



TRACKER BI Fleet Hoster Tracking Devices for Efficient Fleet Management User Guide

[Home](#) » [TRACKER BI](#) » TRACKER BI Fleet Hoster Tracking Devices for Efficient Fleet Management User Guide



Contents

- [1 TRACKER BI Fleet Hoster Tracking Devices for Efficient Fleet Management](#)
- [2 Product Information](#)
- [3 Product Usage Instructions](#)
- [4 FAQ](#)
- [5 Tracker BI Add-In Process](#)
- [6 Tracker BI Add-In Code](#)
- [7 Accessing Tracker BI and ColdChain BI](#)
- [8 Subscribing trackers to Tracker BI and ColdChain BI](#)
- [9 Setting up User Access for Tracker BI and ColdChain BI](#)
- [10 Tracker BI Dashboard](#)
- [11 ColdChain BI Dashboard](#)
- [12 ColdChain Sensors](#)
- [13 Setting up Tracker Rules](#)
- [14 CONTACT](#)
- [15 Documents / Resources](#)
 - [15.1 References](#)
- [16 Related Posts](#)



TRACKER BI Fleet Hoster Tracking Devices for Efficient Fleet Management



Product Information

Specifications:

- Name: Tracker BI Add-In
- Version: 1.0
- Support Email: support@fleethoster.com

Product Usage Instructions

Adding FH Support Manager to the Database:

The FH Support Manager needs to be added to the database associated with the trackers. The customer should grant initial access to FH Support Manager.

Adding Tracker BI Add-In:

To add the Tracker BI Add-In, FH Support will install it. Then go to System Settings – Add-In and paste the provided code.

Accessing Tracker BI and ColdChain BI:

To access Tracker BI, ensure that the Tracker BI add-in is installed. Click on Productivity, then Tracker BI.

Subscribing Trackers:

Subscribing trackers to Tracker BI and ColdChain BI can be done through the provided interface.

Setting up User Access:

1. Under Set up, click User Access.
2. Click Add Users.
3. Type in the search bar to add the User to Tracker BI and Coldchain BI.
4. Check the box next to the user that needs access.
5. To grant Administrator Privileges, check the box next to Administrator Privileges.

Tracker BI Dashboard:

The dashboard presents various data for tracking devices. To interact with the dashboard, follow these steps:

1. To view devices in each category, click on the respective category square.
2. To view device details, click the drop-down arrow next to the desired device.
3. To assign a sensor to a tracker, click the + under the Action column.
4. To edit or remove a device, click the drop-down arrow, select Edit or Remove.

FAQ

- **Q:** How do I grant access to users for Tracker BI and ColdChain BI?
 - **A:** To grant access, follow the steps under 'Setting up User Access' in the user manual.
- **Q:** What is the naming convention for FH Support User?
 - **A:** The naming convention is fleetsupport_databasename@trackerbi.com as mentioned in the manual.

Tracker BI Add-In Process

- The FH Support Manager will need to be added to the database that the trackers will be associated with

Customer to grant FH Support Manager initial access

- FH Support will add the Tracker BI API and Support User
- FH Support will associate the database with the trackers

FH Support User will utilize this naming convention: fleetsupport_databasename@trackerbi.com

- The Tracker BI Add-In will need to be added:

FH Support will install and complete this step

- Go to System Settings – Add-In and then paste the code below:

Tracker BI Add-In Code

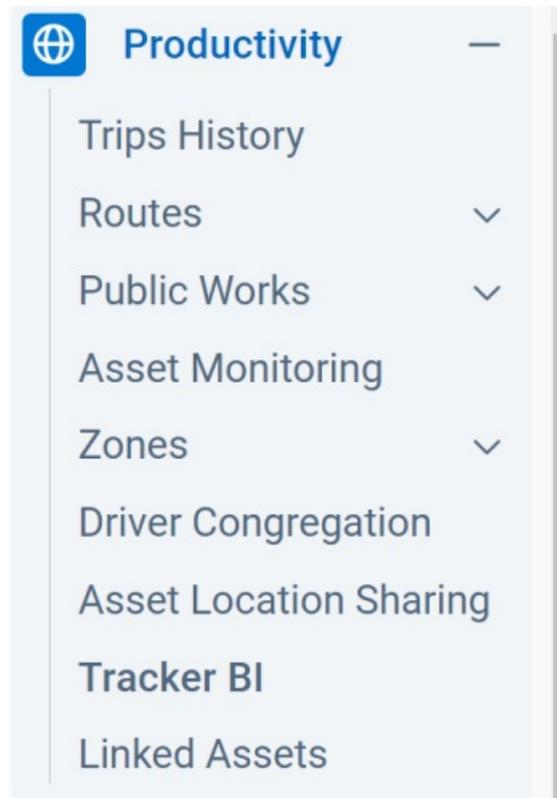
```
{“name”: “Tracker BI”, “support email”: “support@fleethoster.com”, “version”: “1.0”, “items”: [{“URL”: “https://api-st-service-na.azurewebsites.net/appsetting/getfile?name=index.html&app=assettracker”, “path”: “Add-ins/”, “category”: “ProductivityId”, “menu name”: {“en”: “Tracker BI”}, “svgIcon”: “https://api-st-service-na.azurewebsites.net/appsetting/getfile?name=icon.svg&app=assettracker”, “icon”: “https://api-st-service-na.azurewebsites.net/appsetting/getfile?name=icon.svg&app=assettracker”}]}
```

```
na.azurewebsites.net/appsetting/getfile?name=icon.svg&app=assettracker"}, {"page": "map", "title": "ColdChain BI",  
"view": false, "map script": {"URL": "https://api-st-service- na.azurewebsites.net/appsetting/getfile?  
name=index.html&app=assettracker/map-addin"}}, {"page": "trips history", "title": "ColdChain BI", "view": false, "map  
script": {"URL": "https://api-st-service- na.azurewebsites.net/appsetting/getfile  
name=index.html&app=assettracker/trip-addin"}}, "assigned": false}
```

