

Command Center Portal

ConnectM

Ver: 2.0.2

Document Revision History

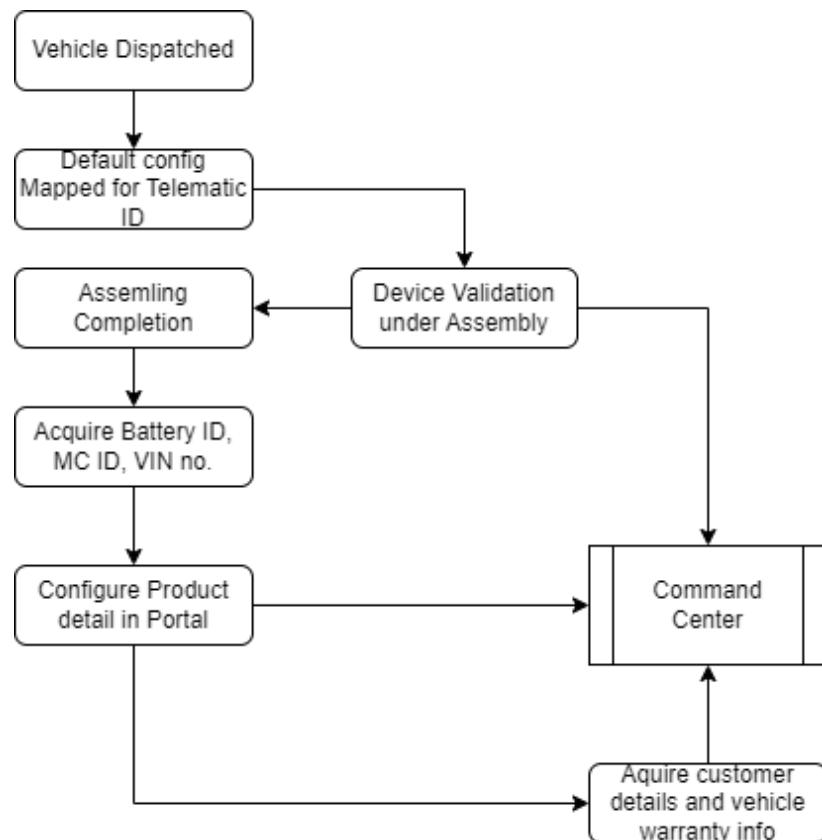
Date	Version	Authors	Reviewed By	Description
13 Aug 2022	1.0.0	Srinivasan		Initial Draft version with Available modules
23 Dec 2022	1.1.0	Srinivasan		Info about Vehicle Dashboard
24 Dec 2022	1.1.1	Srinivasan		Updated new info based on release
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09 Jan 2024	2.0.1	Gowrav	Srinivasan A B	Updated the doc with new screenshots and consolidated with all module like Master operations and new vehicle dashboard
06 Mar 2024	2.0.2	Balarj	Srinivasan A B	Bulk upload option for sales and product data update

Table of Contents

Vehicle Configuration Flow	6
VCU Nomenclature	7
COMMAND CENTER PORTAL	8
LOGIN PAGE	8
FORGET PASSWORD	8
Alert Module	11
<i>Alert Notification</i>	11
<i>Alert home page</i>	11
<i>Smart Alert</i>	12
<i>BMS Alert</i>	12
<i>MCU Alert</i>	13
MIS DASHBOARD	16
<i>Dashboard Listing page</i>	16
<i>Device Data Log</i>	16
ADMIN MANAGEMENT	17
<i>Products</i>	17
<i>Adding New Product</i>	18
<i>Editing The Product</i>	19
<i>Sales</i>	21
<i>Customers</i>	24
<i>Locations</i>	25
<i>Lease Details</i>	26
<i>Group Members</i>	28
<i>Add/Edit Group Members</i>	28
VEHICLE DASHBOARD	30
<i>Map View</i>	30
Filtered View	30
Vehicle Status.....	31
Info View	32
More Information	32
Track & Trace.....	33

Trip Details.....	33
Trip List Page.....	34
Trip viewer.....	34
USER MANAGEMENT MODULE.....	35
Adding New User.....	35
Activate User	38
Edit User	38
Delete User.....	39
CUSTOMER CARE MODULE	40
RSA Request.....	40
Service Bookings.....	41
Customer Issues	42
Shopping Cart.....	42
Shopping Cart V2.....	43
DEVICE MANAGEMENT MODULE	44
Notifications.....	44
VCU/VTS Swapping.....	44
Operations	45
Direct Commands.....	47
MASTER OPERATION MODULE.....	47
END RIDE / ON GOING TRIP MODULE	52
Over the Air Update	53
OTA PROGRAMME MODULE	54
Device Info Page.....	54
Assigned Firmware Info Page.....	55
Single Device OTA update.....	55
Multiple Device OTA update (for same firmware version)	57
Job Info Page	58
Procedure to cancel the job:	60
FAQ'S (OTA Module).	61
Bulk Upload.....	61
Navigate to Bulk Upload Screen.....	62
How to upload Template	62
Bulk Upload History.....	63

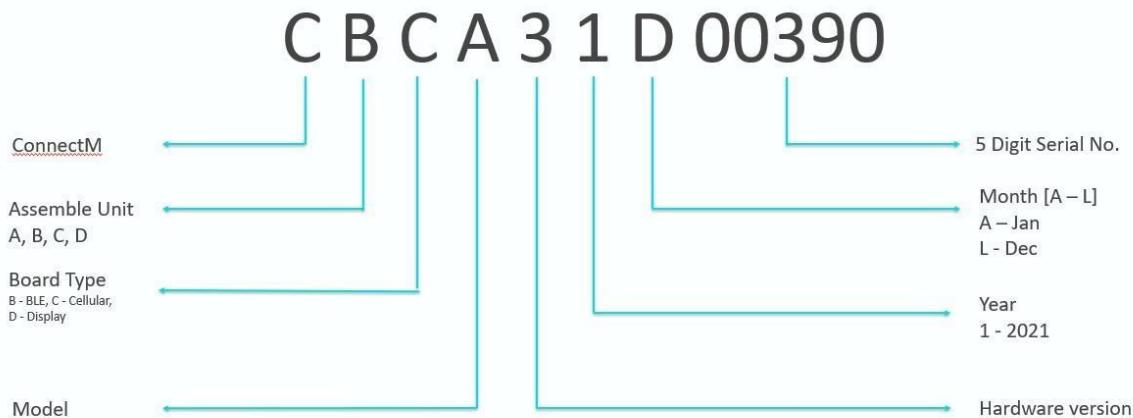
Vehicle Configuration Flow



VCU Nomenclature



VCU Nomenclature



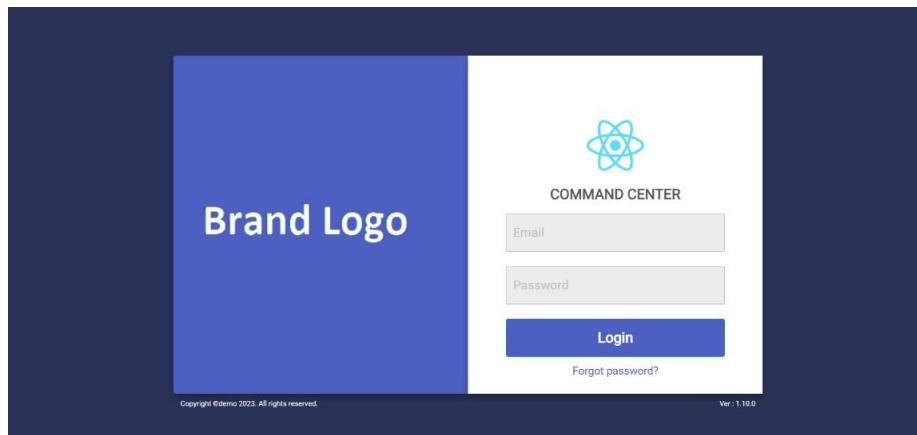
NOTE: All VCU's/VTS/Cluster dispatched from ConnectM will be pre-configured in the command center portal with a dummy id for VIN No, Motor ID, BMS ID, and customer details since it is required by multiple teams for validation of BMS values and Alarms during assembling and commissioning the vehicles.

COMMAND CENTER PORTAL

Command center portal is used for Administration activities like monitoring Alert, MIS dashboards, Customer support like RSA and Admin managements like device management and OTA.

LOGIN PAGE

Username & Password is provided to multiple users with module access based on their roles.

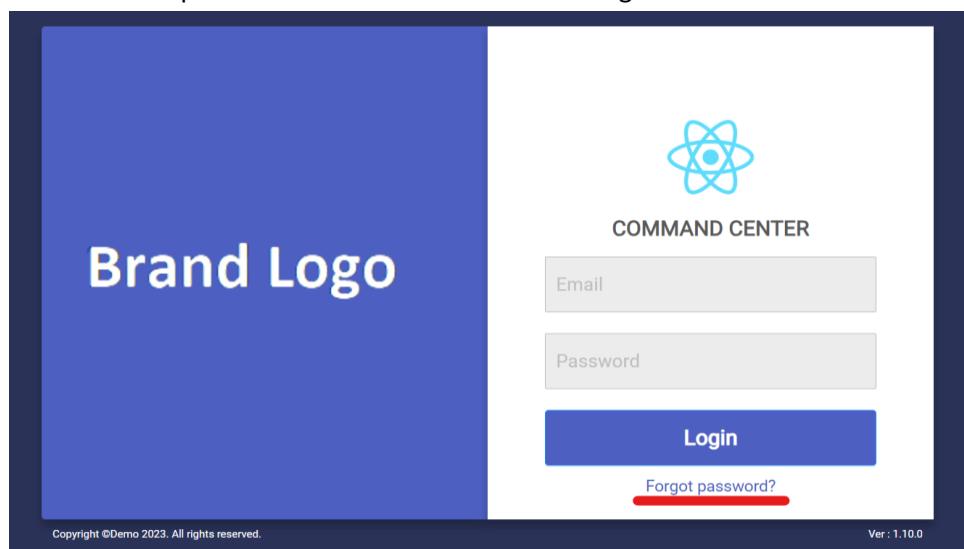


*Generic Login page

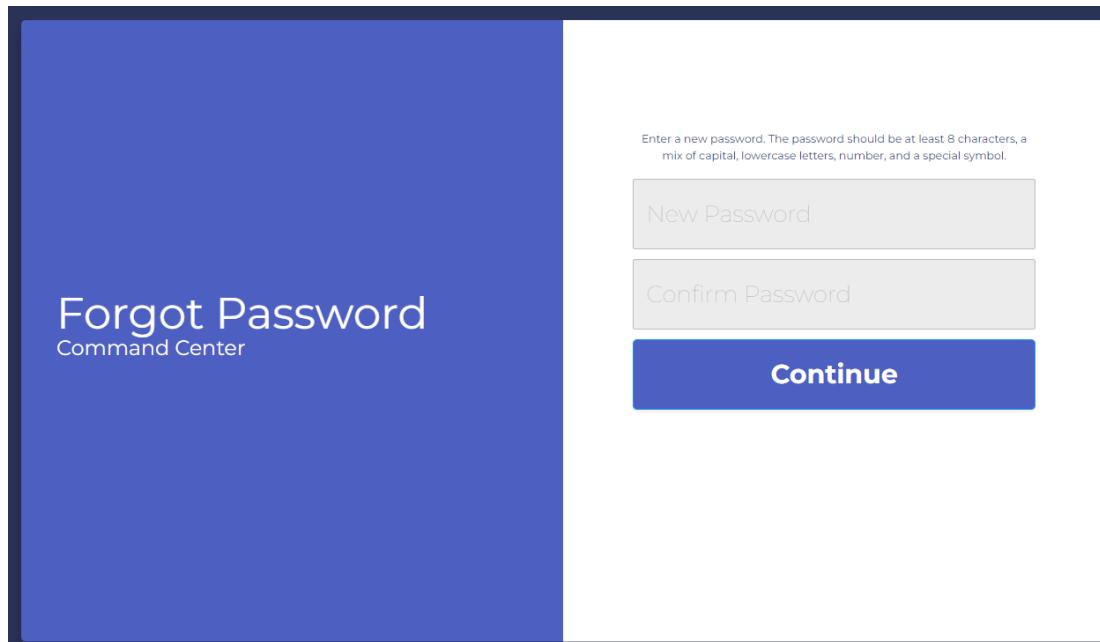
Login Page provides the info about the current version of application portal in the attached screen the version is 1.10.0 mentioned in the bottom right

FORGET PASSWORD

If a user forgets their password or wants to change it, they can utilize this feature. To access this option, on the login page, the user must input their email and then click on 'Forgot Password'.



If the email belongs to a registered user, they will receive a link to reset the password in their registered email address. Upon clicking 'Reset Password' hyperlink, the user will be directed to a page where they can enter their new Password.



After successful reset of the password, the user will receive a toast message confirming the change, and they will be automatically redirected to the login page.

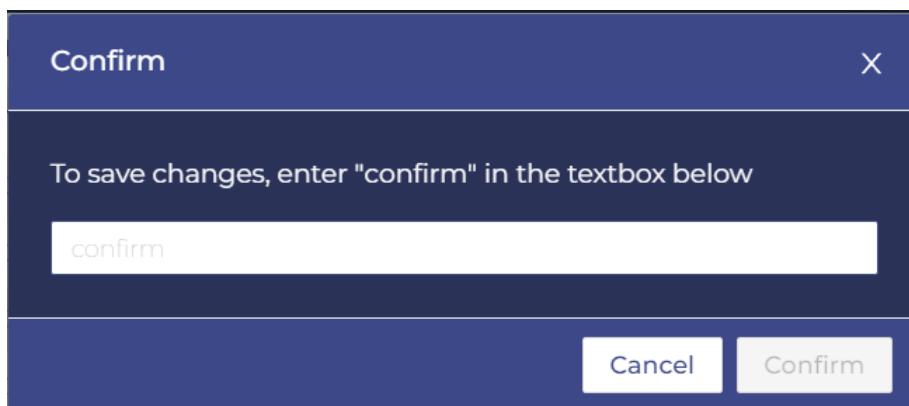
This below function present in respective pages will be same.

This  **Search here...** button allows user to search data based on their requirement.

This  button present in top right corner of the page allows user to download the data in excel format.

This  button present on top right corner allows users to refresh the data. This  button on top right corner allows users to enable real time notification

While modifying data in every module by entering required details click on "Submit" button This action will trigger a confirmation pop-up, as depicted below. The user is required to type "Confirm" to finalize the submission.



Success message or related error message will be shown as below when user click on confirm button.



Brand Logo & Brand Name will be as per the White labeled solution



Alert Module

The Alert Module displays the Live/Open Alerts, Events and Infos generated by the vehicle peripherals with details about the sensor parameter trend data.

This Icon is for Alert module in the command center portal.



Alert Notification

The New alerts are notified in the header near the Login Name and can be redirected directly when clicked on the notification.

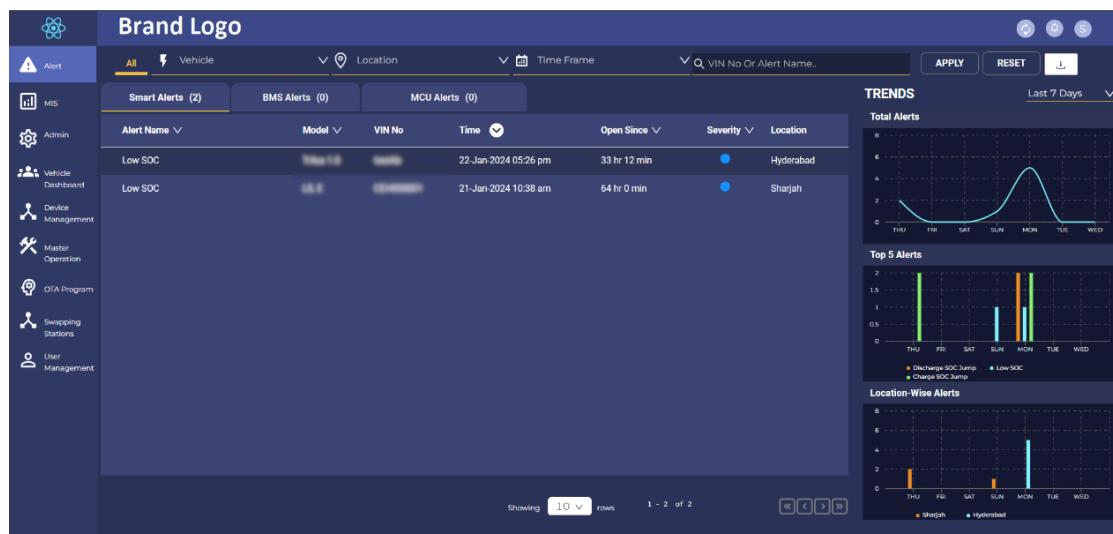
Default the Page will load with



Refresh Option: The user can opt in the refresh option on click on the refresh icon . Once clicked on the icon its highlighted and will not be allowed to click again to disable logout and login or reload the page using browser refresh.

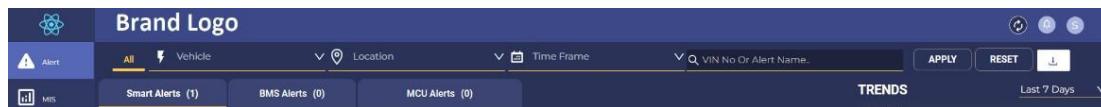
Notification Icon: The User will get the list of new Alert which are not viewed post his login from the icon. The notification Icon keeps incrementing until it is clicked and navigated.

Alert home page



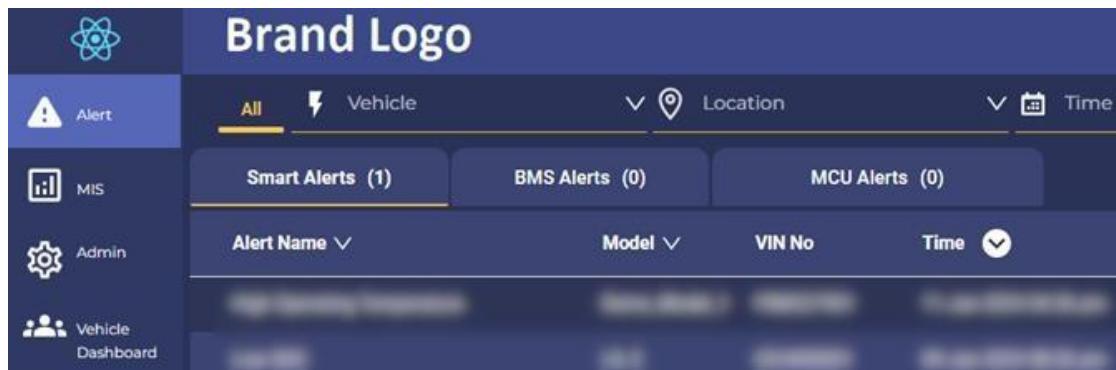
The Grid displays the list of Alarms of each module with the Timestamp, vehicle, Age, severity, and Location. The Side bar displays the Graphical representation of overall alerts generated for the selected time period of 7 days/30 days with Total Alerts/Top 5 Alerts/Location wise Alerts.

The New alerts are notified in the header near the Login Name and can be redirected directly when clicked on the notification if the auto refresh is enabled for the session.



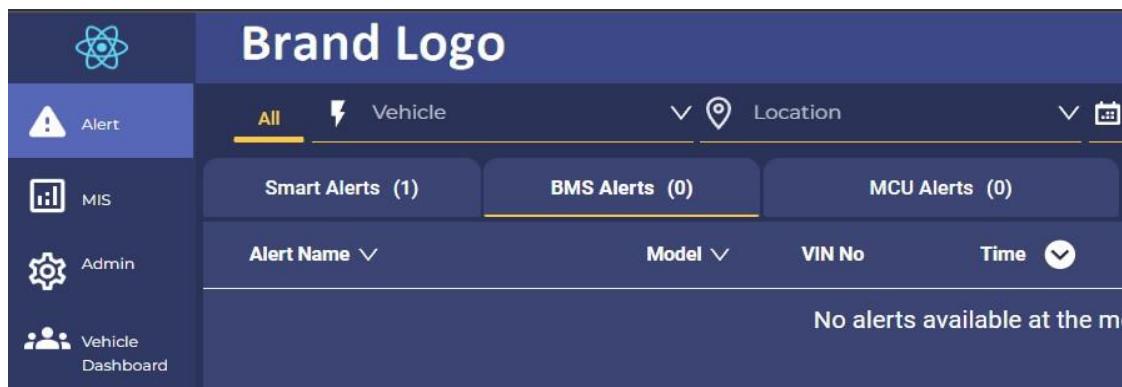
Smart Alert

The Smart Alerts are generally applicable to all customers and can be displayed or concealed according to each customer's preferences. The data are based on the sensor data received from VCU/VTS.



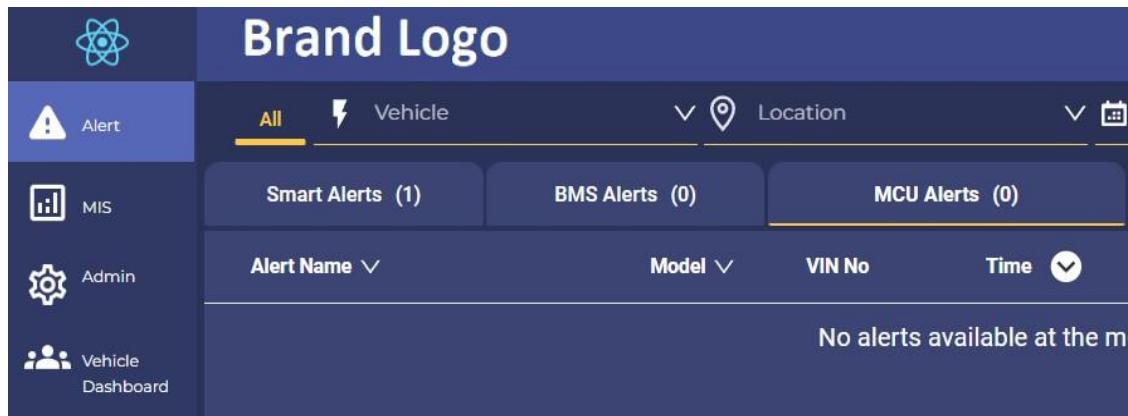
BMS Alert

The BMS Alerts are displayed based on the mapping of BMS Alert CAN IDs, All the alarms can be shown /Hidden based on the customer's requirements. All the alerts are based on the data received from BMS based on VCU mapping against the provided CAN ID mapping.



MCU Alert

These Alerts are determined by the configured logic. For instance, the Thermal Runaway alert is a VCU alert. The MCU alerts, on the other hand, rely on data received from the MCU, which is mapped against the provided CAN ID mapping in the VCU.



