	2	5	12:11 PM	02:14 PM	0h:17m	0h:25m	0h:08m	0h:12m
JustineC	02-Oct-2013	4	8	11:55 AM	09:27 PM	8h:07m	1h:24m	2h:01m	0h:21m
JustineC	03-Oct-2013	4	6	10:58 AM	06:28 PM	9h:29m	0h:42m	2h:22m	0h:10m
JustineC	04-Oct-2013	2	4	10:59 AM	06:17 PM	7h:17m	0h:23m	3h:38m	0h:11m
JustineC	05-Oct-2013	3	5	01:07 PM	08:45 PM	24h:38m	1h:58m	8h:12m	0h:39m
JustineC	06-Oct-2013	2	5	12:55 PM	08:03 PM	7h:23m	0h:24m	3h:41m	0h:12m
JustineC	07-Oct-2013	2	6	10:59 AM	06:33 PM	6h:57m	0h:55m	3h:28m	0h:27m
OR 1145	02-Oct-2013	0	3	09:00 AM	09:14 AM	8h:01m	0h:24m	0h:00m	0h:00m
OR 1145	07-Oct-2013	1	7	08:59 AM	05:26 PM	3h:19m	2h:55m	3h:19m	2h:55m
R26G-1006	07-Oct-2013	2	14	11:50 AM	08:15 PM	3h:54m	1h:08m	1h:57m	0h:34m
R26G-1006	08-Oct-2013	2	21	10:37 AM	09:24 PM	8h:46m	2h:00m	4h:23m	1h:00m

Driver Detail View: Each row displays a driver's activities for a single day. The number of rows displayed for a driver is dependent on the number of days the driver worked during the selected reporting interval.

Device Installation Report – New Parameters

The Device Installation Report displays the relationship between devices, vehicles and drivers. The Device Installation Report has always been one of FleetOutlook's most informative reports. With the addition of even more data, fuel usage and engine hours, the Device Installation Report now provides you with a complete view of your fleet from a single report.

Driver Last Name	Fuel Type	Fuel Tank Capacity (gal)	EPA Estimated Fuel Efficiency - Highway (mpg)	EPA Estimated Fuel Efficiency - City (mpg)	EPA Estimated Fuel Efficiency - Combined (mpg)	OBD Protocol Id	OBD Reports VIN	OBD Reports Vehicle Speed	OBD Reports Vehicle Odometer	OBD Reports Fuel Consumption	Engine Hrs. Meter	Verified Engine Hrs.	Engine Hrs. Reading Timestamp
Calvin	Diesel	20.0	25.0	28.0	28.0		N	N	N	N	0.0	No	
Peanut	Electric						N	N	N	N	0.0	No	
0287s	Gasoline	20.0	27.0	35.0	30.0		N	N	N	N	464.5	Yes	11-Aug-2013 01:00:00 AM EDT
	Gasoline	20.0	27.0	19.0	23.0	6	Y	Y	N	N	3142.6	No	
2798	Gasoline					6	Y	Y	N	Y	136.9	Yes	04-Sep-2013 06:00:00 PM EDT
3717	Hybrid	20.0	35.0	35.0	35.0		N	N	N	N	8047.7	Yes	12-Sep-2013 07:30:00 PM EDT

The following table provides a list of the new fields and descriptions available in the Vehicle Details and Odometer Details.

Vehicle Details	
Fuel Tank Capacity	Show in gallons or liters depending on FleetOutlook defined settings.
EPA Estimated Fuel Efficiency - Highway	Expected fuel efficiency (distance driven per unit of fuel consumed) on highways.
EPA Estimated Fuel Efficiency - City	Expected fuel efficiency (distance driven per unit of fuel consumed) on local streets.
EPA Estimated Fuel Efficiency	Overall expected fuel efficiency.
OBD Protocol Id	On Board Diagnostic Protocol.
OBD Reports VIN	Indicates whether vehicle diagnostics reports VIN as Y or N.
OBD Reports Vehicle Speed	Indicates whether vehicle diagnostics reports speed as Y or N.
OBD Reports Vehicle Odometer	Indicates whether vehicle diagnostics reports odometer as Y or N.
OBD Reports Fuel Consumption	Indicates whether vehicle diagnostics reports fuel consumption as Y or N.
Odometer Details	
Engine Hrs. Meter	Current Engine Hours meter value to one decimal.
Verified Engine Hrs	Indication if the engine hours meter has been verified as Y or N.
Engine Hrs. Reading Timestamp	Time the last engine hours reading was taken.

Contacting Customer Care

Supporting Your Solution Every Time. All the Time.

CalAmp does more than provide you with application services – we also supply you with an always-available resource for attention, answers and insights if you have questions about your solution.

CalAmp's Customer Support team stands beside you to ensure any concerns you have with any element of your solution – application, hardware or operations – are addressed quickly and completely.

- U.S.-based 24x7x365 via toll-free number, e-mail or automated service ticketing via our customer portal.
- Fully trained representatives with two tiers of escalation.
- E-mail acknowledgment and status visibility of your issue 100% of the time.

Contacting Customer Care	
Phone:	866.456.7522
Support Email:	customercare@calamp.com