Accessing Tracker BI and ColdChain BI

Please ensure that the Tracker BI add-in is installed.

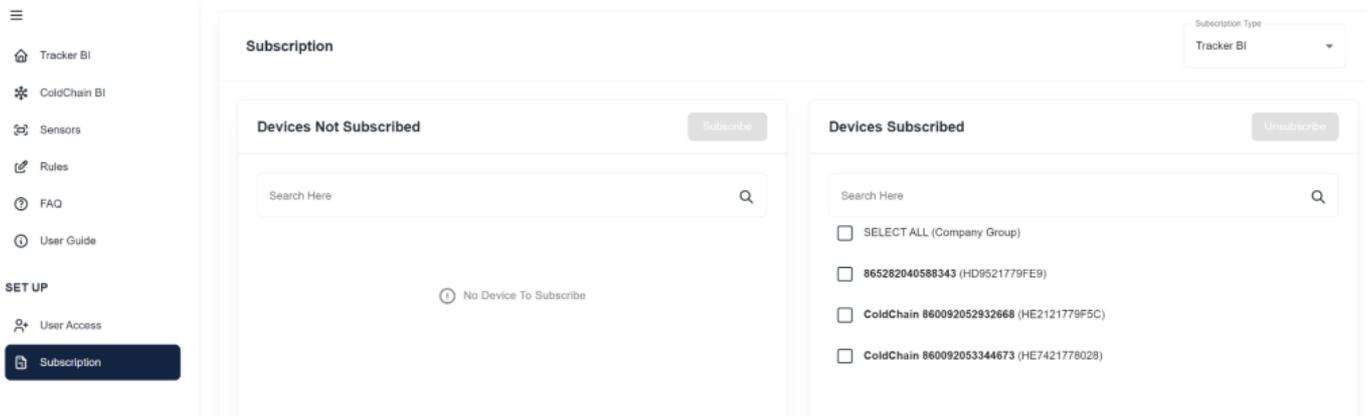
To access Tracker BI, click Productivity, then Tracker BI.



Subscribing trackers to Tracker BI and ColdChain BI

For trackers to utilize the features of Tracker BI, they must be subscribed to Tracker BI.

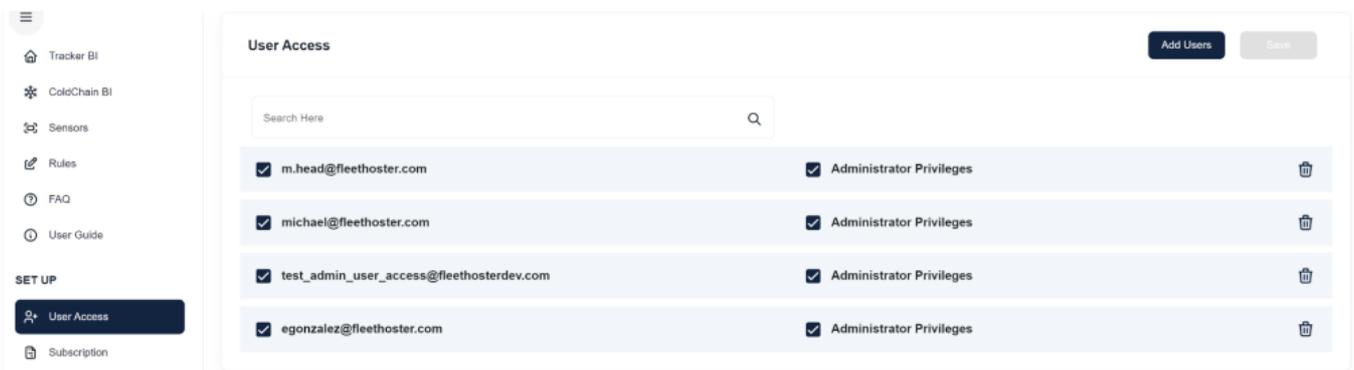
- Click Subscription
- Under the Subscription Type, click the drop down arrow to switch between Tracker BI and ColdChain BI
- Under Devices Not Subscribed, select the trackers you would like to subscribe by checking the box next to the tracker's IMEI, then click Subscribe. To subscribe all cameras at once, check the box next to SELECT ALL. If at any point you would like to unsubscribe a tracker, check the box next to that tracker in the Devices Subscribed column and click Unsubscribe.