The screenshot shows the 'Alert' section of the Command Center Portal. The 'MCU Alerts (0)' tab is selected. A message 'No alerts available at the moment' is displayed.

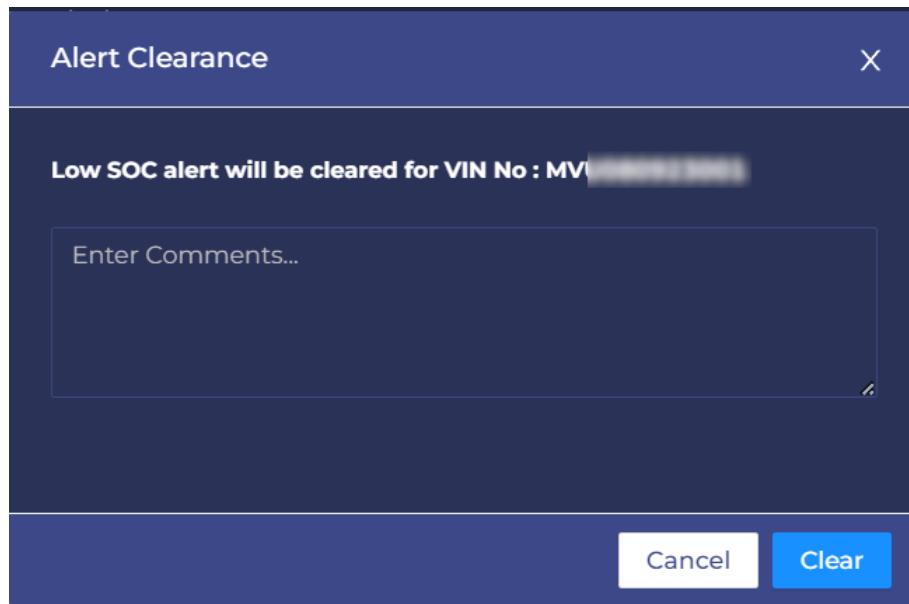
Similarly, Charger Alerts and VCU Alerts are displayed for customers based on requirement.

If user clicks on any row of the grid, it will open additional details of the alert that contains alert name, alert time, model, location battery id, additional insights, and past alerts along with Clear alert option.

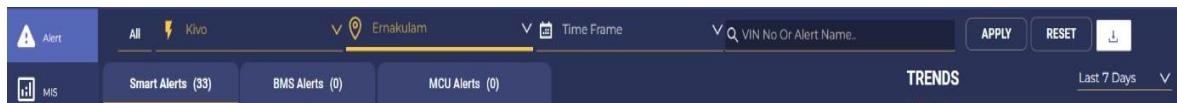


The screenshot shows detailed information for a 'Low SoC(%)' alert. The alert details include: Alert Name: [REDACTED], Customer Name: [REDACTED], Alert Time: [REDACTED], Open Since: [REDACTED]. The alert graph shows SoC (%) over time, starting at approximately 10% and rising to about 35%. The 'PAST ALERTS' section shows: Alert Time: [REDACTED], TAT: [REDACTED], Location: [REDACTED], Alert Graph: [REDACTED]. The message 'No past alerts available at the moment' is displayed.

Clear alert option as shown in above allows user to alert clearance and pop-up will appear where user need to enter the comments why they are clearing the alerts and click on clear button.

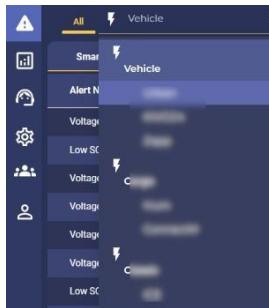


User can filter the result by selecting required option in dropdown vehicle, location, time frame, vin no and click on Apply button.



User can get filtered alert result by following below steps:

1. user can select types of vehicles from vehicle dropdown shown as below.



2. user can select location from locations dropdown.



3. User can select timeframe in which vehicle alert has been created from Time frame dropdown.



4. User need to enter vin no or alert name in search area.



5. Then need to click on Apply to get result based on user requirement.



MIS DASHBOARD

Various insights for each vehicle can be viewed under MIS dashboard.

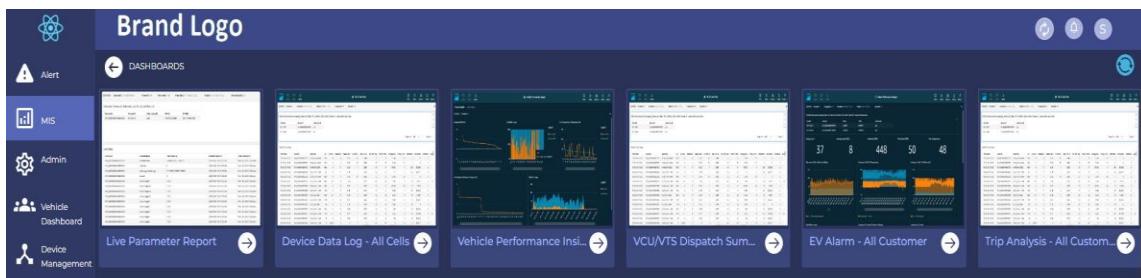
The below icon is for MIS Dashboard module in the command center portal



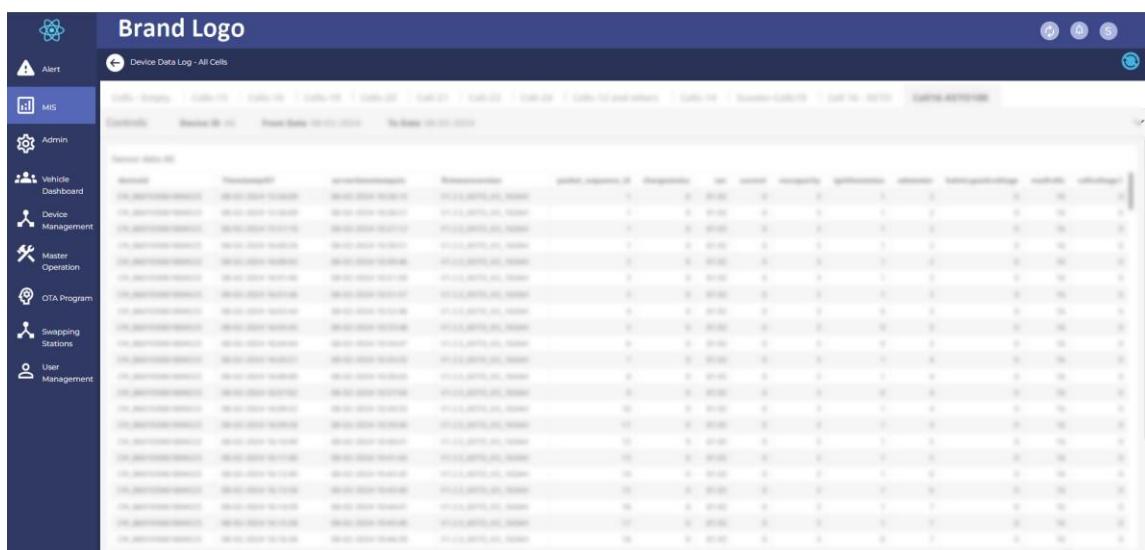
This refresh button on top right corner helps user to refresh the dashboard data.



Dashboard Listing page



Device Data Log



Default MIS Dashboard has the Device Data Log and Live parameter report dashboard to load the sensor raw data.

ADMIN MANAGEMENT

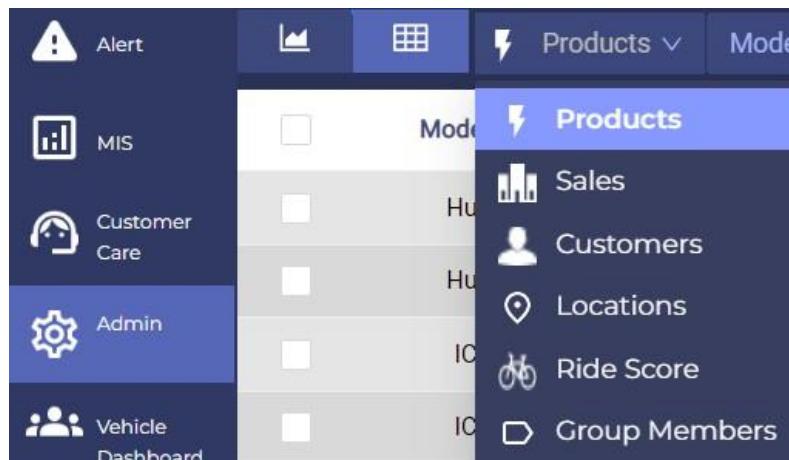
This Icon is for Admin module in the command center portal. Click on this Icon displays the product, sales, and other pages.



Admin has the privilege to view and edit the details available in Product, Sales and customer, locations etc.

Products

The Product page has the details about all the peripherals connected in the vehicles like Telematics ID, Motor ID, Battery/BMS ID, Registration Number, VCU SIM Number, Sold Status, Vehicle Model, Battery Model.



user has the option to click and view the additional details of each row of the grid which contains Vin no, device Id, model, motor Id vehicle status and battery details etc.

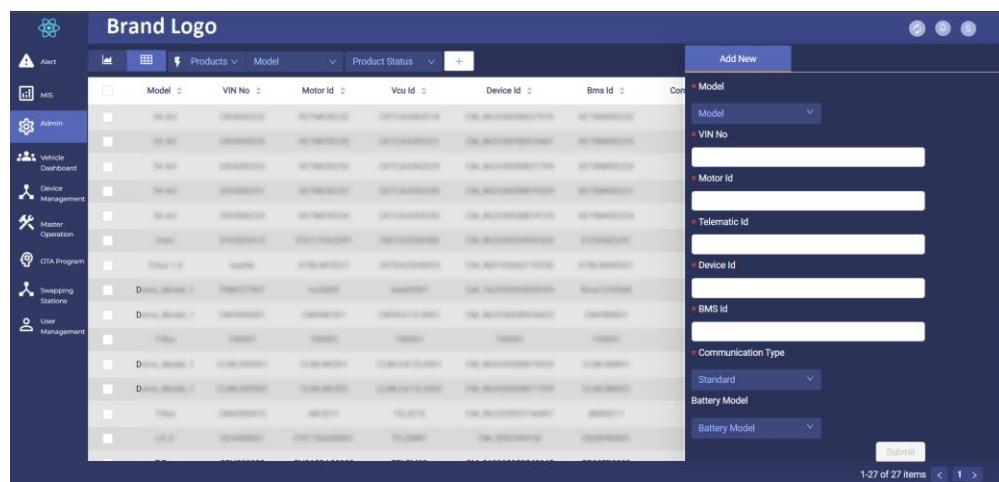
Adding New Product

To add a new product, select the plus icon located in the top-left corner of the screen.



***Note: By default, all the shipped units from ConnectM will be default configured in the Product details so add device will not be required for all customers. Only customers not having cellular VCU/VTS need this.**

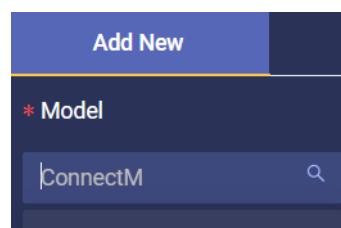
This action will prompt the opening of a side bar, as shown below.



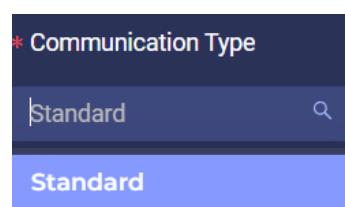
In this step, users need to fill in all the mandatory fields indicated by *. These include Model, Vin No Motor Id, Telematic Id, Device Id, and BMS Id, Communication type and Battery model.

Model

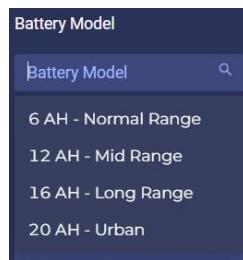
The user needs to select from the dropdown which model vehicle they need to add



Communication type



Battery model



Lease Type

User needs to select which type of product they need to add from dropdown based on requirement



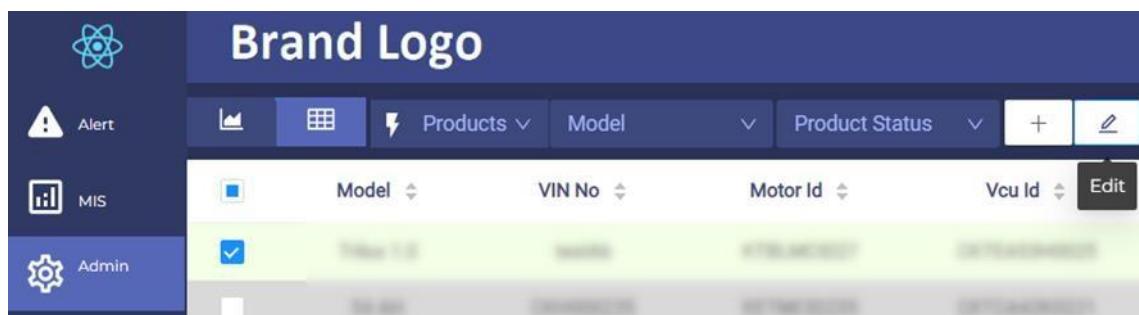
***Note: Lease Type selection is not available for all customers. Only for customers opted for subscription.**

Upon successful addition of the product, a toast message will be displayed, as depicted below.



Editing The Product

To modify a record, select the check box for the product that requires editing. In the upper-left corner of the above grid page screen, you will find the edit icon.



Clicking on this icon opens a sidebar where you can make the necessary changes.

The details like Telematic Id & Device ID are not editable field since they are master data for communication and details like Model, VIN No, Motor ID, BMS ID, Communication Type, Battery model, VCU Numbers are editable fields.

Step 1: Validate Product Info

Make sure the product is selected in the drop down



First validate the availability of the product detail like Telematics ID, VIN No, Motor ID, BMS ID using the search option available in the page top

Note: The VCU number is represented as **Telematics ID** and Battery Number is represented as **BMS ID** in command center portal



VCU Number availability

The VCU Number availability should be checked at first.

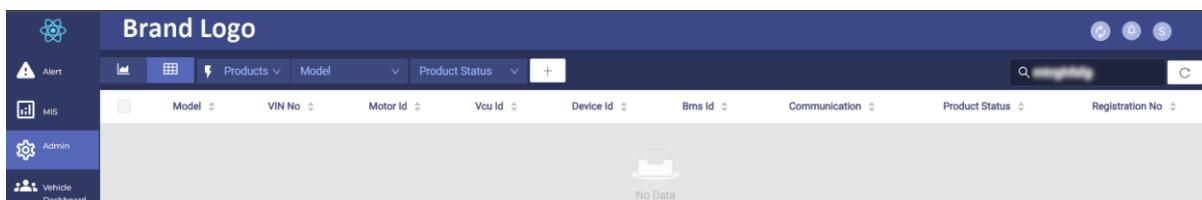
e.g., search for VCU Number **CEH0XXXXXX** for new configuration should display a default info without any configured frame id.



Battery Number availability

The battery number should not be configured previously with any other customer

e.g., search for Battery number **BmsXXXXXXXX** for new configuration, which should not display any record available as attached below



Motor Number availability

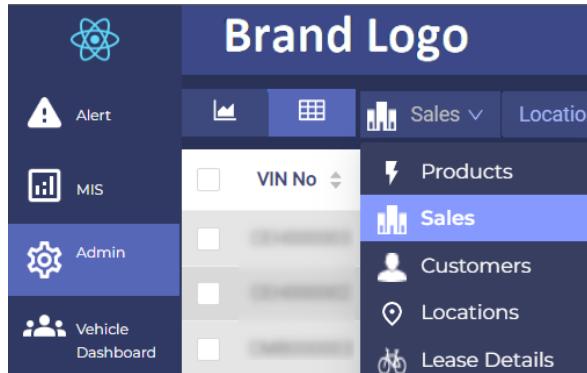
The motor number should not be configured previously with any other customer

e.g., search for motor number **KEXXXXXXXXXX** for new configuration, which should not display any record available as attached below.

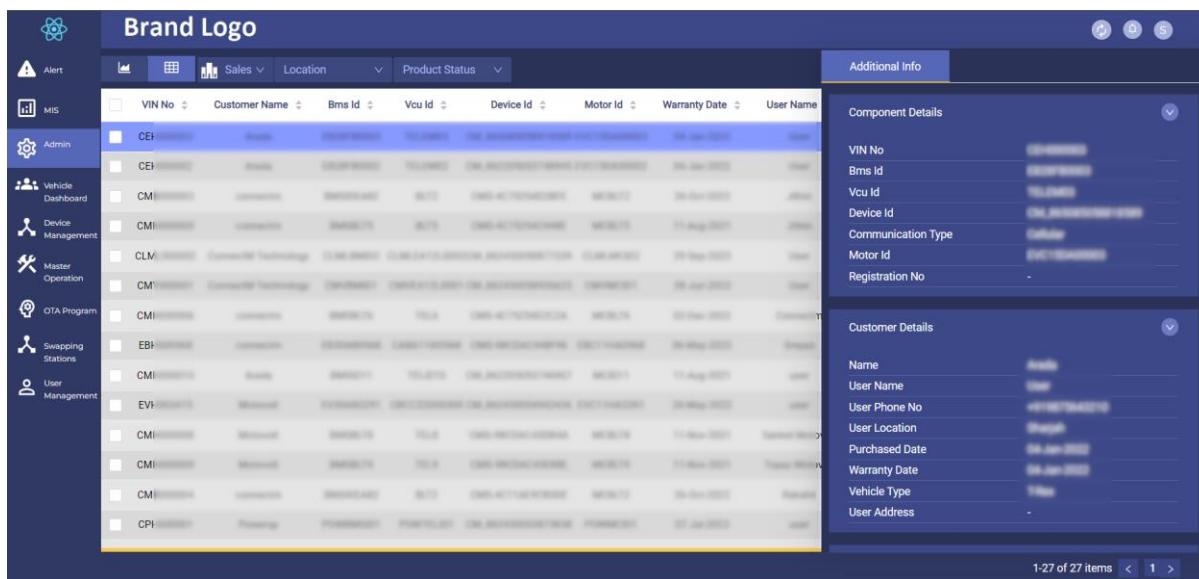


Sales

The Sales page has the details about the user and the vehicle details about purchase date, warranty date and other info's.



User has the option to click and view the additional details of each row of the grid which contains component details like Vin No, BMS Id, Vcu Id, Device Id, Communication type, Motor Id, and Customer details like Name User phone No, Location, purchased date, Warranty date and Sales info.



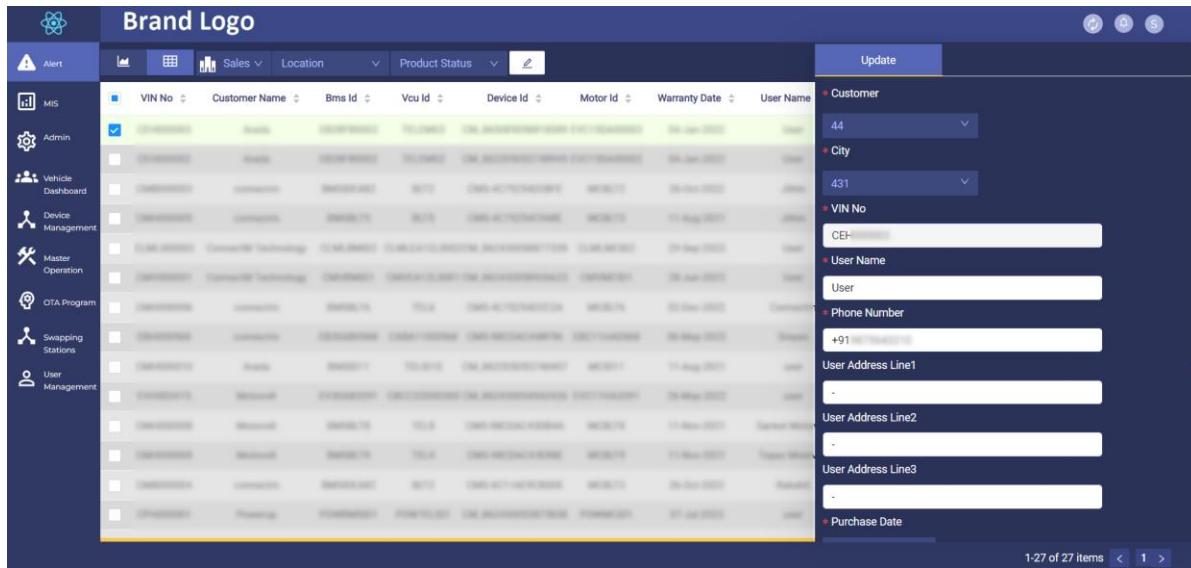
A screenshot of the Sales grid interface. The left sidebar lists various administrative and operational modules. The main area shows a table with columns: VIN No, Customer Name, Bms Id, Vcu Id, Device Id, Motor Id, Warranty Date, and User Name. An 'Edit' icon is located at the top right of the grid. To the right of the grid, two modal windows are open: 'Component Details' showing specific vehicle component information, and 'Customer Details' showing user contact and location information. A footer indicates there are 1-27 of 27 items.

To modify a sales record, select the account that requires editing. In the upper-left corner of the screen, you will find the pencil icon.



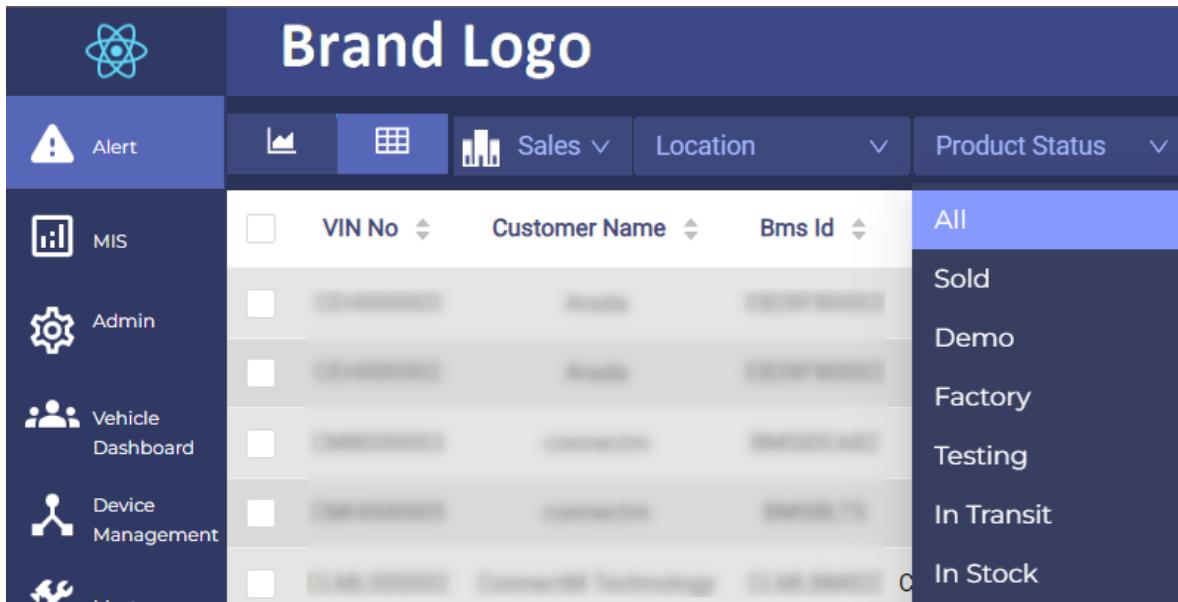
A screenshot of the Sales grid with a specific row selected. The 'Edit' icon in the top right corner of the selected row is highlighted. The rest of the grid and sidebar are visible.

Clicking on this icon opens a sidebar like below.



The screenshot shows a sidebar menu on the left with icons for Alert, MIS, Admin, Vehicle Dashboard, Device Management, Motor Operation, OTA Program, Swapping Stations, and User Management. The main area displays a table of vehicle data with columns: VIN No, Customer Name, Bms Id, Vcu Id, Device Id, Motor Id, Warranty Date, and User Name. An 'Update' button is at the top right of the table. On the right, a detailed update form is open, requiring mandatory fields marked with an asterisk (*). The form includes fields for Customer (dropdown), City (dropdown), VIN No (text input), User Name (text input), Phone Number (text input), User Address Line1, User Address Line2, User Address Line3, and Purchase Date (text input).

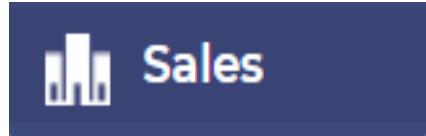
In this step user need to enter mandatory fields indicated by *. The details like Customer, City, User Name, Phone Number, Purchase data, Warranty End Date, Service Date, Manufacturing date, User Address are editable fields with field validations.



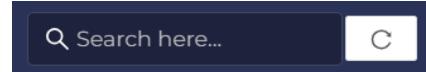
The screenshot shows a sidebar menu on the left with icons for Alert, MIS, Admin, Vehicle Dashboard, Device Management, and Motor. The main area displays a table of vehicle data with columns: VIN No, Customer Name, and Bms Id. A dropdown menu for 'Product Status' is open on the right, listing options: All, Sold, Demo, Factory, Testing, In Transit, and In Stock. The 'All' option is currently selected.

Step 2: Validate Sales Info

Make sure the sales option is selected in the drop down



Validate the availability of the customer phone number using the search option available in the page top.



Phone Number availability

The Customer Phone Number availability should be checked first in sales.

e.g., search for Phone number “+91 701XXXXXXX” for new configuration, which should not display any record available as attached below.

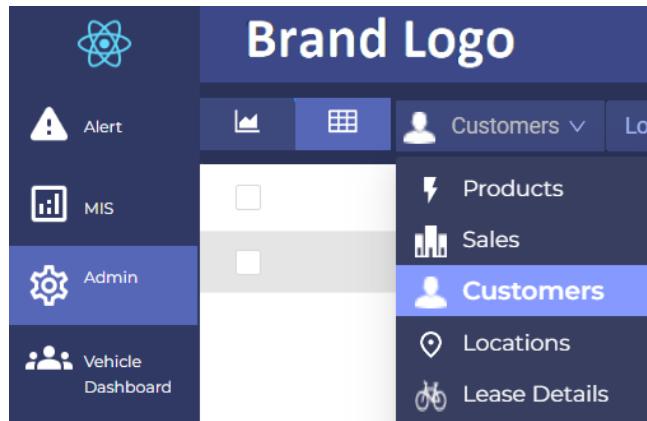
Post Validating the product info and sales info if the VCU number is available with default frame id and is ready for configuration then continue the below steps.

FAQ:

Something went Wrong !! Please Try Again .

Customers

This module provides customer details, including name, address, phone number, email, pin code, and location. Users can filter customer records based on location. Further information about individual customers can be accessed by clicking on the respective rows.



To add new customer, user need to click on plus icon, this will prompt opening of a sidebar and user need to enter all mandatory fields marked with * Character. This includes Customer name, Address, City, Pin code, Mobile number, Email Id.



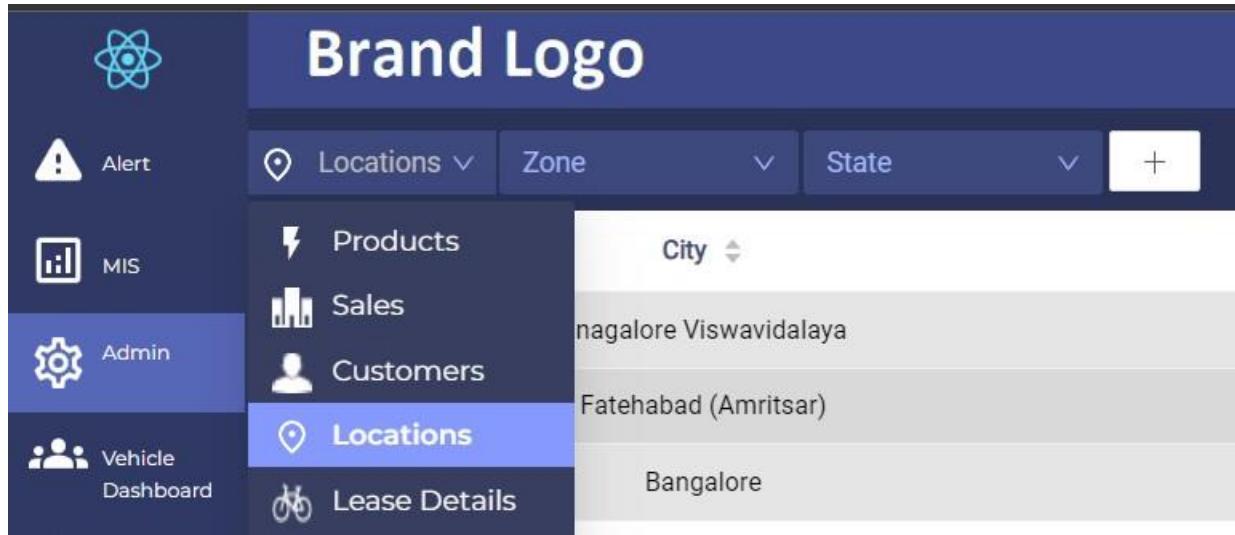
To modify a customer record, select the user account that requires editing. In the upper-left corner of the screen, you will find the pencil icon.



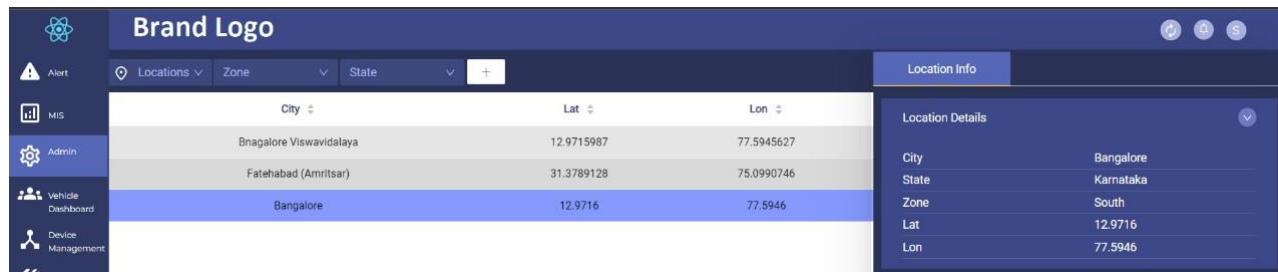
Clicking on this icon opens a sidebar where you can make the necessary changes.

Locations

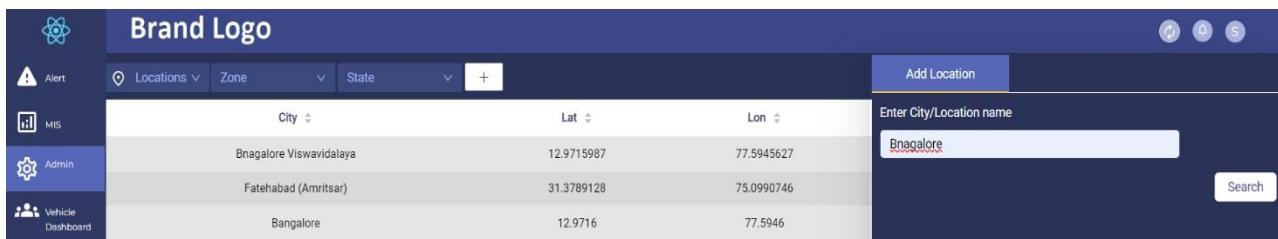
This module allows the filtering of customers based on their locations. It includes details such as city, latitude, longitude, state, and zone. Records can be filtered based on both the zone and state criteria.



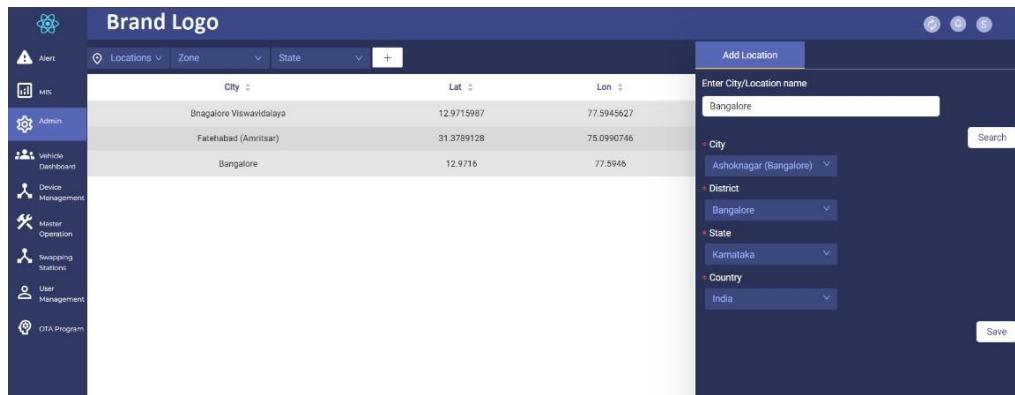
User has the option to click and view each row of the grid which contains Location details like city, state, Zone, Latitude, Longitude.



To add new Location user, need to click on plus icon where it prompts opening sidebar and user need to enter city/location name in search area and click on search button



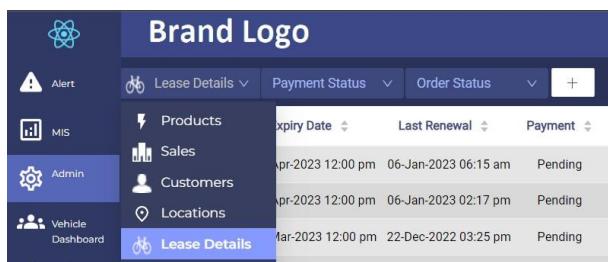
This action will prompt to show the result as below where user need to enter all mandatory fields indicated by *
This includes City, District, State, Country.



After selecting each field, click the "Save" button.

Lease Details

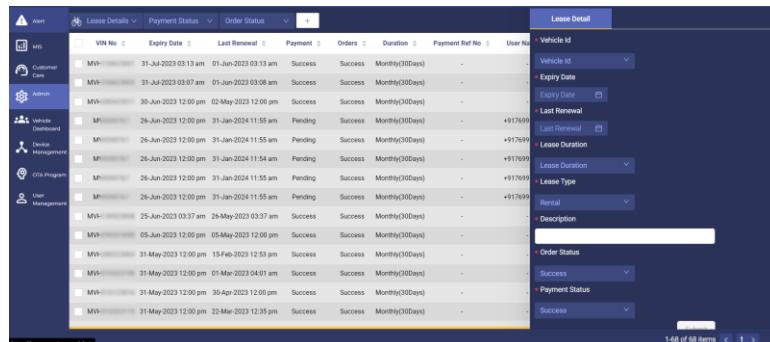
This module encompasses information about vehicles categorized under lease type. Users can verify the payment and order statuses within this module. It includes additional details such as VIN number, expiry date, lock status, and lease status.



User has the option to click and view the operation details of each row of the grid which contains VIN No, Last renewal, Expiry date, Duration, User name.

	VIN No	Expiry Date	Last Renewal	Payment	Orders	Duration	Payment Ref No	User Name	Operation
<input checked="" type="checkbox"/>	MVI	31-Jul-2023 03:13 am	01-Jun-2023 03:13 am	Success	Success	Monthly(30Days)	-	-	Operation
<input checked="" type="checkbox"/>	MVI	31-Jul-2023 03:07 am	01-Jun-2023 03:08 am	Success	Success	Monthly(30Days)	-	-	VIN No
<input checked="" type="checkbox"/>	MVI	30-Jun-2023 12:00 pm	02-May-2023 12:00 pm	Success	Success	Monthly(30Days)	-	-	Last Renewal
<input checked="" type="checkbox"/>	M	26-Jun-2023 12:00 pm	31-Jan-2024 11:55 am	Pending	Success	Monthly(30Days)	-	+917699	Expiry Date
<input checked="" type="checkbox"/>	M	26-Jun-2023 12:00 pm	31-Jan-2024 11:55 am	Pending	Success	Monthly(30Days)	-	+917699	Duration
									User Name
									Payment Ref No

To add new lease detail, user need to click on plus icon, this will prompt opening of a sidebar as shown below.



The screenshot shows a list of leases on the left and a detailed sidebar on the right for adding a new lease. The sidebar fields include:

- Vehicle Id**: A dropdown menu with options like 'Vehicle Id' and 'Expiry date'.
- Expiry Date**: A date input field.
- Last Renewal**: A date input field.
- Lease Duration**: A dropdown menu with options like 'Last Renewal' and 'Lease duration'.
- Lease Type**: A dropdown menu with options like 'Lease Type' and 'Rental'.
- Description**: An input field.
- Order Status**: A dropdown menu with options like 'Success' and 'Pending'.
- Payment Status**: A dropdown menu with options like 'Success' and 'Pending'.

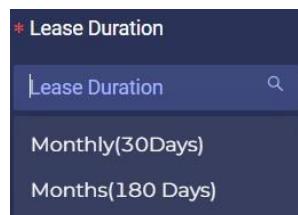
In this step user need to enter all mandatory fields marked with * Character. This includes Vehicle Id, Expiry date, Last renewal, Lease duration, Lease type, Description, Order status and Payment status.

Vehicle Id



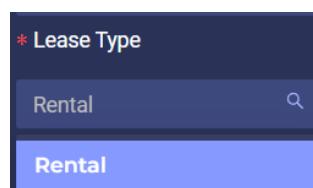
The screenshot shows a search bar labeled 'Vehicle Id' with a magnifying glass icon. Below the search bar are two blurred entries.

Lease duration



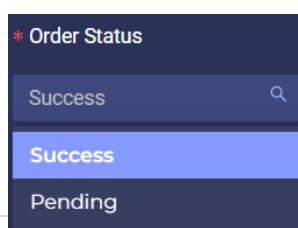
The screenshot shows a dropdown menu for 'Lease Duration' with two options: 'Monthly(30Days)' and 'Months(180 Days)'. The first option is selected.

Lease type



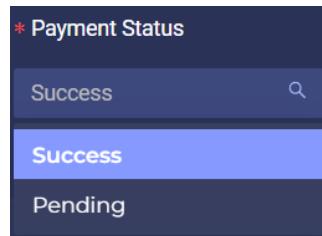
The screenshot shows a dropdown menu for 'Lease Type' with one option: 'Rental'. The word 'Rental' is highlighted in blue.

Order status

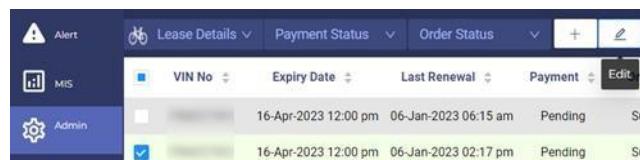


The screenshot shows a dropdown menu for 'Order Status' with two options: 'Success' and 'Pending'. The word 'Success' is highlighted in blue.

Payment status



To modify a Lease details, select the account that requires editing. In the upper-left corner of the screen, you will find the pencil icon.

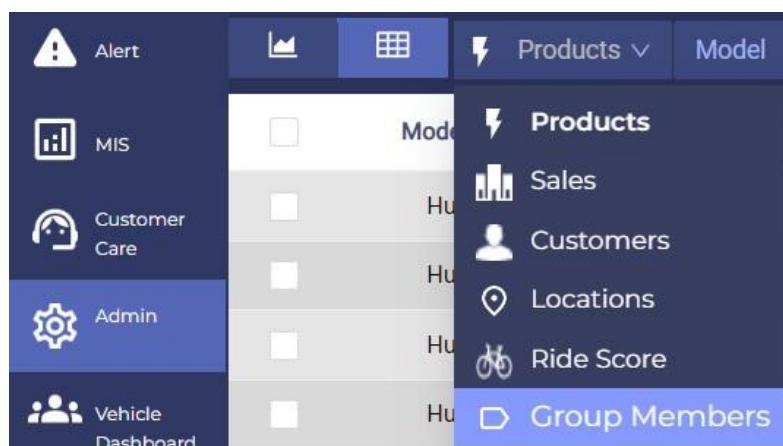


Clicking on this icon opens a sidebar where you can make the necessary changes.

***Note: Lease Type selection is not available for all customers. Only for customers opted for subscription.**

Group Members

The Group Members has the information about the secondary user of the vehicle. Sales page has the details about the primary user and the details.



Add/Edit Group Members

All the user has the option to click and view the complete details of each row of the grid.



	VIN No	User Name
<input checked="" type="checkbox"/>	DAH-1234-5678	JWNS
<input type="checkbox"/>	DAH-1234-5678	JWNS
<input type="checkbox"/>	DAH-1234-5678	JWNS

Group Member Details

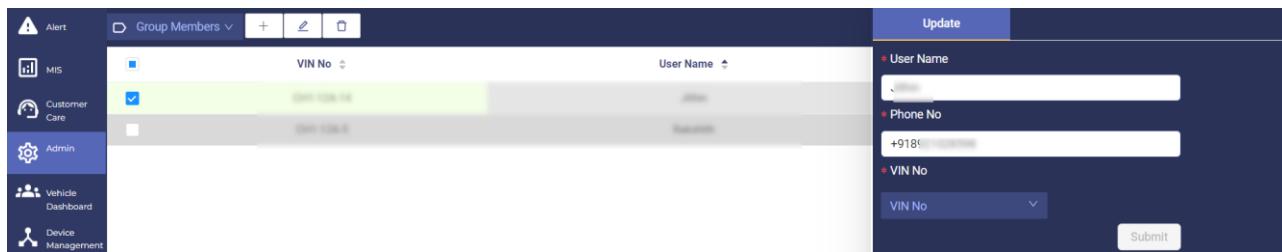
Phone No: +919876543210
 User Name: JWNS
 VIN No: DAH-1234-5678

To Edit the fields, Search by Phone number or VIN No in the search field provided and click on the check box and select the edit button on header opens the side bar for edit

E.g. **CH1-xx-xx** is to be configured then search it in search box and edit the same by selecting the check box and click on edit icon on the top.



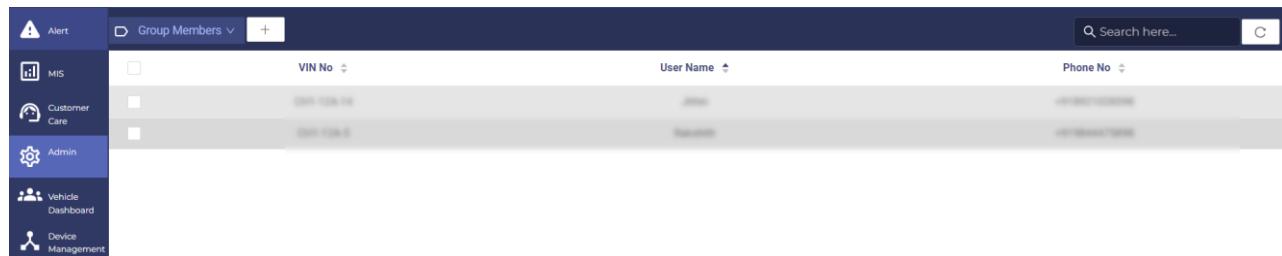
On selecting the check box and click on Edit Button as mentioned below the editable side bar appears.



New User can be added by using Add button on the header



The New user add button open the side bar with text fields for mobile number and username with drop down of all VIN no which is to be configured.



VEHICLE DASHBOARD

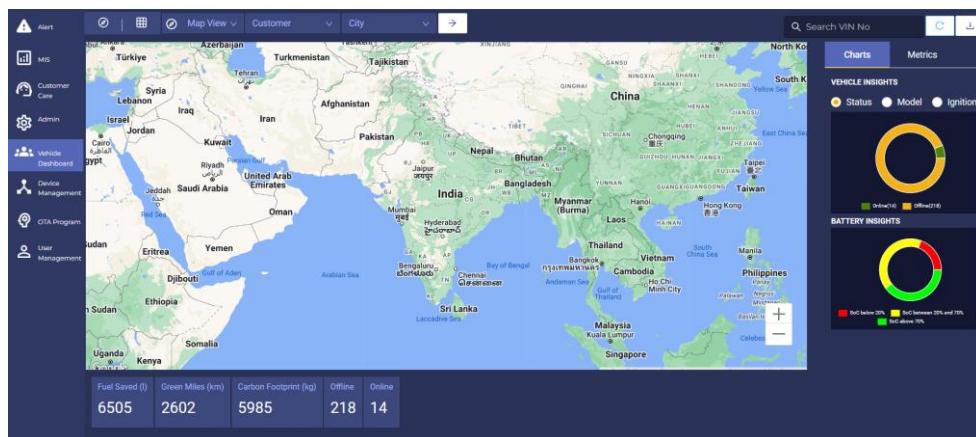
This Icon is for MIS Dashboard module in the command center portal.



This Icon is for Vehicle Dashboard in the command center portal. Click on this Icon displays the Map View and Trip view dashboard as below.