Setting up User Access for Tracker BI and ColdChain BI

This grants users the ability to access Tracker BI and Coldchain BI. Users must already have access to the Geotab database in order to gain access to Tracker BI and ColdChain BI.

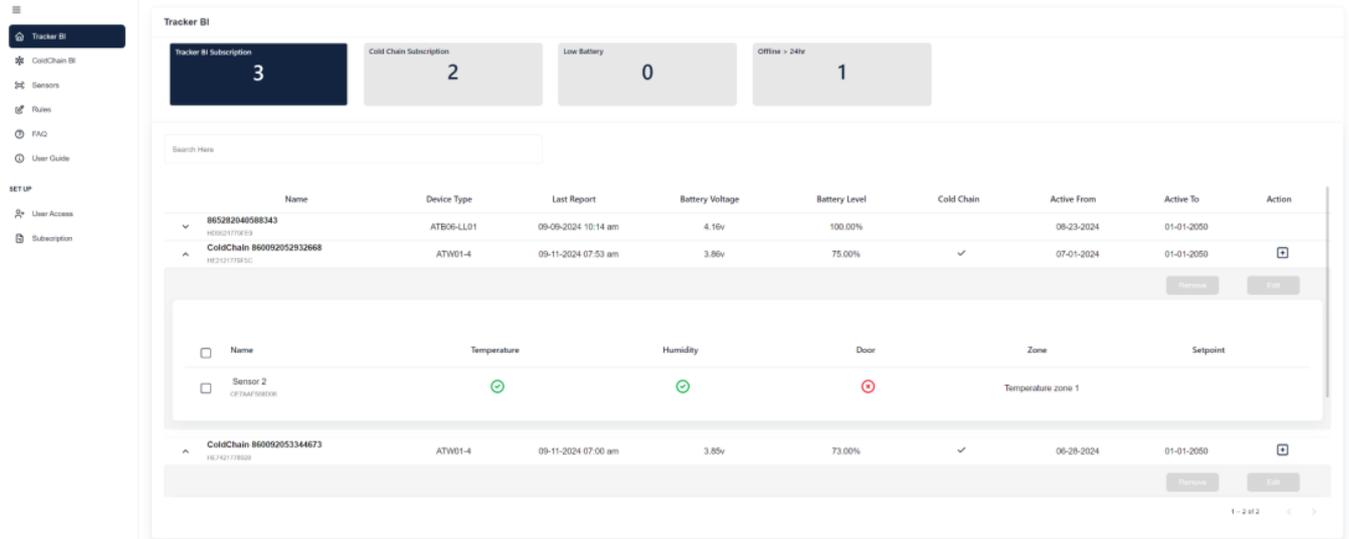
- Under Set up, click User Access
- Click Add Users
- Type in the search bar to add the User to Tracker BI and Coldchain BI
- Check the box next to the user that needs access
- To grant Administrator Privileges, check the box next to Administrator Privileges. Users with Administrator Privileges have full application access including the ability to edit rules, add profiles, and edit profiles, while users without administrator privileges can view only



Tracker BI Dashboard

This dashboard presents a range of data for tracking devices, organized by date range and various categories

- To view the devices in each category, simply click on the square labeled with the respective category
- To view the details of each device, click the drop down arrow next to the desired device
- To assign a sensor to a tracker, click the + under the Action column
- To edit or remove a device, click the drop down arrow to the left of the device, click the squares next to the devices, and click Edit or Remove



ColdChain BI Dashboard

This dashboard displays a variety of data for temperature sensor devices sorted by date range and different categories.