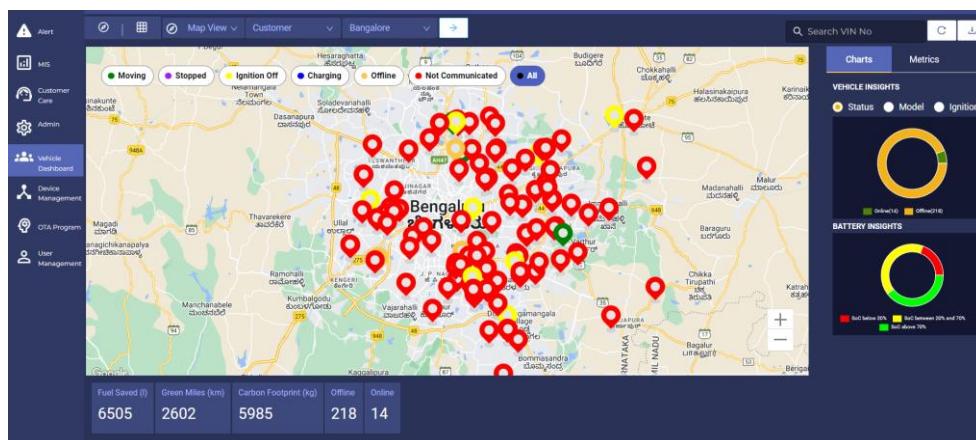
Map View

This module shows a visual representation of all the vehicles on the map, categorized by region and subregion. Additionally, it provides information on the status of each vehicle. Users have the option to sort by customer or city, and they can also search for a specific VIN number.

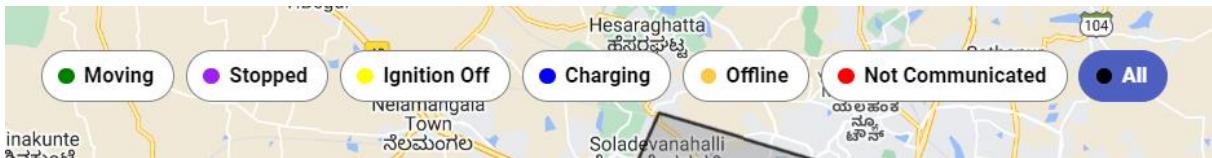


Filtered View

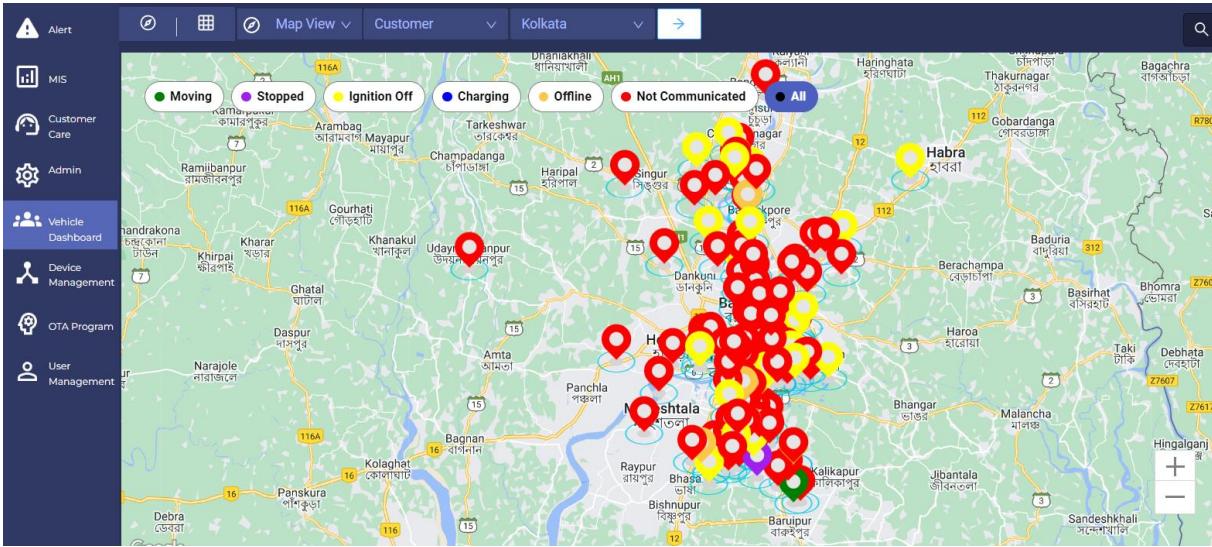
The city level will have the distributions of vehicles based on the status Moving/Stopped/Ignition Off/Charging Offline/Not Communicated/All



Vehicle Status



When user tries to fetch data based on city or customer, result will be displayed as shown below in map view with all the vehicle status where location point is also indicates same color as status.



All - All Vehicles Including Online & Offline will be displayed.

Moving - Vehicles communicated in the last 24 hours and Ignition status is ON and Speed is > 0
(vehicle is in moving condition)

Stopped - Vehicles communicated in the last 24 hours and Ignition status is ON and Speed is = 0
(vehicle ignition is on and in rest condition)

Ignition Off -Vehicles communicated in the last 24 hours and Ignition status is OFF
(vehicle ignition is in off condition)

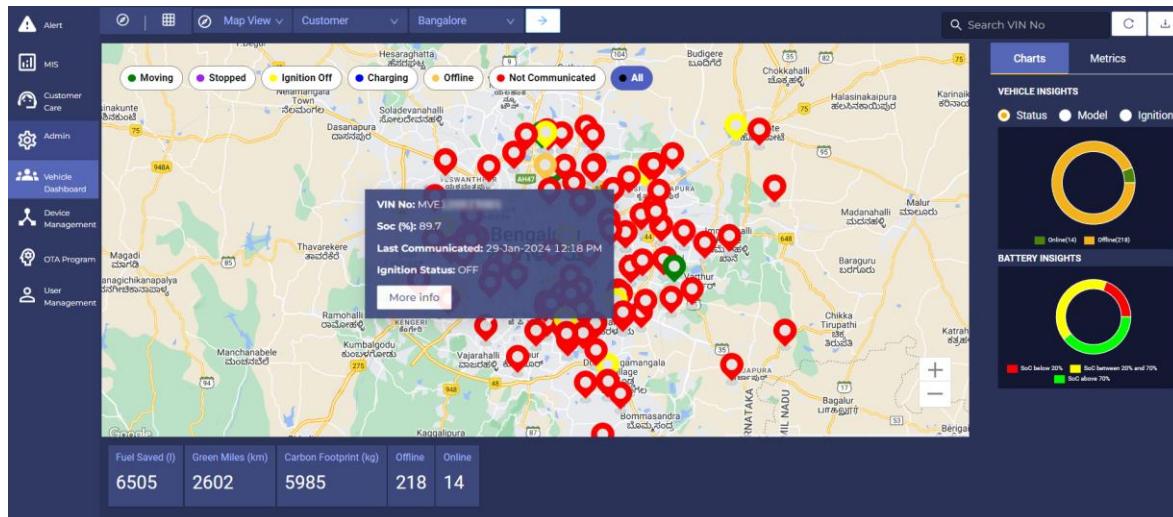
Charging - Vehicles communicated in the last 24 hours and Charging status is ON/Charging and ignition status can be any (vehicle is charging and ignition can be on/off)

Offline - All vehicles which are not communicated for more than 24 hours and less than 72 hours

Not Communicating - All vehicles which are not communicated for more than 72 hours

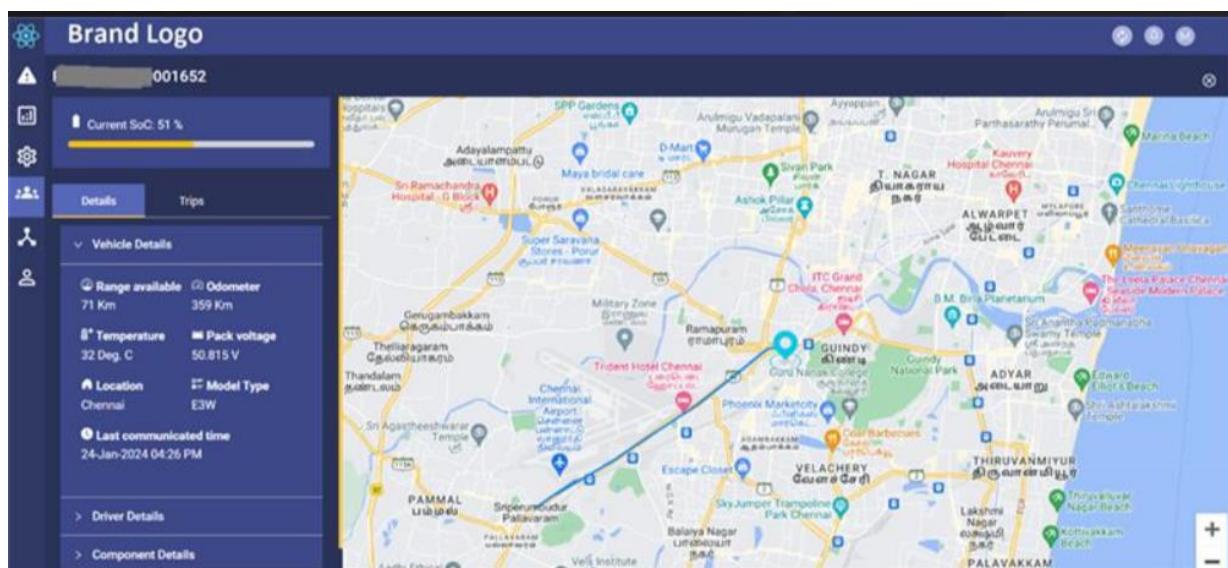
Info View

Mouse over on any pinpoint icon pops up modal card with basic information and a link for more info



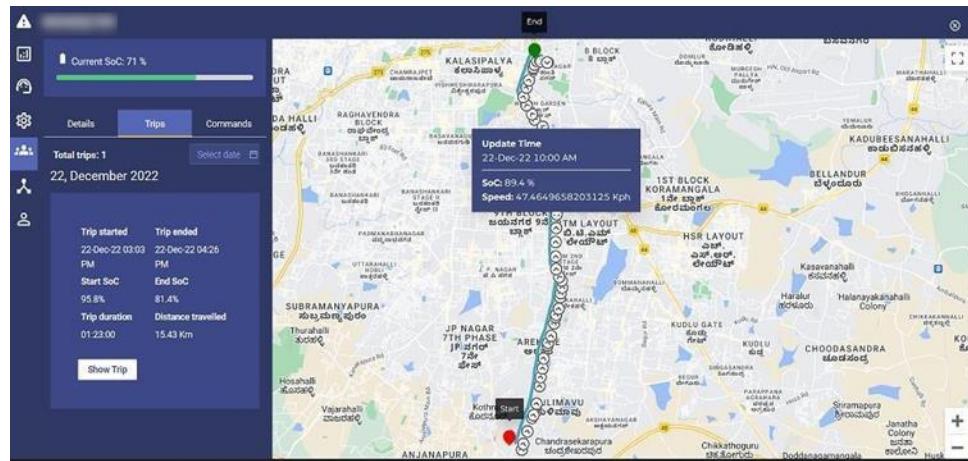
More Information

Click on More info will navigate to Trace and Track page with additional tabs for Details, Trips



Track & Trace

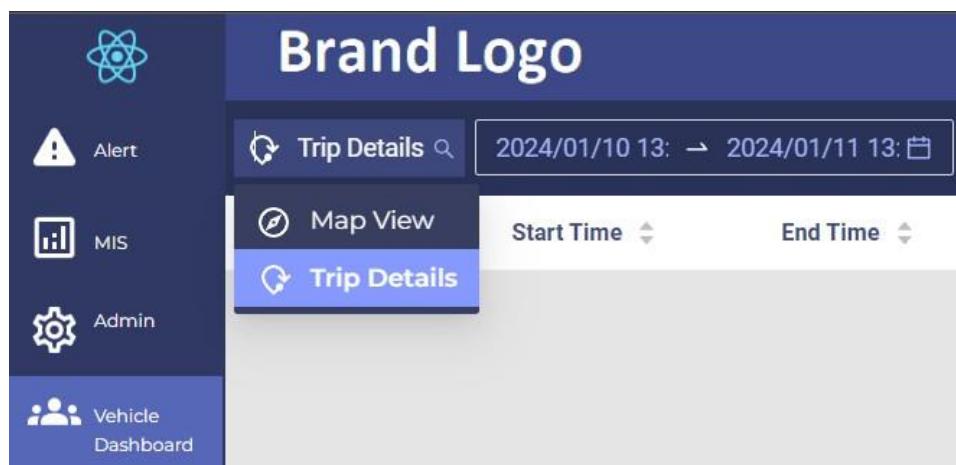
On Trips tab if the selected for show trip gives the trace info of the trip with start and end information with details about soc and speed at each data points received. The dates are selectable.



Trip Details

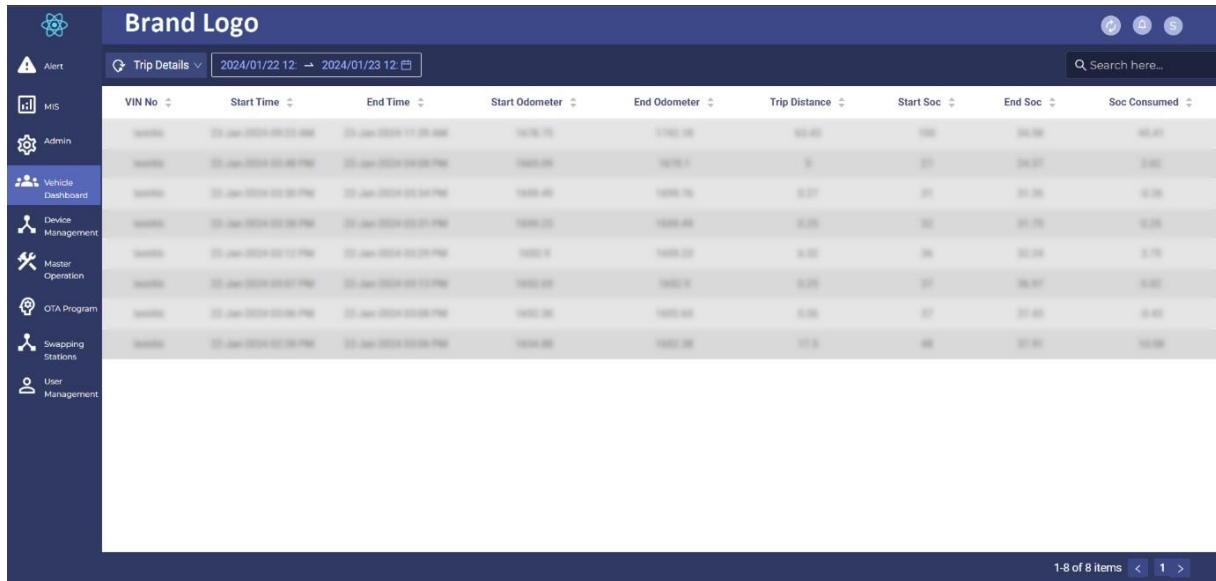
This module presents information about trips completed for the day, including details such as VIN number, start time, end time, start and end odometer readings, trip distance, start and end state of charge (SOC), and SOC consumed. Users can further customize their view by selecting a specific date range to review trip data for that period.

Navigate to the Trips details of all vehicles by selecting the Map view dropdown as shown below



Trip List Page

The Trip page by default loads all the vehicle associated with the login with Trips for last 2 weeks.



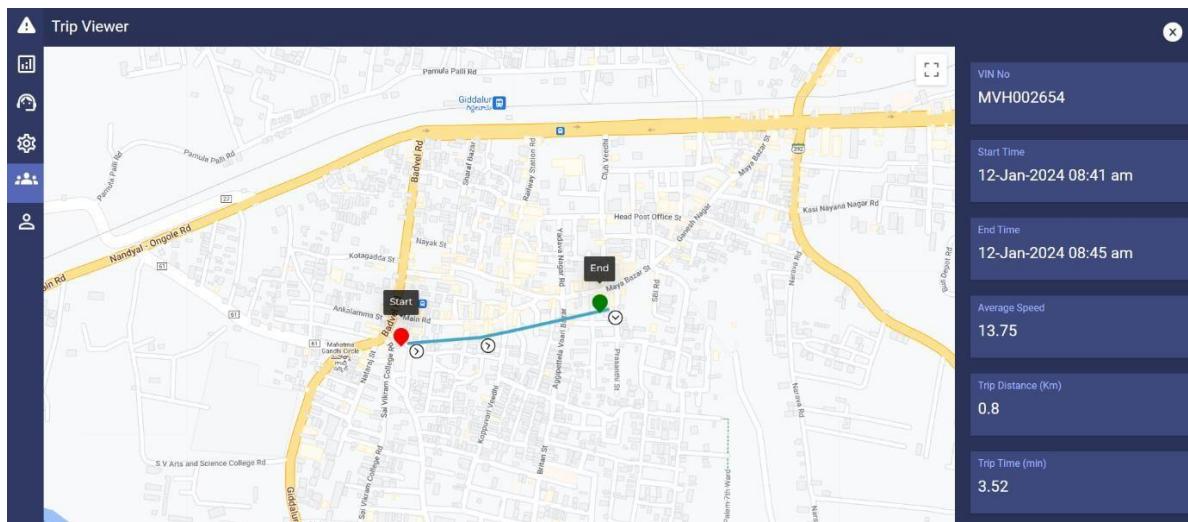
Trip Details 2024/01/22 12: → 2024/01/23 12:

VIN No	Start Time	End Time	Start Odometer	End Odometer	Trip Distance	Start Soc	End Soc	Soc Consumed
100000	22-Jan-2024 09:22:48 AM	22-Jan-2024 11:28:48 AM	10000.00	10000.00	0.00	100	100	0.00
100000	22-Jan-2024 09:48:48 PM	22-Jan-2024 09:58:48 PM	10000.00	10000.00	0.00	100	100	0.00
100000	22-Jan-2024 09:58:48 PM	22-Jan-2024 09:58:48 PM	10000.00	10000.00	0.00	100	100	0.00
100000	22-Jan-2024 09:58:48 PM	22-Jan-2024 09:59:48 PM	10000.00	10000.00	0.00	100	100	0.00
100000	22-Jan-2024 09:59:48 PM	22-Jan-2024 09:59:48 PM	10000.00	10000.00	0.00	100	100	0.00
100000	22-Jan-2024 09:59:48 PM	22-Jan-2024 09:59:48 PM	10000.00	10000.00	0.00	100	100	0.00
100000	22-Jan-2024 09:59:48 PM	22-Jan-2024 09:59:48 PM	10000.00	10000.00	0.00	100	100	0.00
100000	22-Jan-2024 09:59:48 PM	22-Jan-2024 09:59:48 PM	10000.00	10000.00	0.00	100	100	0.00
100000	22-Jan-2024 09:59:48 PM	22-Jan-2024 09:59:48 PM	10000.00	10000.00	0.00	100	100	0.00

1-8 of 8 items < 1 >

Trip viewer

The Trip viewer displays the Start & End Trip with info about data points receive.



Trip Viewer

VIN No: MVH002654

Start Time: 12-Jan-2024 08:41 am

End Time: 12-Jan-2024 08:45 am

Average Speed: 13.75

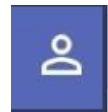
Trip Distance (Km): 0.8

Trip Time (min): 3.52

USER MANAGEMENT MODULE

The User Management Module enables administrators to create, modify, and delete user profiles, assign roles and permission. This module ensures the integrity of user data, enhances security by regulating access levels, and streamlines the overall user experience within the application or system.

To access this User management module, user needs to click on this icon as shown below.

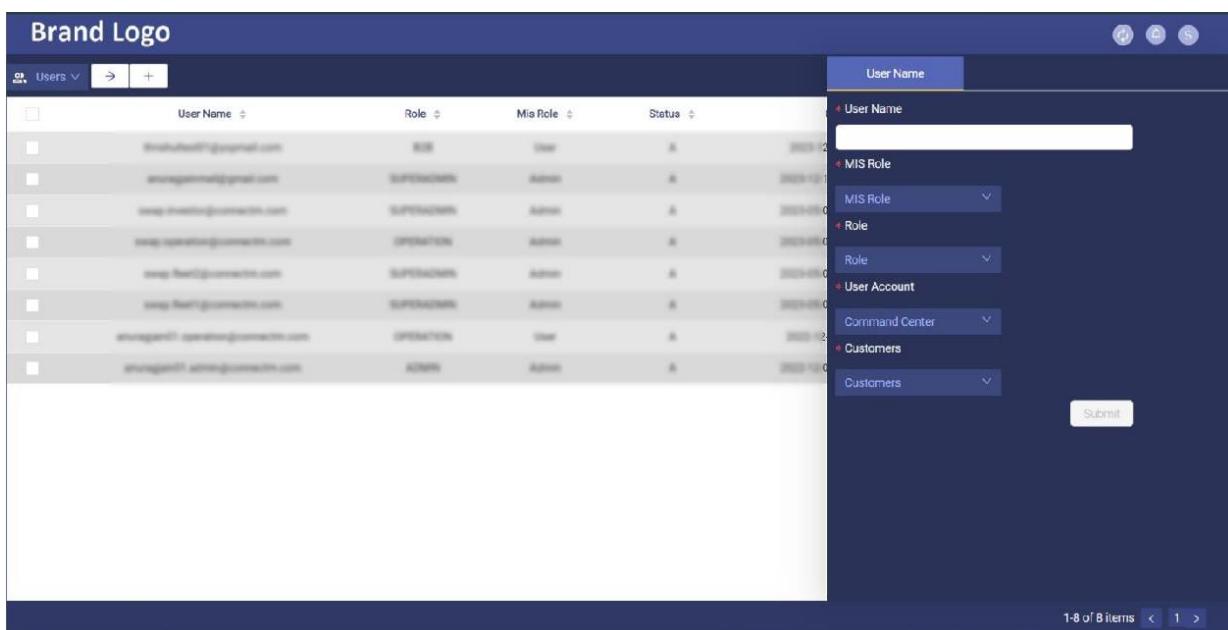


Adding New User

To include a new user, simply select the plus icon located in the top-left corner of the screen.



This action will prompt the opening of a side bar, as illustrated below.



In this step, users need to fill in all the mandatory fields indicated by *. These include User Name, MIS Role, Role, User Account, and Customers.

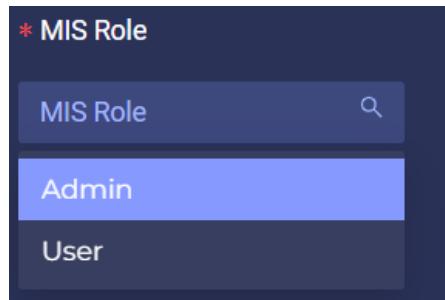
User name

The entry in the User Name field must correspond to the user's email ID that is being added.

MIS Role

Within the provided drop-down menu for MIS Role, users can choose to grant either user access or admin access to the mentioned user.

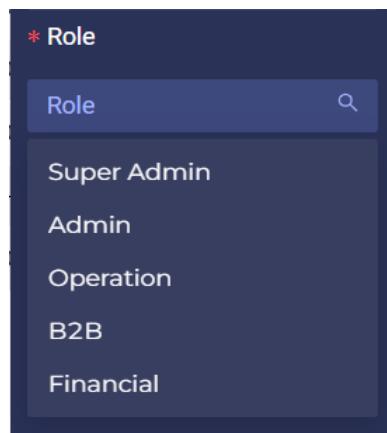
- ADMIN Role provides access to the MIS Dashboards.
- USER Role will not be having access to the MIS Dashboards.



Role

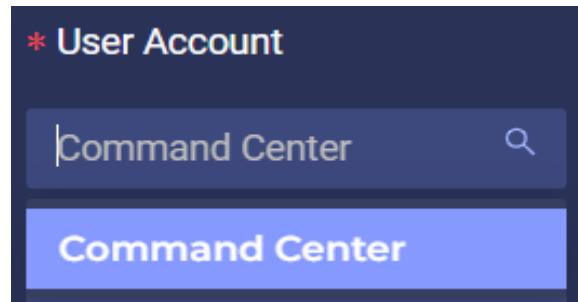
In the accessible drop-down menu, users have the capability to assign various roles to individuals, each associated with distinct access levels.

- Super Admin and Admin roles grant comprehensive access to all modules, allowing users to add, edit, and delete relevant records.
- The operation role provides read-only access to all available modules.
- The B2B role restricts access to the admin module, specifically to the sales page and Vehicle dashboard module.



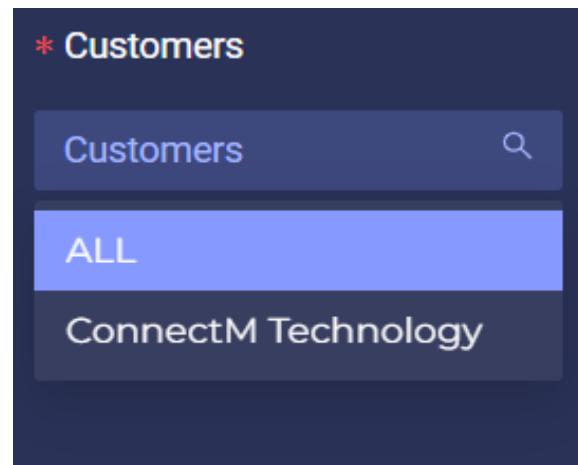
User account

The user account is set to “**Command Centre**” by default. If it is not set, User can click the drop-down menu and can select Command centre and proceed.



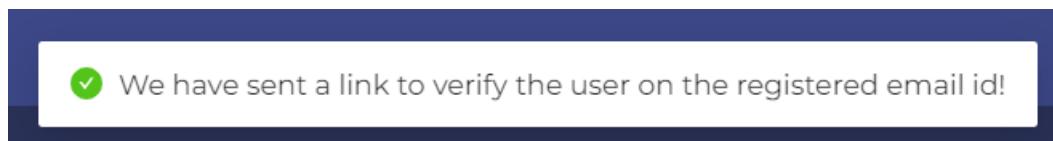
Customers

The customer drop-down allows the assignment of device access. When set to “**ALL**,” the user gains access To all device data within the organization. To grant access exclusively to data related to a specific customer, added on the admin module's customers page, the user should select that customer from the provided drop-down. This action will display only the devices configured for that customer.



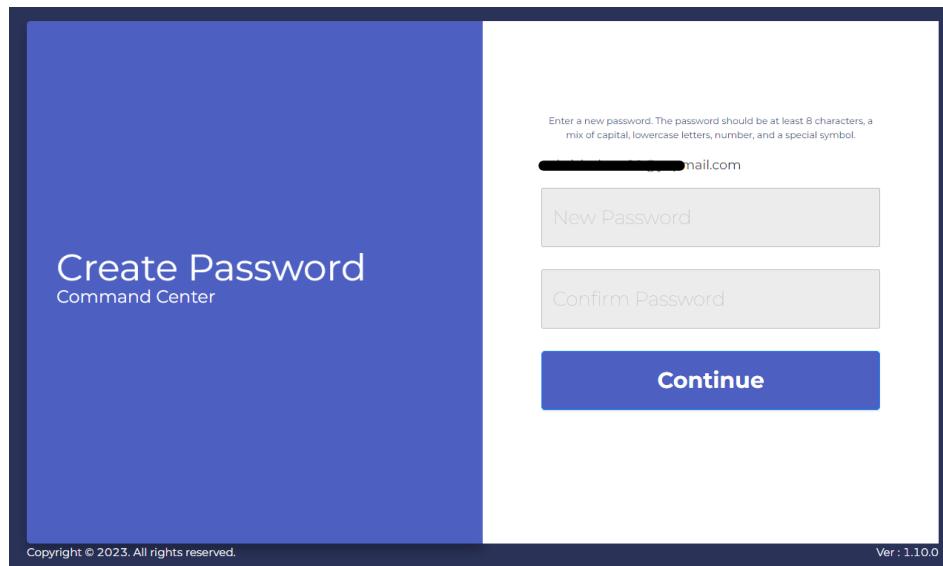
After selecting each field, click the “Submit” button. This action will trigger a confirmation pop-up.

Upon successful addition of the user, a toast message will be displayed, as depicted below.



Activate User

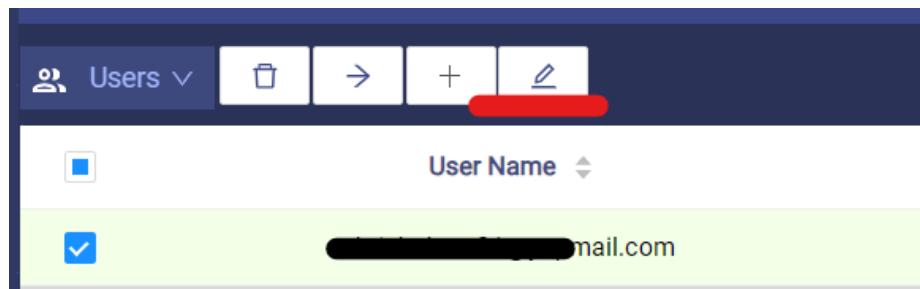
Upon successful addition of the user from the command center, the newly added user will receive an email containing an activation link (**Active me**). Clicking on the link will redirect the user to the create password page, as illustrated below. The user can then set a password and proceed to log into the command center.



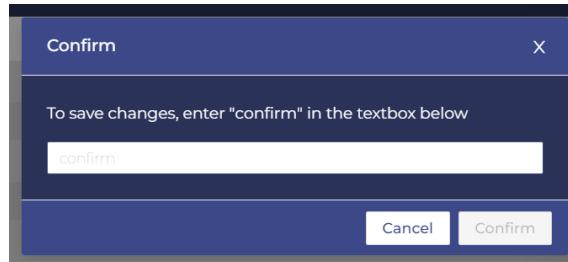
After clicking continue, the user will receive a toast message confirming the change, and they will be automatically redirected to the login page.

Edit User

To modify a user record, select the user account that requires editing. In the upper-left corner of the screen, you will find the pencil icon.

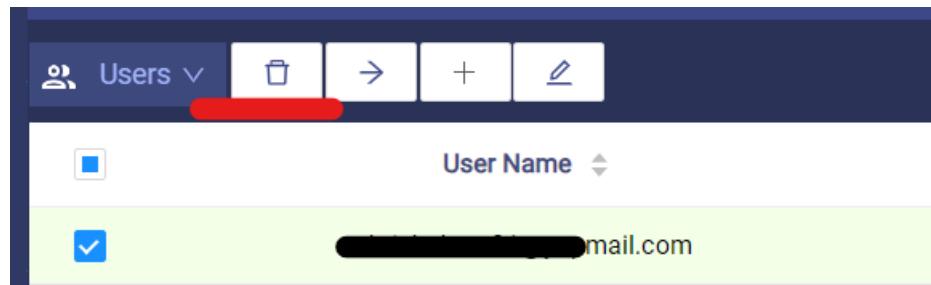


Clicking on this icon opens a sidebar where you can make the necessary changes. Once the editing is complete, click the "Submit" button. This action will trigger a confirmation pop-up, as depicted below. The user is required to type "Confirm" to finalize the submission.



Delete User

To delete a user, choose the user account selected for deletion and click on the delete button located in the upper-left corner of the screen.



Once the user clicks on delete, a confirmation pop-up will show for auth.

CUSTOMER CARE MODULE

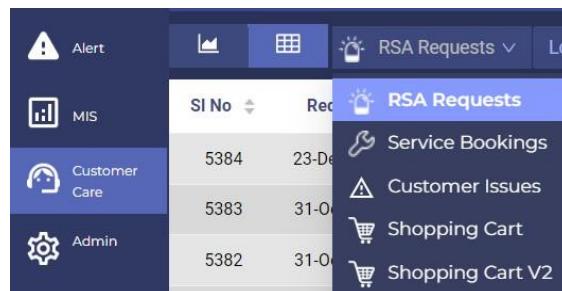
***Note: customer care module is not available for all customers. Only for customers opted for mobile app with connectm platform.**

This Icon is for Customer care module in the command center portal

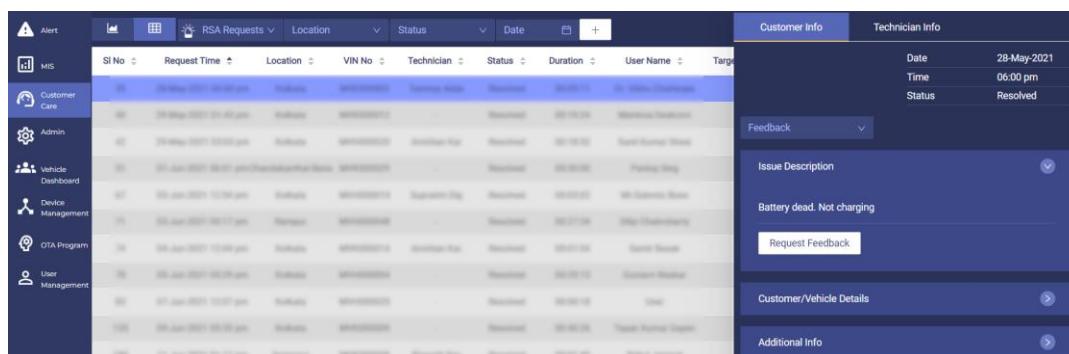


RSA Request

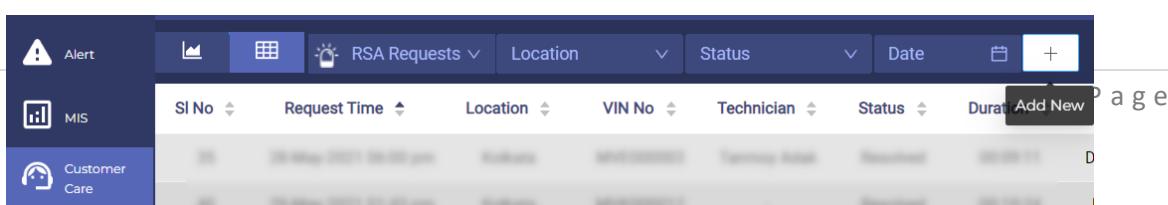
This module shows information regarding RSA (Roadside Assistance) requests initiated from the mobile application. Additionally, this webpage provides the functionality to generate RSA requests for specific VIN numbers through the web application. Furthermore, users can access valuable details such as the assigned technician and other useful information.



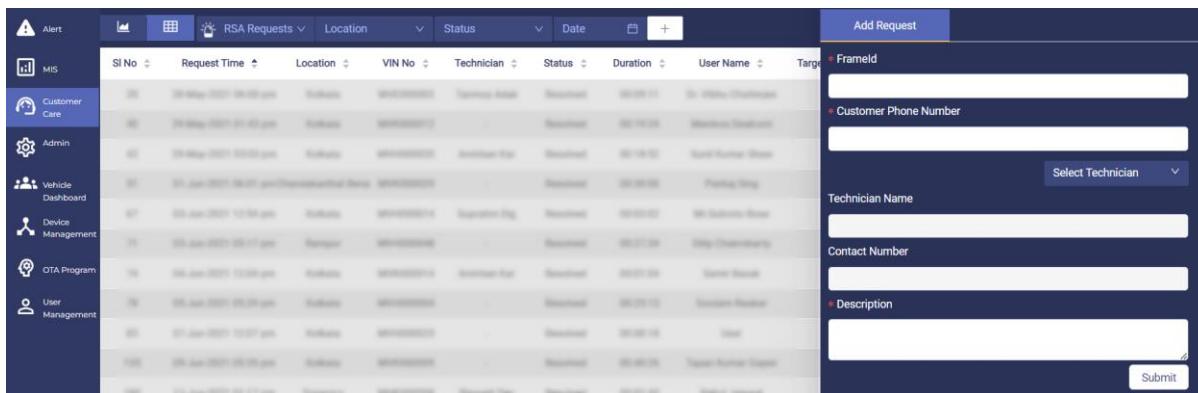
User has the option to click and view the details of each row of the grid which contains customer info like date, time, status, vehicle details like Vin no, battery Id, vehicle type and warranty and additional info like otp and Technician information.



User can add new RSA request by clicking on plus icon.



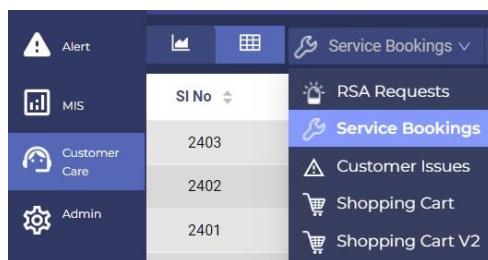
This will open side bar as shown below



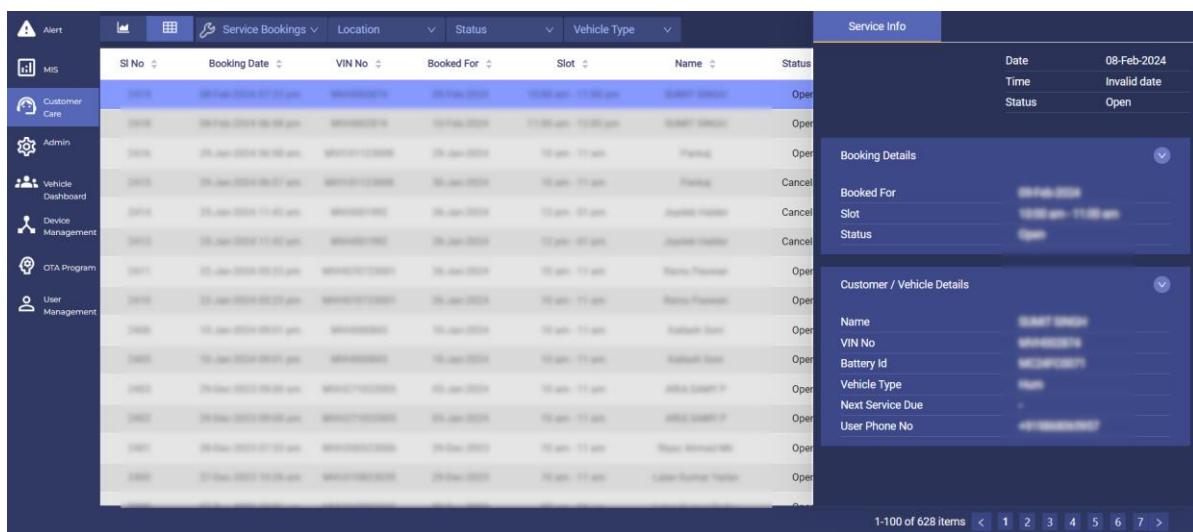
In this step, users need to fill in all the mandatory fields indicated by *. These include Frame Id/Vin No, Customer Phone no, Technician name, contact number and description and click on “submit” button.

Service Bookings

This module displays information related to all service bookings, including the booking date, time slot, customer name, vehicle type, and other relevant details.

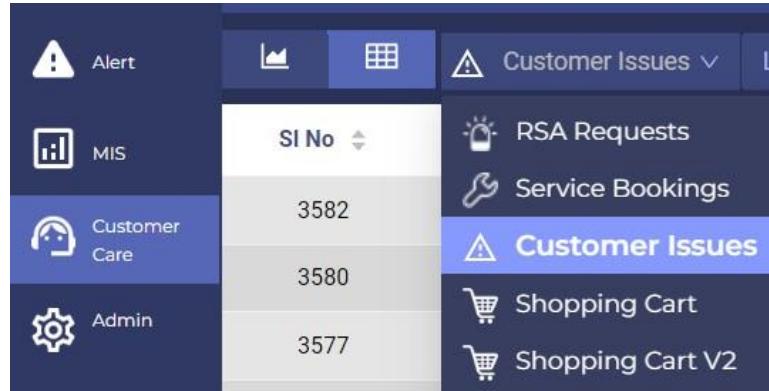


User has the option to click and view the details of each row of the grid. which contains service info like date, time, status and Booking details and Customer/Vehicle details.

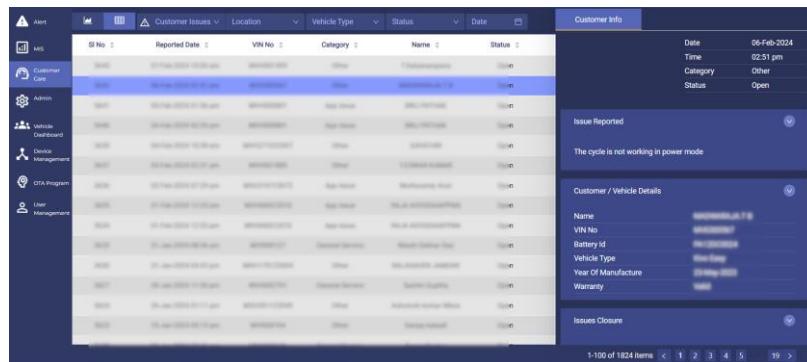


Customer Issues

This module exhibits all customer-reported issues from the mobile app. It displays details regarding the issues, such as the reported date, VIN number, customer name, vehicle type, phone number, and location.



User has the option to click and view the details of each row of the grid which contains customer info, Issue reported, Customer/Vehicle details and Issue closure.



Customer Info

Date	06-Feb-2024
Time	02:51 pm
Category	Other
Status	Open

Issue Reported

The cycle is not working in power mode

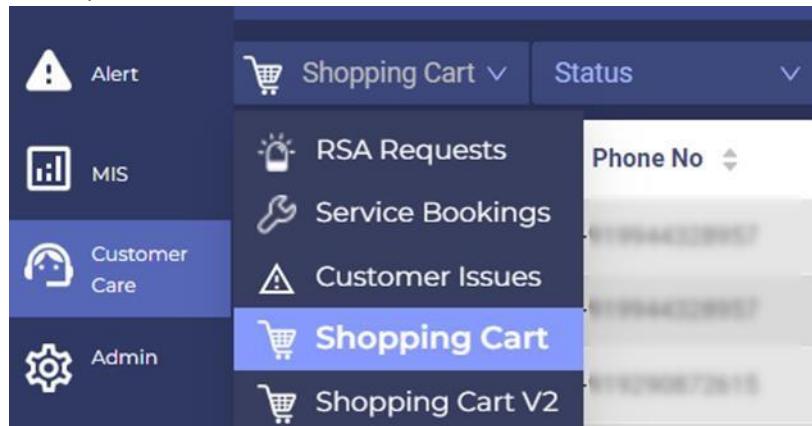
Customer / Vehicle Details

Name	JOHNDOE123
VIN No	MANXXXXXXX
Battery Id	0123456789
Vehicle Type	Two-Way
Year Of Manufacture	2023
Warranty	1000

Issues Closure

Shopping Cart

This module displays information related to all accessories related information along with Status, Model info, Purchase date and Warranty end date info.

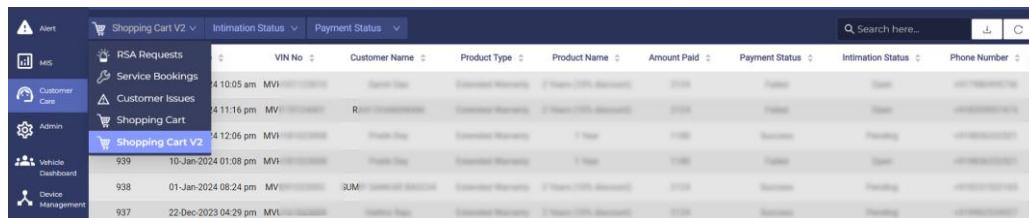


user has the option to click and view the details of each row of the grid which contains Shopping cart/Vehicle details like Vin No, battery Id, model, purchase date, warranty, status, and shopping cart items.

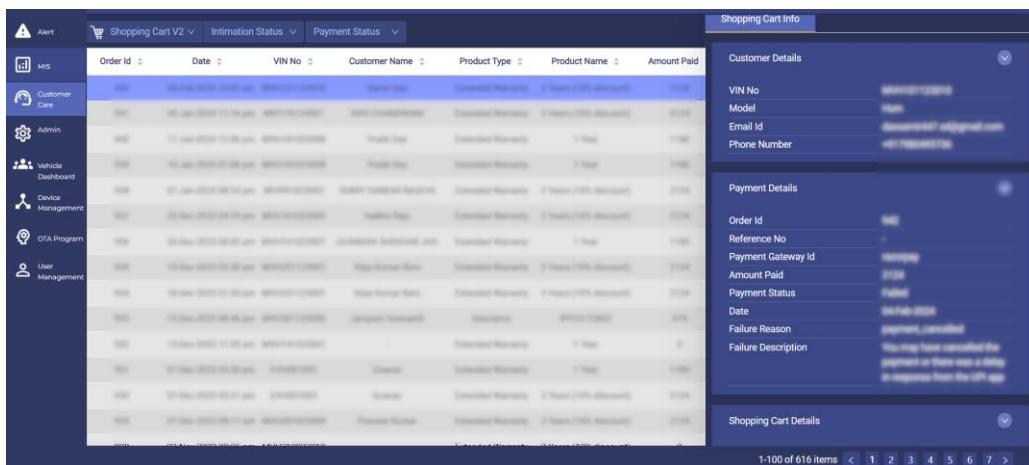


Shopping Cart V2

This module provides a comprehensive list of records for users who have purchased insurance and extended warranty. It includes details such as order ID, purchased product, product type, payment status, and amount paid.



user has the option to click and view the details of each row of the grid which contains Customer details like, Vin no, model, email, phone no, and payment details like order Id, payment gateway Id, amount paid failure reason etc. and shopping cart details and can filter result based on different requirement.