- To view the devices in each category, click on the square labeled with the corresponding category
- To view the details of each device, click the drop down arrow next to the desired device
- To switch between current and past data, click the drop down under Data Type
- To export the data, click Export



- To view the history of your devices, click the history icon under History
 - To change the time range displayed, click the calendar icon in the top right and select the time range you would like to see
 - To zoom in on the Data History or Trips History graph, highlight the portion of the chart you would like to zoom in on by dragging the cursor across it
 - To export the Data History, click the three lines labeled Menu

ColdChain Sensors

This section allows you to add new temperature sensors and verify if they comply with your set rules.

- Under the menu, click Sensors
- All sensors will be listed by name with their M.A.C ID and their Temperature and Humidity compliance and if it is a door sensor
- To add a sensor click Add Sensor and fill out the parameters accordingly
- To add sensors in bulk, click Import From a File and import a CSV file
- To delete a sensor, click the trash icon under Action
- To edit a sensor, click the pen and paper icon under Action

| Name | Temperature | Humidity | Door | Action |
|-----------------------------|-------------|----------|------|--------|
| Sensor 1.2 C8E214224BCA | ✓ | ✓ | ✗ | |
| Sensor 2 CE7AAF588D06 | ✓ | ✓ | ✗ | |
| Door sensor EFCC4544496A | ✗ | ✗ | ✓ | |
| Sensor 2 F26A05A6415D | ✓ | ✓ | ✗ | |
| Sensor 1 | ✓ | ✓ | ✗ | |

Setting up Tracker Rules

This will allow you to set temperature thresholds.

- Under the menu, click Rules
- To add a rule, click Add Rules and configure the parameters according to your desired specifications and click Submit
- To edit a rule, click the edit icon to the right of the rule
- To delete a rule, click the delete icon to the right of the rule

- Tracker BI
- ColdChain BI
- Sensors
- Rules**
- FAQ
- User Guide

SET UP

- User Access
- Subscription

Rules

Search Here

| Name | Zone | Threshold | Action |
|--|--------------------|-----------|--------|
| ColdChain Out Of Compliance - Zone 1 Threshold 15°F | Temperature zone 1 | 15.00°F | |
| ColdChain Out Of Compliance - Zone 1 Threshold 20°F | Temperature zone 1 | 20.00°F | |
| ColdChain Out Of Compliance - Zone 2 Threshold 15°F | Temperature zone 2 | 15.00°F | |
| ColdChain Out Of Compliance - Zone 3 Threshold 10°F | Temperature zone 3 | 10.00°F | |
| ColdChain Out Of Compliance - Zone 2 Threshold 5°F | Temperature zone 2 | 5.00°F | |

1 - 5 of 5

- Tracker BI
- ColdChain BI
- Sensors
- Rules**
- FAQ
- User Guide

SET UP

- User Access
- Subscription

Add Rule

Submit Cancel

Name*
ColdChain Out Of Compliance

Zone*
required

Threshold ("F")*

FAQ

This lists frequently asked questions in relation to Tracker BI and ColdChain BI, but if you have any questions or concerns, do not hesitate to reach out to our support team at [678-759-2544](tel:678-759-2544), option 3.

- Tracker BI
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- User Guide

SET UP

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- Subscription

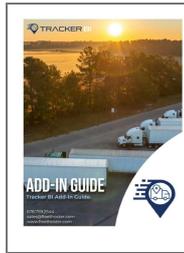
Frequently Asked Questions

| Tracker BI | |
|---|---|
| Where is the best location to install the Tracker BI? | ▼ |
| Why did my tracker stop reporting? | ▼ |
| Will the tracker report if inside a building or office? | ▼ |
| Why is my battery tracker not reporting the correct location after it moved? | ▼ |
| Why is my wired tracker dying? | ▼ |
| Do the trackers need to be charged? | ▼ |
| ColdChain BI | |
| How can I find the Sensor MAC Address? | ▼ |
| Are the sensors already paired to the trackers? | ▼ |
| Can ColdChain BI look at a range of temperatures instead of one set temperature? | ▼ |
| Can different zones be set for different temperatures? | ▼ |
| Can I be notified when the temperature goes outside of the Threshold? | ▼ |
| How come I keep getting multiple messages the sensor is outside of the threshold? | ▼ |
| Can ColdChain sensors be used with any tracker? | ▼ |
| Why are my temperatures not correct? | ▼ |

CONTACT

678.759.2544 | sales@fleethoster.com | www.fleethoster.com

Documents / Resources



[TRACKER BI Fleet Hoster Tracking Devices for Efficient Fleet Management](#) [pdf] User Guide
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Fleet Hoster Tracking Devices for Efficient Fleet Management, Tracking Devices for Efficient Fleet Management, for Efficient Fleet Management, Efficient Fleet Management, Fleet Management
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References

- [Enterprise Fleet Management Solutions: Vehicle Tracking Software - Fleet Hoster](#)
- [User Manual](#)

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