DEVICE MANAGEMENT MODULE

This device management module enables a range of functionalities, it facilitates VCU/VTS swapping seamlessly. Users can also use the operation option to send commands to specific devices such as Locate, immobilize (Lock) and Regen, providing enhanced control.

This Icon is for MIS Dashboard module in the command center portal



Notifications

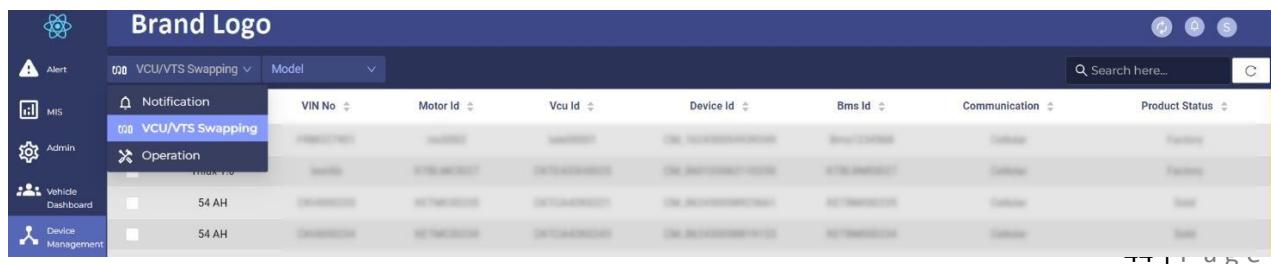
This module enables the sending of individual push notifications (PN) to mobile app of users who have registered with the commuter mobile application.



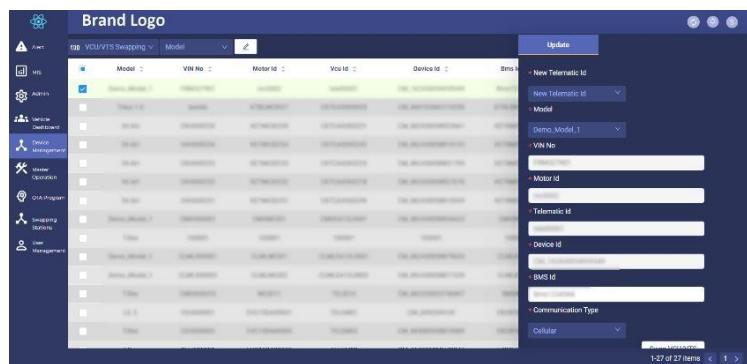
***Note: Notification module is not available for all customers. Only for customers opted for connectm mobile APKs.**

VCU/VTS Swapping

As shown in the image below, this module displays the list of devices and their details such as VIN number, Model name, Motor ID, VCU ID, Device ID, BMS ID, Communication type, and Product status. Users can refine the list by choosing a model from the drop-down menu above and can proceed with the device swapping process by selecting the device.



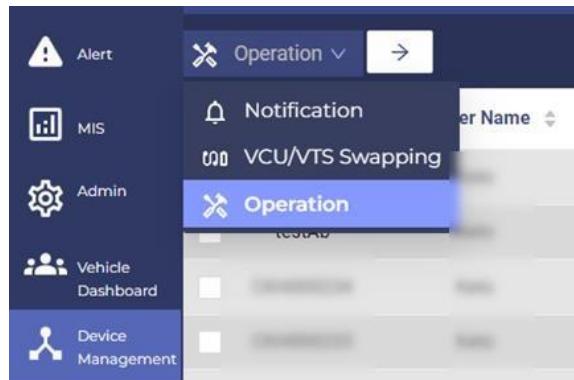
This module allows users to swap VCU/VTS, modify communication type, and change models.



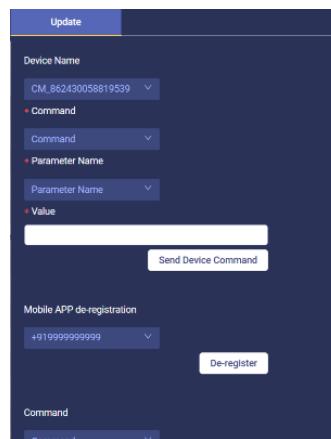
To initiate the swapping process, the user must select the specific record and click the "edit" button. This action opens a sidebar as shown in the below image, where the user can then choose the new telematic ID and model and then initiate the swapping process.

Operations

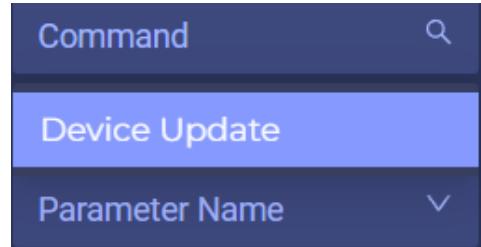
This module allows users to issue commands to the BMS, de-register a registered mobile number, and send Immobilize/Mobilize commands to a specific VIN number.



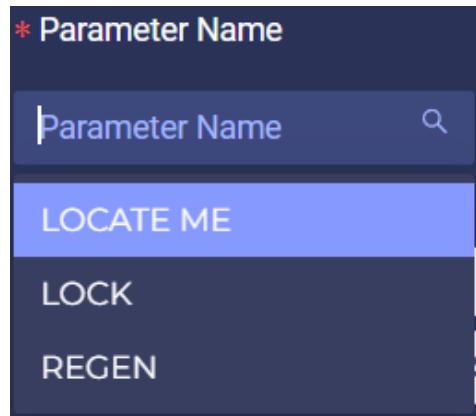
To initiate the above-mentioned process, the user must select the specific record and click the "edit" button. This action opens a sidebar as shown in the below image, where the user can select the device to which the command needs to be issued, then enter / choose the required fields, and can send device command.



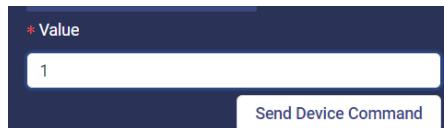
This command can be set to “Device update” as show in the below image.



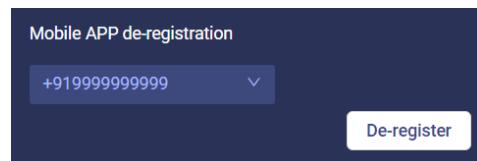
Select any one command from the drop down as mentioned below.



This value can be set to “1” to enable the command and this can be set to “0” for disabling / reverting the same.

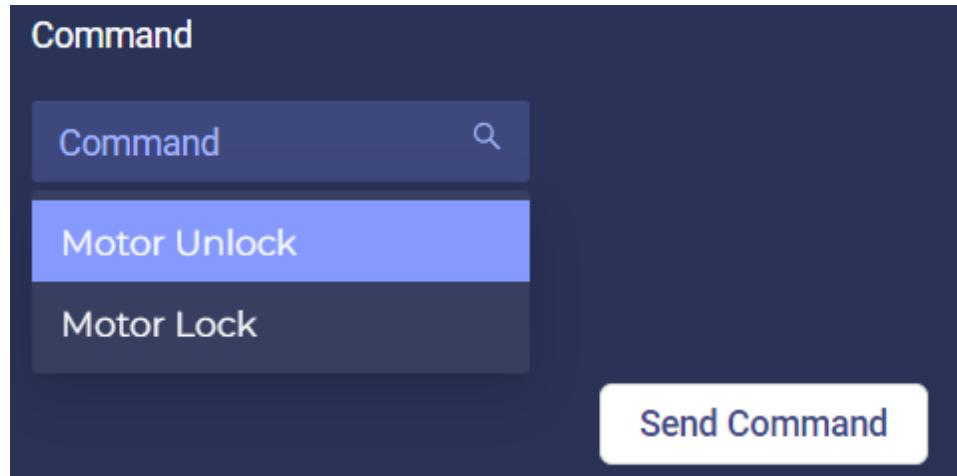


This command used to de-register mobile app, once you click confirmation pop-up will appear Users are required to input the term "confirm" and proceed by clicking the confirmation button.



Direct Commands

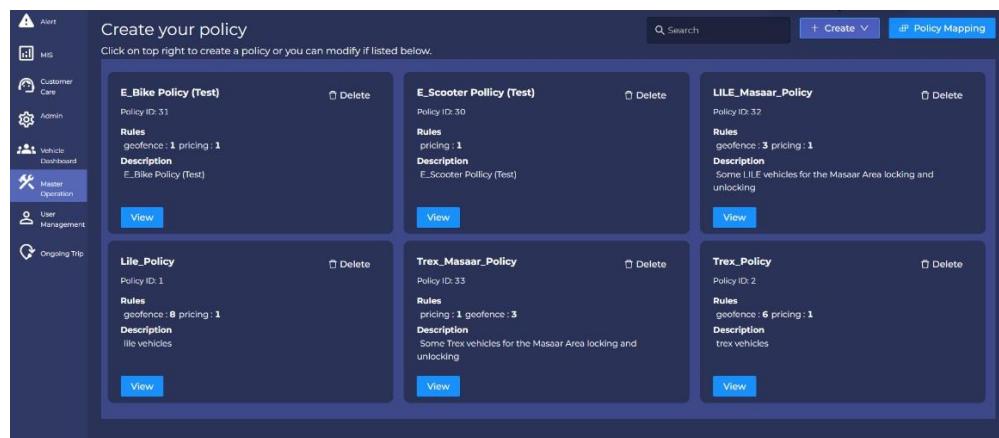
Select any one command from the drop down as mentioned below and when you click on send command confirmation pop-up will appear again user need to enter “confirm” and proceed by clicking the confirmation button.



MASTER OPERATION MODULE

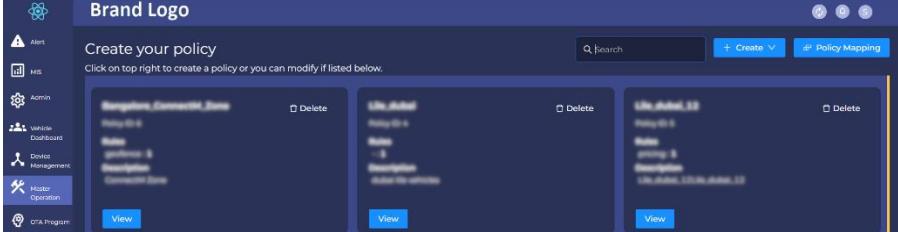
***Note: Master Operation module is not available for all customers.**

In the main operation, you can create a price policy, or different price policies for different modules. Price policies can include per-minute rates and initial deduction amounts.



Policy ID	Rules	Description	Action
E_Bike Policy (Test)	geofence : 1 pricing : 1	E_Bike Policy (Test)	View Delete
E_Scooter Policy (Test)	pricing : 1	E_Scooter Policy (Test)	View Delete
LILE_Masaar_Policy	geofence : 3 pricing : 1	Some LILE vehicles for the Masaar Area locking and unlocking	View Delete
Life_Policy	geofence : 8 pricing : 1	life vehicles	View Delete
Trex_Masaar_Policy	pricing : 1 geofence : 3	Some Trex vehicles for the Masaar Area locking and unlocking	View Delete
Trex_Policy	geofence : 6 pricing : 1	trex vehicles	View Delete

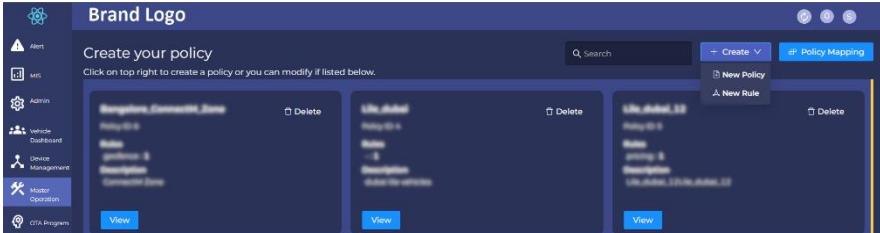
To see map policies to vehicles Click on policy mapping on top right corner as shown below.



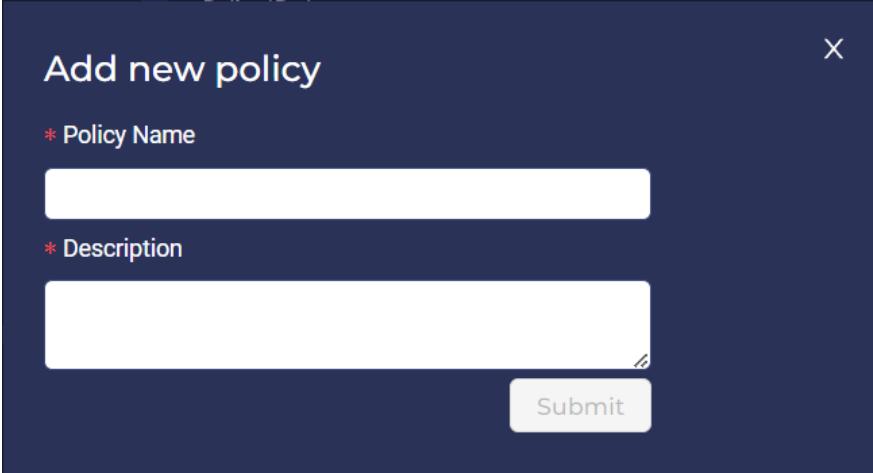
Below pop will open with policy details when user clicks on policy mapping.



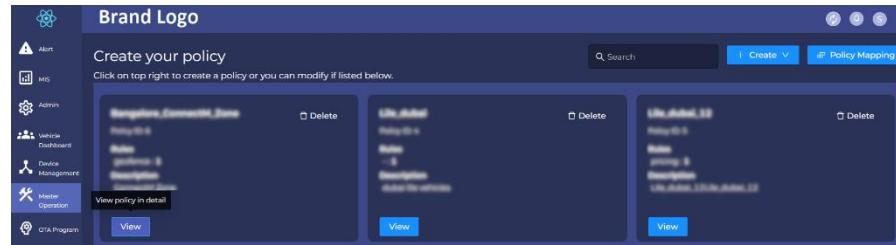
To create new policy or attach rules click on create icon as shown below.



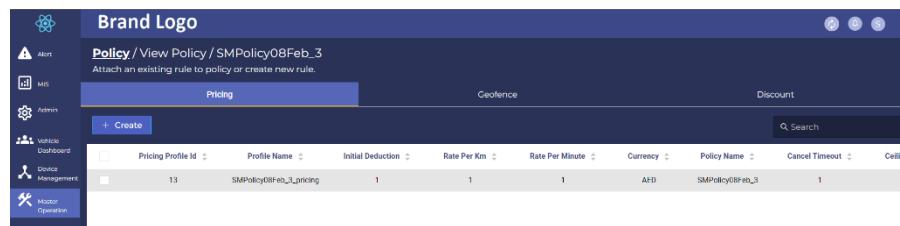
After clicking on create button pop-up will open as shown below user need to enter policy name and description.



To view policy in detail, click on view button as shown below.

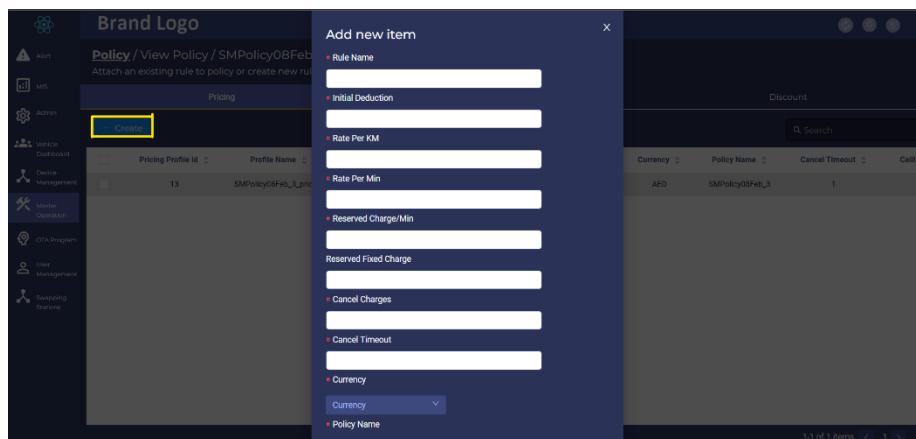


This will prompt to open policy detail page where user can see pricing, geofence and discount details.

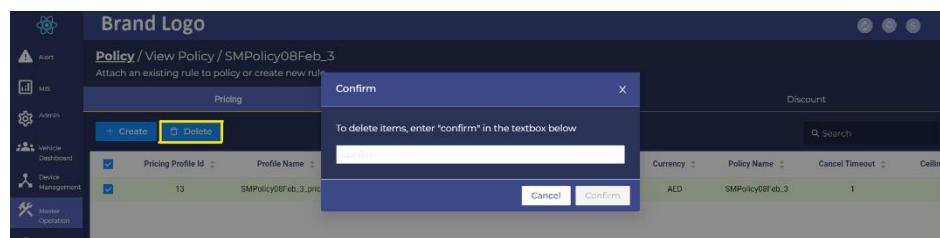


Pricing Profile Id	Profile Name	Initial Deduction	Rate Per Km	Rate Per Minute	Currency	Policy Name	Cancel Timeout	Ceiling
13	SMPolicy08Feb_3_pricing	1	1	1	AED	SMPolicy08Feb_3	1	

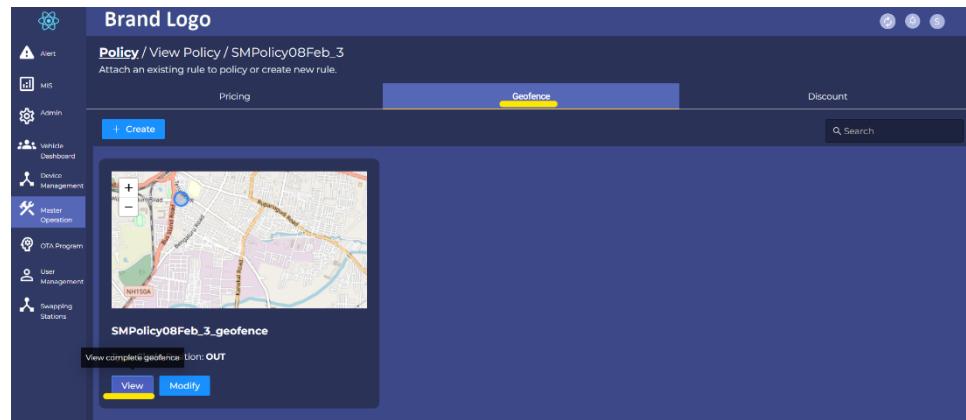
To create new pricing click on Create icon as shown below, this will prompt to open pop-up as below. In this step, users need to fill in all the mandatory fields indicated by * and click on “submit” button.



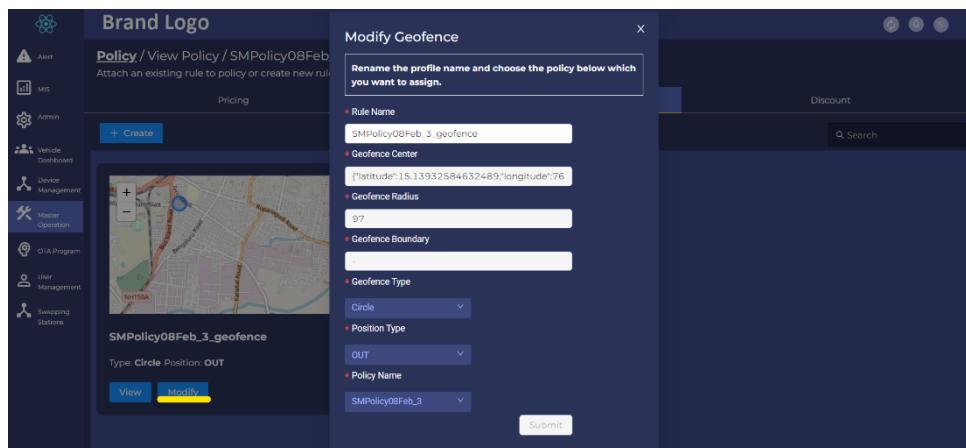
To delete pricing user needs to select check box and click on delete, this will prompt to open pop-up as shown below where, user need to enter “confirm” and click on submit button.



To view Geofence in detail click on Geofence this will open up Geofence page and click on view button as shown below



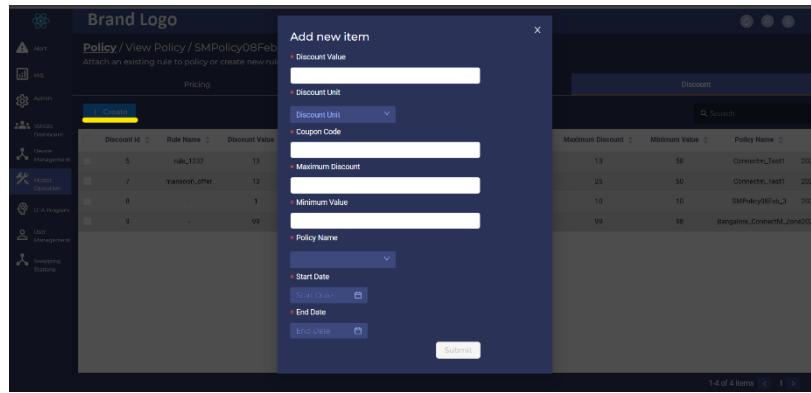
To Edit Geofence user need to click on modify option as shown below, this will prompt to open pop-up in this step, users need to fill in all the mandatory fields indicated by * and click on “submit” button.



To view Discount detail, click on discount icon present in policy page, this will prompt to open page as below.

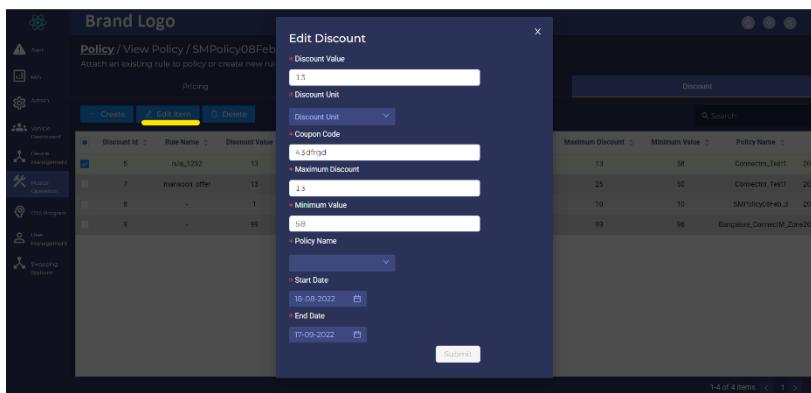
Discount Id	Rule Name	Discount Value	Discount Unit	Start Date	End Date	Coupon Code	Maximum Discount	Minimum Value	Policy Name
1	offer_1000	10	PERCENT	2023-08-10 00:00:00	2023-08-17 00:00:00	offer1000	10	00	Connectm_Feast_2023
2	memories_offer	10	PERCENTAGE	2023-08-10 00:00:00	2023-08-14 00:00:00	memories	10	00	Connectm_Feast_2023
3	3	1	PERCENT	2023-08-03 00:00:00	2023-08-10 00:00:00	memories100	10	00	Memories_Weekend_2023
4	4	10	PERCENTAGE	2023-08-03 00:00:00	2023-08-10 00:00:00	memories100	10	00	Memories_Weekend_2023

To create new Discount user, need to click on create button as shown below, this will prompt to open pop-up, in this step users need to fill in all the mandatory fields indicated by * and click on “submit” button.



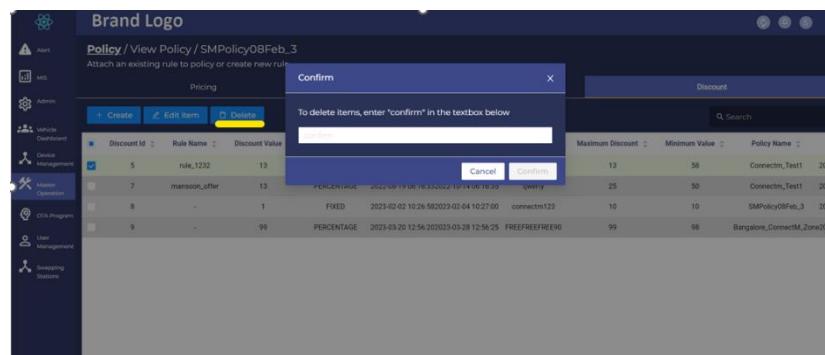
Discount ID	Rule Name	Discount Value
5	rule1232	13
7	mansion_offer	13
8	-	1
9	-	99

To edit Discount, user need to click on Edit item as shown below this will prompt to open pop-up, in this step users need to fill in all the mandatory fields indicated by * and click on “submit” button.



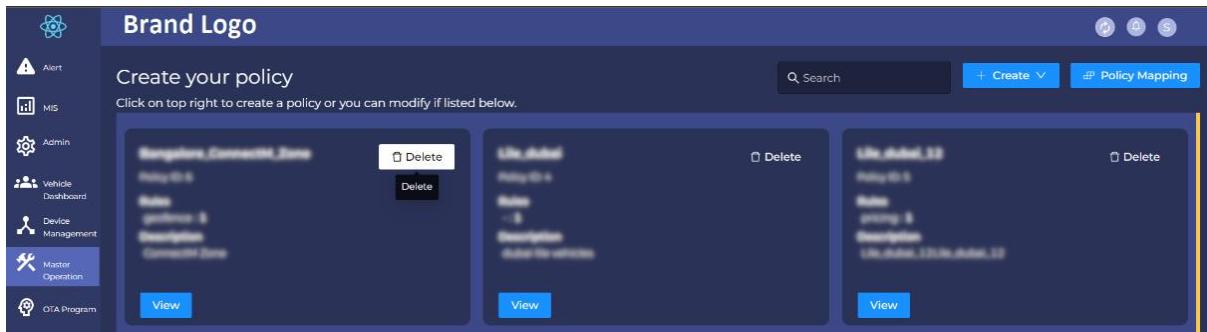
Discount ID	Rule Name	Discount Value
5	rule1232	13
7	mansion_offer	13
8	-	1
9	-	99

To delete Discount user, need to click on Delete button as shown below this will prompt to open pop-up, As shown below where, user need to enter “confirm” and click on submit button.

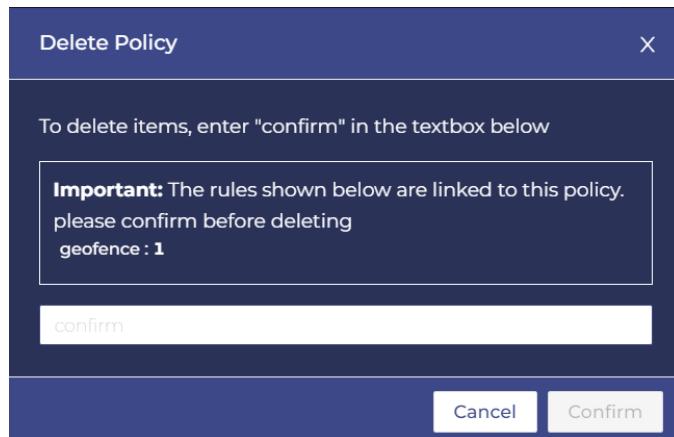


Discount ID	Rule Name	Discount Value
5	rule1232	13
7	mansion_offer	13
8	-	1
9	-	99

To delete policy, click on delete icon as shown below, this will prompt to open pop up.

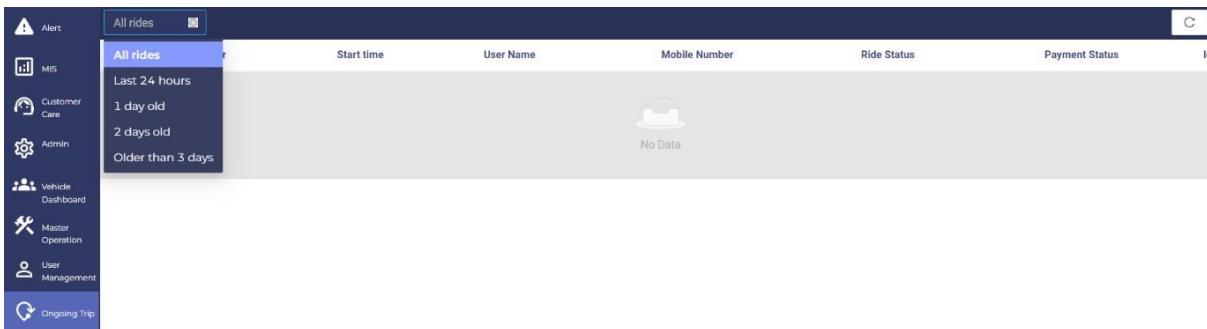


User need to enter "confirm" in text field to delete policy.



END RIDE / ON GOING TRIP MODULE

Trips that are in progress and being taken by real users are shown in this table, including the user's name, trip start and end times, duration, amount, ride status, and payment status



All rides	Start time	User Name	Mobile Number	Ride Status	Payment Status	Id
No Data						

Over the Air Update

Prerequisites for OTA.

1. The Ignition of the device should be turned ON and the device should be communicating.
2. The Signal strength should be above 20 (This can be checked in command centre vehicle dashboard module-> grid view page.)
3. Once ignition is turned ON and signal strength is good, we can initiate the OTA process (the OTA process is explained below in the OTA Program Module section).
4. Once the OTA is initiated, please turn off only the Ignition and check for the packet, the ignition value should 0 (off).
5. OTA will be initiated once the ignition is Off.
6. The status of device can be checked in grid page under the vehicle dashboard module.

Note: Once the OTA is initiated, please ensure to keep the device idle until the update is finished, If the device is turned ON or disturbed the OTA update may fail.

Login to the application navigate to the OTA Program module as shown below.



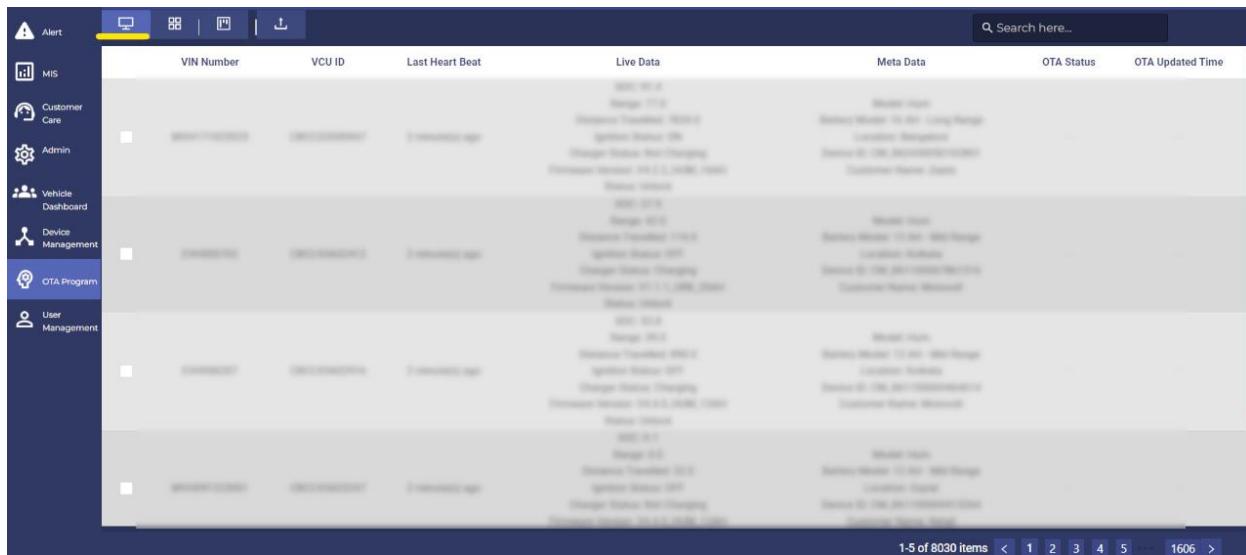
The above Icon is for OTA program module in command center portal.

Click on this Icon, it will display the Devices, Assigned Firmware and Jobs pages along with search text field.



OTA PROGRAMME MODULE

Device Info Page



Alert	VIN Number	VCU ID	Last Heart Beat	Live Data	Meta Data	OTA Status	OTA Updated Time
MIS	12345678901234567890	VCU1234567890	2 minutes ago	SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: ON Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000	Model: Tesla Battery Model: 10 Ah - 100 Range Location: Andhra Device ID: 123_123_123 Customer Name: Suresh	Ready	2023-09-15 10:00:00
Customer Care	12345678901234567890	VCU1234567890	2 minutes ago	SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: ON Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000	Model: Tesla Battery Model: 10 Ah - 100 Range Location: Andhra Device ID: 123_123_123 Customer Name: Meenu	Ready	2023-09-15 10:00:00
Admin	12345678901234567890	VCU1234567890	2 minutes ago	SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: ON Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000	Model: Tesla Battery Model: 10 Ah - 100 Range Location: Andhra Device ID: 123_123_123 Customer Name: Meenu	Ready	2023-09-15 10:00:00
Vehicle Dashboard	12345678901234567890	VCU1234567890	2 minutes ago	SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: ON Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000	Model: Tesla Battery Model: 10 Ah - 100 Range Location: Andhra Device ID: 123_123_123 Customer Name: Meenu	Ready	2023-09-15 10:00:00
Device Management	12345678901234567890	VCU1234567890	2 minutes ago	SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: ON Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000	Model: Tesla Battery Model: 10 Ah - 100 Range Location: Andhra Device ID: 123_123_123 Customer Name: Meenu	Ready	2023-09-15 10:00:00
OTA Program	12345678901234567890	VCU1234567890	2 minutes ago	SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: ON Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000	Model: Tesla Battery Model: 10 Ah - 100 Range Location: Andhra Device ID: 123_123_123 Customer Name: Meenu	Ready	2023-09-15 10:00:00
User Management	12345678901234567890	VCU1234567890	2 minutes ago	SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: ON Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Charging Firmware Version: V1.2.1.0000_1000 Status: Unknown SOC: 95.0 Range: 10-12 Distance Travelled: 100000 Ignition Status: OFF Charger Status: Not Charging Firmware Version: V1.2.1.0000_1000	Model: Tesla Battery Model: 10 Ah - 100 Range Location: Andhra Device ID: 123_123_123 Customer Name: Meenu	Ready	2023-09-15 10:00:00

1-5 of 8030 items < 1 2 3 4 5 ... 1606 >

The Device page has the details of all the vehicles associated with the organization. It contains details like VIN Number (Frame ID), VCU ID, Last Heartbeat (Last communicated time), Live Data, Meta Data, OTA Status, and OTA updated Time.

The Live Data consists of SOC, range, distance travelled, Ignition status, charger status, firmware version, and status of the vehicle.

The vehicle details like the model of the vehicle, battery Model, location and device ID will be displayed in meta data Column.

The user can search the VIN Number or VCU ID by entering the required VIN Number or VCU ID in search field to do the OTA updation.

Note: If the searched VIN Number or VCU details is not displayed, please recheck the VIN Number or VCU ID. If it is found correct and yet the details are not displayed contact ConnectM team to configure the device.

Assigned Firmware Info Page



Version	Firmware Type	Model	Release Date	Description
V1.0.1.0000_0000	WIFI		10 Dec, 2023 04:00 pm	Initial Firmware Release
V1.0.0.0000_0000	WIFI	20-AH - Urban	20-Nov-2023 10:00 pm	Removed Frontal wiper mode at 30% SOC
V1.0.0.0000_0000	WIFI	12-AH - Mid Range	20-Nov-2023 10:00 am	Wake up from sleep mode from display button along with ignition ON
V1.0.0.0000_0000	WIFI	8-AH - Normal Range	20-Nov-2023 10:00 am	Wake up from sleep mode from display button along with ignition ON
V1.0.0.0000_0000	WIFI	16-AH - Long Range	20-Nov-2023 10:00 am	Wake up from sleep mode from display button along with ignition ON
V1.1.0.0000_0000	WIFI	20-AH - Urban	08-Feb-2024 07:00 pm	USB - 2004 (2000 Speed, Air Connection)
V1.0.0.0000_0000	WIFI	16-AH - Long Range	20-Dec-2023 12:00 pm	USB - 16AH (Download capacity for Holiday mode implementation)
V1.0.0.0000_0000	WIFI	12-AH - Mid Range	20-Dec-2023 12:00 pm	USB - 12AH (Download capacity for Holiday mode implementation)
V1.0.0.0000_0000	WIFI	8-AH - Normal Range	20-Dec-2023 12:00 pm	USB - 8AH (Download capacity for Holiday mode implementation)

1-9 of 9 items < 1 >

Assigned firmware page gives information about the version of the Firmware released, Firmware Type, Model, firmware released date and description of firmware.

Once the Connectm firmware team has released a new firmware, we will upload the bin file and will assign the bin file once production approval is given from your team. Once the bin file is uploaded and assigned, the bin file along with the description, model, and firmware type will be displayed on the Assigned Firmware page.

The user can search the version of firmware by entering the required firmware version in the search text field.

Note: Before keeping the OTA Jobs, Search whether the desired firmware is assigned. If the firmware is not available in Assigned firmware, please contact the ConnectM Team to assign the firmware.

The firmware present in the assigned firmware dashboard will only be available for the OTA process.

Single Device OTA update

For the device that needs to be updated with the latest firmware, the user must search for the required VIN number or VCU ID in the search field.

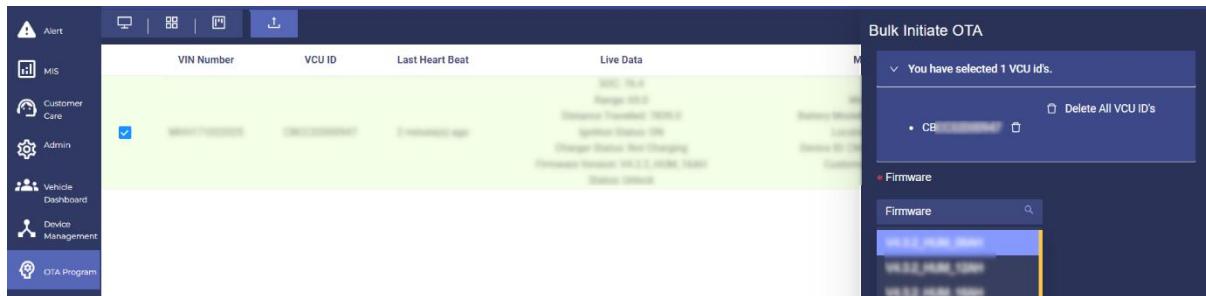
Once the search details are displayed the user has the option to click the checkbox of that device

and click on update firmware icon  present on the header for OTA updation.

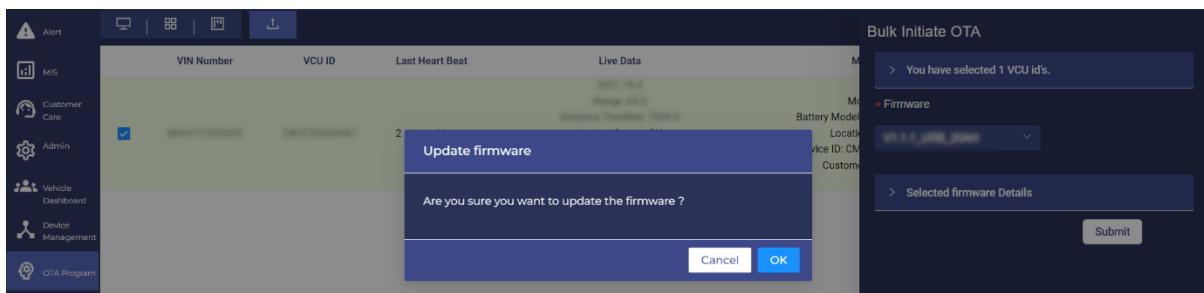


When the user clicks on update firmware the side panel is displayed, which displays the selected VCU ID. The user must select the firmware version to be updated from the firmware dropdown or manually enter the firmware version in the firmware dropdown, select the version, check the selected firmware details (check for description) and click on the submit button.

Note: Please recheck the firmware version and the VCU Id selected before submitting the ota process.

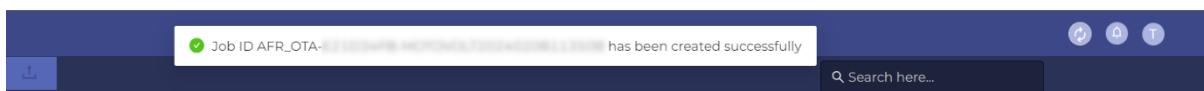


By clicking the submit button a window will pop-up for the confirmation of OTA and we should click on the OK button to initiate the OTA.



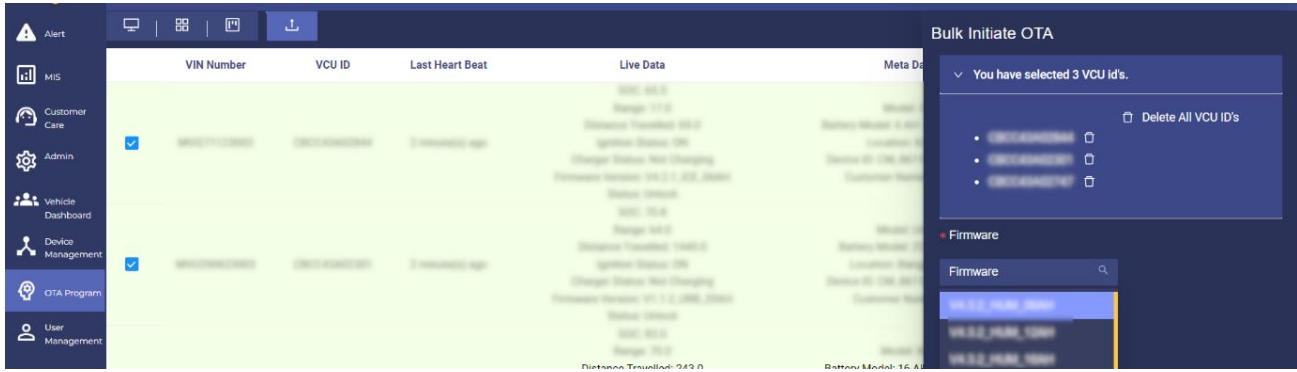
Once the OK button is clicked, popup message stating OTA has been created will be displayed, which displays the job id for reference please note down the job id.

This means OTA has been initiated successfully and created OTA will be displayed in jobs page.



Multiple Device OTA update (for same firmware version)

If multiple devices have to be updated with the same firmware version, multiple devices can be selected by searching in the search field, once the searched device is listed, click on the checkbox for selecting a device for OTA update and selected devices can be kept for OTA update all at once.



If any device has to be deleted from the list before clicking submit, the user can click on the delete icon present next to the VCU ID. If the user wants to delete all VCU IDs, the user can click on delete all VCU IDs.

On clicking the submit button pop-up window will occur for the confirmation of OTA and we should click on the OK button to initiate an OTA.

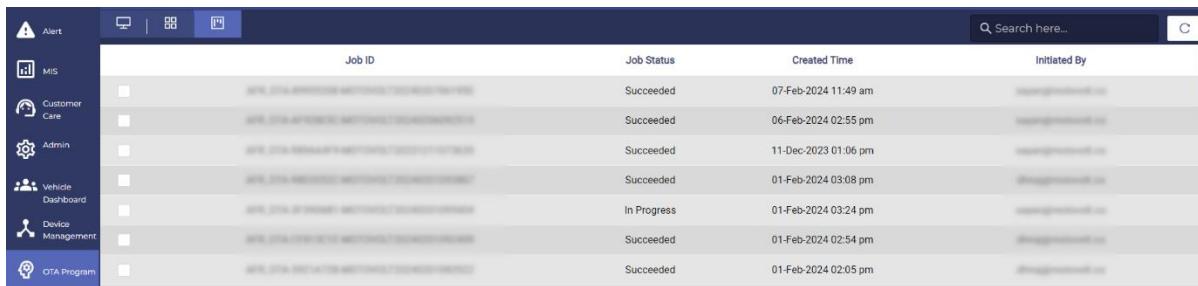
Once the OK button is clicked pop up message stating OTA has been created will be displayed which has the job id for reference, please note down the job id.

This means Multiple OTA have been initiated successfully and the created OTA will be displayed on the jobs page.

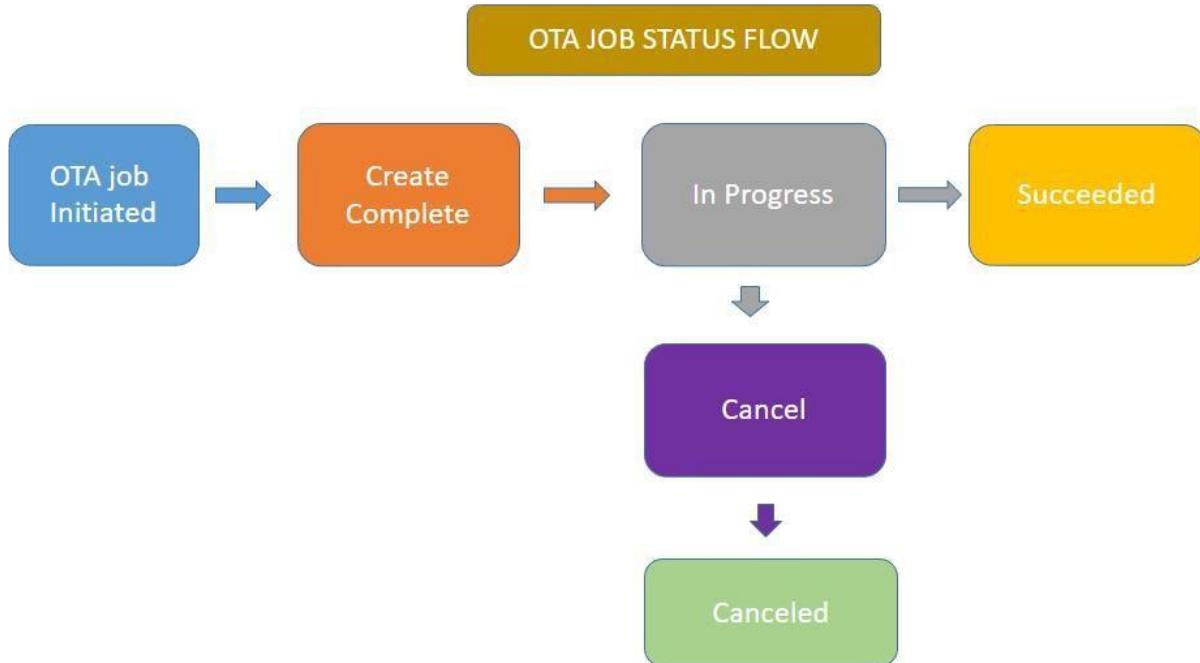
Note: The Multiple device which is kept for OTA will be listed under a single Job id.

Job Info Page

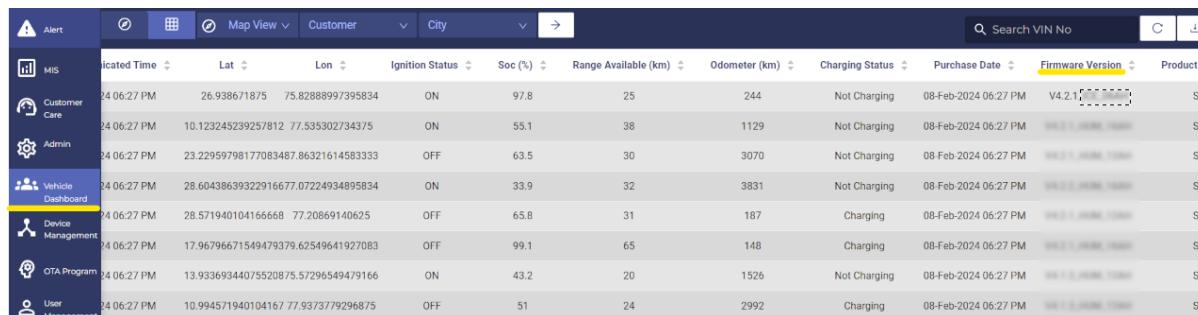
The created OTA will be assigned with the unique job id. The job id will be displayed in the jobs page. This page consists of job id, job status, created time, and initiated by columns. Once the Job status is updated to “**Create complete**” please refresh the page, once the page is refreshed the product status will be changed to “**In progress**”. (This indicates the OTA has successfully initiated).



Job ID	Job Status	Created Time	Initiated By
APR1_2024-01041675_77.9373779296875	Succeeded	07-Feb-2024 11:49 am	connectm@connectm.com
APR1_2024-01041675_77.9373779296875	Succeeded	06-Feb-2024 02:55 pm	connectm@connectm.com
APR1_2024-01041675_77.9373779296875	Succeeded	11-Dec-2023 01:06 pm	connectm@connectm.com
APR1_2024-01041675_77.9373779296875	Succeeded	01-Feb-2024 03:08 pm	connectm@connectm.com
APR1_2024-01041675_77.9373779296875	In Progress	01-Feb-2024 03:24 pm	connectm@connectm.com
APR1_2024-01041675_77.9373779296875	Succeeded	01-Feb-2024 02:54 pm	connectm@connectm.com
APR1_2024-01041675_77.9373779296875	Succeeded	01-Feb-2024 02:05 pm	connectm@connectm.com



Once the OTA initiated is successful the status will be changed to “**Succeeded**”. Once the status is succeeded the firmware version must be verified by the user in the vehicle dashboard.



Customer	City	Lat	Lon	Ignition Status	Soc (%)	Range Available (km)	Odometer (km)	Charging Status	Purchase Date	Firmware Version	Product St
24 06:27 PM	26.938671875	75.82888997395834	ON	97.8	25	244	Not Charging	08-Feb-2024 06:27 PM	V4.2.1	Connected	Sold
24 06:27 PM	10.123245239257812	77.535302734375	ON	55.1	38	1129	Not Charging	08-Feb-2024 06:27 PM	V4.2.1	Connected	Sold
24 06:27 PM	23.22959798177083487	86.321614583333	OFF	63.5	30	3070	Not Charging	08-Feb-2024 06:27 PM	V4.2.1	Connected	Sold
24 06:27 PM	28.6043863932916677	07224934895834	ON	33.9	32	3831	Not Charging	08-Feb-2024 06:27 PM	V4.2.1	Connected	Sold
24 06:27 PM	28.571940104166668	77.20869140625	OFF	65.8	31	187	Charging	08-Feb-2024 06:27 PM	V4.2.1	Connected	Sold
24 06:27 PM	17.96796671549479379	62549641927083	OFF	99.1	65	148	Charging	08-Feb-2024 06:27 PM	V4.2.1	Connected	Sold
24 06:27 PM	13.93369344075520875.57296549479166	ON	43.2	20	1526	Not Charging	08-Feb-2024 06:27 PM	V4.2.1	Connected	Sold	
24 06:27 PM	10.994571940104167	77.9373779296875	OFF	51	24	2992	Charging	08-Feb-2024 06:27 PM	V4.2.1	Connected	Sold

If the firmware is updated successfully, the new firmware version will be updated in the vehicle dashboard. If the version is not changed, please re-initiate the OTA for that device.

The user must select the Frame ID once again and click on Update firmware. The OTA updated time will be displayed in the OTA Updated time column.

Note: Once the single or multiple OTA job is created the user cannot delete the job, instead they can cancel the job.

Job ID	Job Status	Created Time	Initiated By
AFR_OTA-1234567890	Succeeded	07-Feb-2024 11:49 am	John.Doe
AFR_OTA-1234567890	Succeeded	06-Feb-2024 02:55 pm	Jane.Doe
AFR_OTA-1234567890	Succeeded	11-Dec-2023 01:06 pm	Bob.Smith
AFR_OTA-1234567890	Succeeded	01-Feb-2024 03:08 pm	Alice.Williams
AFR_OTA-1234567890	In Progress	01-Feb-2024 03:24 pm	David.Brown
AFR_OTA-1234567890	Succeeded	01-Feb-2024 02:54 pm	Emily.Green
AFR_OTA-1234567890	Succeeded	01-Feb-2024 02:05 pm	Frank.White
AFR_OTA-1234567890	In Progress	01-Feb-2024 01:58 pm	abhi@company.com
AFR_OTA-1234567890	Create In Progress	01-Feb-2024 01:48 pm	Samuel.Oliver
AFR_OTA-1234567890	Canceled	01-Feb-2024 01:31 pm	Olivia.Parker
AFR_OTA-1234567890	Succeeded	01-Feb-2024 01:21 pm	Henry.Thomas
AFR_OTA-1234567890	Canceled	01-Feb-2024 01:09 pm	Mia.Lewis
AFR_OTA-1234567890	Create In Progress	01-Feb-2024 01:27 pm	Charlotte.Harris
AFR_OTA-1234567890	Succeeded	01-Feb-2024 11:45 am	Matthew.Wilson
AFR_OTA-1234567890	Succeeded	01-Feb-2024 11:02 am	Sophia.Carter

When we click on a particular job, the execution overview page will be displayed which shows all the status and job execution details which include VIN number, VCU ID, device id, status and last updated time.

Job ID		Execution Overview			
	Job ID	Succeeded	Failed	Canceled	Rejected
■	AFR_OTA...1950	1	0	0	0
■	AFR_OTA...2515	0	In Progress	Removed	Timed out
■	AFR_OTA...3635	0	0	0	0
■	AFR_OTA...3807				
■	AFR_OTA...5404				
■	AFR_OTA...2409				
■	AFR_OTA...3522				
■	AFR_OTA...2829				
■	AFR_OTA...1818				
■	AFR_OTA...0147				
■	AFR_OTA...5130				
■	AFR_OTA...3925				
■	AFR_OTA...5720				
■	AFR_OTA...1520				
■	AFR_OTA...5246				

VIN Number	VCU ID	Device ID	Status	Last Update
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	SUCCEEDED	06-Feb-2024 03:09 pm

Procedure to cancel the job:

Note: A job which is in “In Progress” or “Queued” status can only be cancelled.

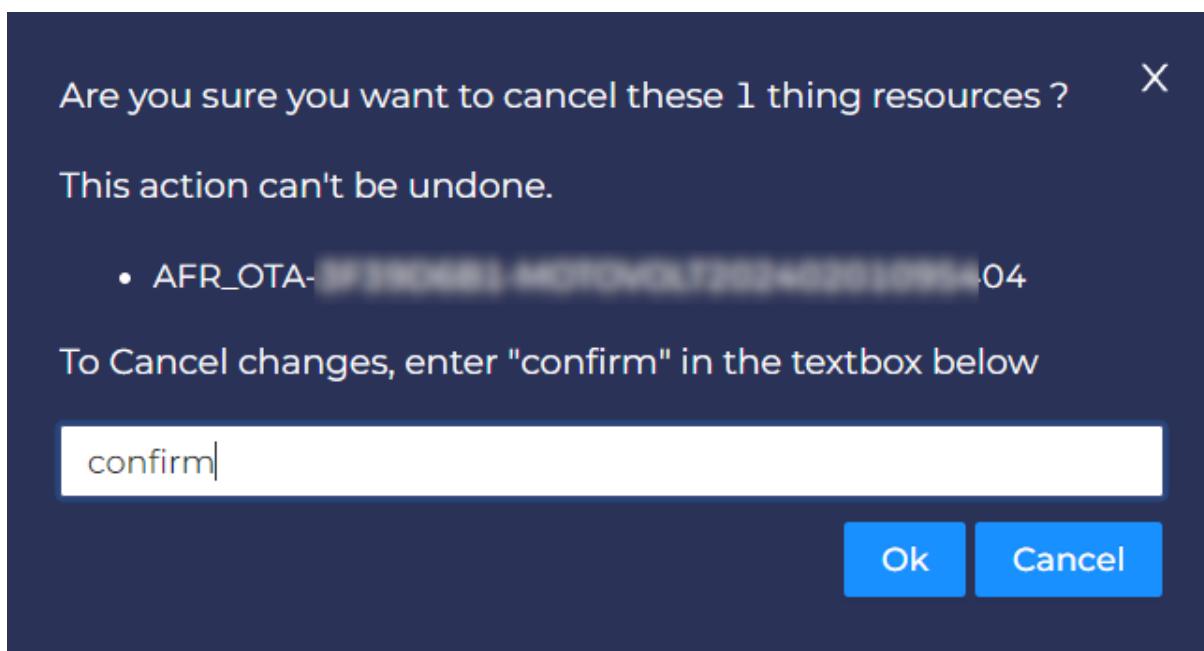
1. Select the job id that needs to be cancelled by clicking on the checkbox of that particular row.
 2. On clicking the job id checkbox cancel button will be enabled at the top right corner.

Alert				X Cancel	Search here...	C
		Job ID	Job Status	Created Time	Initiated By	
 MIS	<input checked="" type="checkbox"/>	AFR_OTA	J1095404	In Progress	01-Feb-2024 03:24 pm	 abhishek.singh@xyz.com
 Customer Care	<input type="checkbox"/>	AFR_OTA	J1092409	Succeeded	01-Feb-2024 02:54 pm	 abhishek.singh@xyz.com
 Admin	<input type="checkbox"/>	AFR_OTA	J1083522	Succeeded	01-Feb-2024 02:05 pm	 abhishek.singh@xyz.com
 Vehicle Dashboard	<input type="checkbox"/>	AFR_OTA	J1082829	In Progress	01-Feb-2024 01:58 pm	 abhishek.singh@xyz.com
 Device Management	<input type="checkbox"/>	AFR_OTA	J1081818	Create In Progress	01-Feb-2024 01:48 pm	 abhishek.singh@xyz.com
 OTA Program	<input type="checkbox"/>	AFR_OTA	J1080147	Canceled	01-Feb-2024 01:31 pm	 abhishek.singh@xyz.com
	<input type="checkbox"/>	AFR_OTA	J1075130	Succeeded	01-Feb-2024 01:21 pm	 abhishek.singh@xyz.com

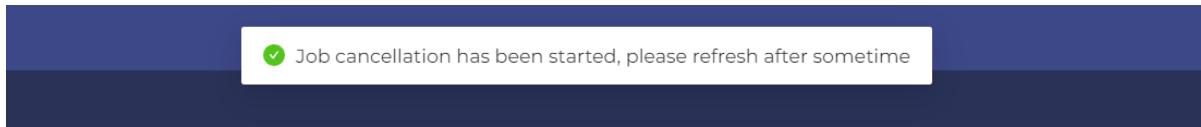
3. On clicking the cancel icon, a pop-up will be displayed to confirm the cancellation.

	Job ID	Job Status	Created Time	Initiated By
<input checked="" type="checkbox"/>	AFR_0240201095404	In Progress	01-Feb-2024 03:24 pm	
<input type="checkbox"/>	AFR_0240201092409	Succeeded	01-Feb-2024 02:54 pm	
<input type="checkbox"/>	AFR_0240201092409		02:02:05 pm	
<input type="checkbox"/>	AFR_0240201092409		02:01:58 pm	abhishek
<input type="checkbox"/>	AFR_0240201092409		02:01:48 pm	im
<input type="checkbox"/>	AFR_0240201092409		02:01:31 pm	
<input type="checkbox"/>	AFR_0240201092409		02:01:21 pm	
<input type="checkbox"/>	AFR_0240201092409		02:01:09 pm	
<input type="checkbox"/>	AFR_0240201092409		02:01:27 pm	

4. Type confirm in the confirm text box and click on the OK button.



5. On clicking the OK button, a job cancellation popup will be displayed on the top.



6. Once after the popup is displayed, refresh the page, the status of the job will be changed to cancelled.



	Job ID	Job Status	Created Time	Initiated By
	AFR 725	Canceled	01-Feb-2024 01:09 pm	[Redacted]
	AFR 720	Create In Progress	01-Feb-2024 01:27 pm	[Redacted]
	AFR 520	Success	01-Feb-2024 11:45 am	[Redacted]
	AFR 346	Success	01-Feb-2024 11:23 am	[Redacted]
	AFR 330	Success	30-Jan-2024 11:43 am	[Redacted]
	AFR 341	Success	30-Jan-2024 04:33 pm	[Redacted]
	AFR 907	Create In Progress	01-Feb-2024 10:19 am	[Redacted]

Note: Once the job status is succeeded the job initiated cannot be cancelled.

FAQ'S (OTA Module).

Q. What to do if the VIN/VCU id is not listed when searched?

A. Please recheck the VIN/VCU id, if found correct please contact the ConnectM Team.

Q. How can we know when the device was last kept for OTA?

A. When you search VCU in the device dashboard along with the device live data, Metadata you can get what is the OTA status and when was OTA updated last time.

Q. How to know the current firmware version and the last communicated time?

A. To get the current firmware version & last communicated time please check in grid page in the vehicle dashboard module.

Q. How to get the job id to check in job status?

A. After selecting the device, firmware and clicking on the submit button in devices page, you will get a pop-up on confirming, click on OK button. The job id will be popped up, please note the job id for future search.

Bulk Upload

Bulk upload is used for update/modify the information about vehicle registration number, product status, vehicle location, customer name and user details such as user name, user mobile number. However, to be updated, each record must have a valid VIN number and VCU ID that exists in product table. The bulk update process requires existing customer name and location in the system, name and location not found will not be changed.

Navigate to Bulk Upload Screen

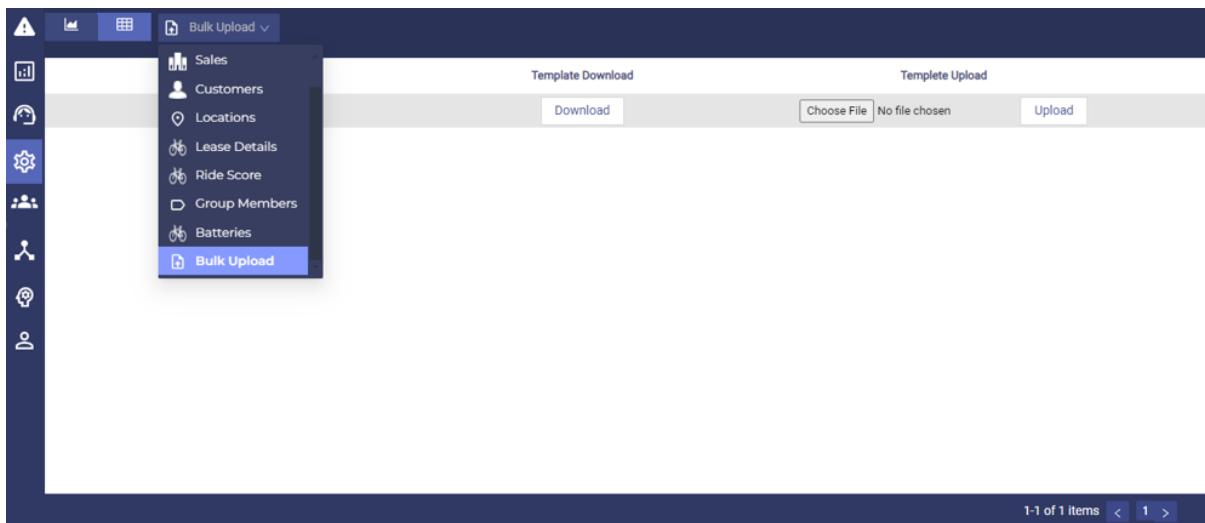
To access the bulk upload feature, go to the "Admin" tab and select "Bulk Upload" from the dropdown menu.

The bulk upload screen provides you with the following functionalities

Template Name: This displays the name of the current template for reference.

Download Template: This option allows you to download a blank template file to populate with your data before uploading. Template to be used without altering the column names. The sample data can be removed. Always make sure the VIN Number and the VCU/VTS ID mentioned in the sheet is available in the Product or Sales page before trying for update.

Upload Template: This button lets you upload your completed template file to initiate the bulk upload process.

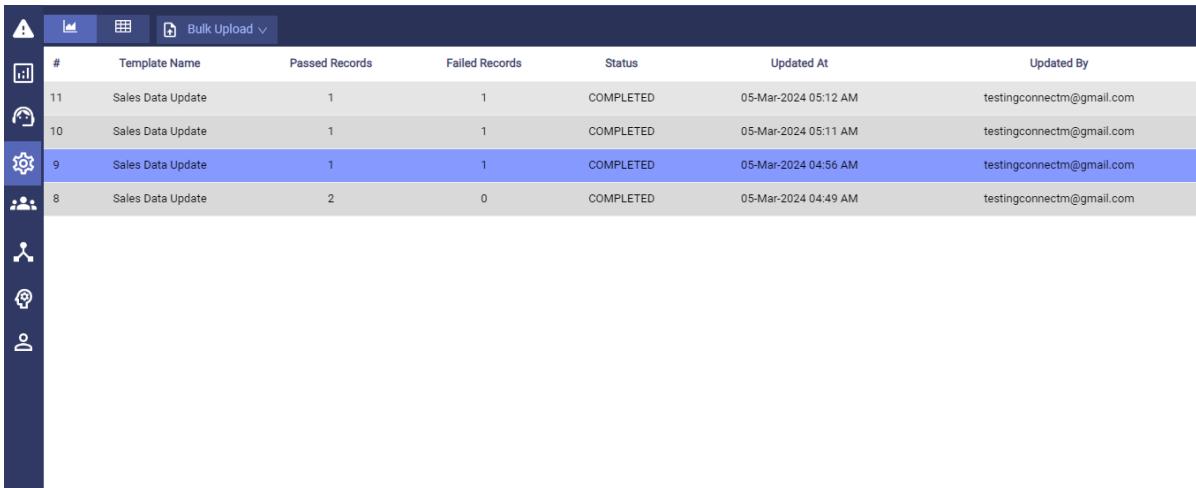


How to upload Template

To upload a file, click "Choose File" and select the desired file from your computer. Once chosen, the filename will appear next to the button. Finally, click "Upload" to initiate the process. If successful, you'll see a confirmation message.

Bulk Upload History

The bulk upload history screen shows information about all bulk uploaded files. This includes the template name used, the number of records that were processed successfully (passed) and unsuccessfully (failed), the current status of the upload (completed), the date and time the upload was last updated, and the user who uploaded the file.



#	Template Name	Passed Records	Failed Records	Status	Updated At	Updated By
11	Sales Data Update	1	1	COMPLETED	05-Mar-2024 05:12 AM	testingconnectm@gmail.com
10	Sales Data Update	1	1	COMPLETED	05-Mar-2024 05:11 AM	testingconnectm@gmail.com
9	Sales Data Update	1	1	COMPLETED	05-Mar-2024 04:56 AM	testingconnectm@gmail.com
8	Sales Data Update	2	0	COMPLETED	05-Mar-2024 04:49 AM	testingconnectm@gmail.com

FAQ'S:

FAQ: VCU No availability

1. If the VCU number is not available
Check with ConnectM if the VCU is shipped.
2. If VCU number is found to be shipped and not available
Inform ConnectM to configure VCU number in portal for registration
3. If VCU number is already mapped with another frame id
Check with team for proper VCU number.
4. If we get error message “something went wrong, please try later”
The Error in this page refers to frame id/VIN No exist already.

FAQ: Battery No availability

1. If the battery number is not available

It is not mapped with any of the frame id and its available for customer vehicle configuration.

2. If the battery number is available with default frame id like CHH000xxx or EVH000xxx It is previously configured and not mapped with any customer frame id.

FAQ: Motor No availability

1. If the motor number is not available

It is not mapped with any of the frame id and its available for customer cycle configuration.

2. If the motor number is available with default frame id like EVH000xxx It is previously configured and not mapped with any customer frame id

3. If the motor number is available with customer frame id like Mx0000xx It is mapped with different customer cycle, check with team.

FAQ: Phone No availability

1. If the phone number is not available

It is not mapped with any of the frame id and its available for customer cycle configuration.

2. If the motor number is available with customer frame id like CDHx0000xx

It is mapped with different frame id which is not expected, check with team