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Fleet Management Solutions: **Geotab FAQs**

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Fleet Management

Q: What are fleet management solutions?

A: Fleet management solutions allow both small and large businesses with fleets to maximize the efficiency and safety of their fleet operation by providing managers with real time data and insights into vehicle location, vehicle performance, and driver behavior. Geotab is one of the industry leading fleet management solutions offered by T-Mobile for Business offers an industry leading fleet management solutions by Geotab.

Q: Who is T-Mobile for Business fleet management solution from Geotab for?

A: Geotab's solution is for organizations of all sizes that want to capture rich data on vehicle position, speed, fuel use, idling, and more. With this data, businesses can optimize the performance of their fleet with high-performance technology that's scalable, flexible, and customizable. This solution works for any size of fleet and any type of vehicle.

Q: What kind of business could benefit most from T-Mobile for Business fleet management solution?

A: Any business that operates a fleet of vehicles will find these solutions beneficial. With real-time data on vehicle and driver location, safety, overall condition, and more, fleet management solutions provide powerful analytics for any business that wants to optimize their fleet's performance.

Q: What industries are best suited for T-Mobile for Business fleet management solutions?

A: These solutions are designed to support fleet management needs for industries including but certainly not limited to shipping/freight, delivery, transit, utilities, public safety, as well as state government agencies.

Q: How large does a business' fleet need to be to use a fleet solution?

A: The fleet solution we offer can easily scale to meet the needs of fleets of all sizes. Any company that manages vehicle assets can benefit from using any of the T-Mobile for Business fleet management solution rate plans.

Q: What does fleet tracking do?

A: GPS fleet tracking solution, by definition, enables fleets to understand vehicle location and other fleet activities. Fleet management solutions combine fleet tracking with telematics to deliver much more than "dots on a map" such as driver safety, fleet compliance, vehicle emissions and vehicle health.

Q: What are telematics?

A: Telematics is a combination of fleet management and vehicle tracking technology that offers rich data around things like customer visit times, idling, fuel usage, seat belt use, and much more. Fleet managers

use telematics to make quick, data-driven decisions on things like managing risky and costly driver behaviors, decreasing maintenance costs, and increasing vehicle uptime.

Q: What can I do with telematics data?

A: Through interactive and customizable dashboards that help you monitor things like fuel usage, safety, idling, and other business priorities, you can rely on telematics data to help you make informed decisions on how to best manage fleet operations. Leveraging telematics data can help you reduce operating costs with high-performance technology that's scalable, flexible, and customizable.

Q: How do fleet management solutions work?

A: Fleet management solutions use a small device that combines GPS technology, telematics, and T-Mobile LTE connectivity to provide managers with a near real time view of where their vehicles are, how they are being driven, and how they are performing. The tracking devices are placed in vehicles to capture and relay location, driving, and vehicle information to a fleet management platform. Management can then access the information they need using a web-connected device, which processes and manages the data. And, depending on the solution, drivers may get audible alerts or a mobile app to notify them of risky driving behaviors.

Q: How does a fleet management solution boost productivity and efficiency?

A: With greater visibility into the location and status of your vehicles, fleet managers can quickly identify and dispatch the closest worker, reduce driver downtime, and cut down on personal errands. With data on vehicle performance and driver behavior, a manager can catch and stop vehicle misuse, minimize unnecessary idling, and encourage more fuel-efficient driving behaviors.

Q: How can a fleet management solution help improve customer satisfaction?

A: There are many ways your customer will benefit from implementing a fleet management solution in your operation. For example, management will get the information they need to adjust routes and schedules to improve on-time percentages. In addition, your customers will benefit from improved documentation for your record keeping. For example, with a record of a driver's stops, customers can be assured of when the driver arrived and verify billing with documentation of how long they were there. Fleet management solutions can increase responsiveness to customer calls as well. If there is a need to respond to a customer call in real time, a manager can quickly identify the nearest driver that could be dispatched.

Q: Does T-Mobile for Business include free roadside assistance with a fleet management solution?

A: No, roadside assistance is not included.

Q: Is there a minimum purchase requirement?

A: No, there is no minimum purchase required.

Q: Do you offer volume discounts?

A: Unfortunately we don't offer volume discounts for fleet solutions.

Q: How do I buy it?

A: For more information contact your T-Mobile representative. If you aren't a T-Mobile customer, call 1-877-559-7983 or visit <https://www.t-mobile.com/business/solutions/fleet-management-solutions>.

Q: Can I get T-Mobile for Business fleet management solutions online?

A: No, they aren't available for purchase online. You can only purchase T-Mobile for Business fleet management solutions by contacting your T-Mobile account representative or by calling 1-877-559-7983 or visiting <https://www.t-mobile.com/business/solutions/fleet-management-solutions>.

Q: Can I buy T-Mobile for Business fleet management solutions at T-Mobile retail stores?

A: Only the Base rate plan is available in retail. You can only purchase the other rate plans by contacting your T-Mobile account representative.

About Geotab**Q: What is Geotab?**

A: T-Mobile for Business offers the Geotab fleet management solution that connects vehicles to the internet and provides web-based analytics to help organizations manage their fleets. They help improve business operations in six areas: productivity, fleet optimization, sustainability, safety, expandability and compliance. Geotab was ranked the #1 commercial telematics vendor worldwide by ABI Research and continues to be recognized for its innovative technology and solutions.

Q: What device does the Geotab solution use?

A: T-Mobile for Business offers Geotab with the **Geotab GO9** device, an LTE device that runs on the nationwide T-Mobile LTE network. This device has the following key features:

Easy plug-and-play installation: Simply plug the small form-factor GO device into your vehicle's OBD II port or using an adapter. There is no need for any dash-mounted antenna or any splicing of wires.

Accurate engine diagnostics: Using industry-leading engine integration, the Geotab GO device records VIN, odometer, engine faults, seat belt, and more so you can monitor vehicle health and status.

Secure communication: Geotab platform security is designed for end-to-end protection of your data.

Advanced vehicle tracking: The Geotab GO device offers advanced GPS technology including its new Global Navigation Satellite System for faster, g-force monitoring, IOX expandability, and engine and battery health assessments.

LTE Connectivity: The device communicates via T-Mobile's reliable nationwide LTE network, so you'll have service longevity and peace of mind your operations remain operable. If the vehicle is out of network coverage, the device will store the data it collects and upload it as soon as it's back in coverage.

Q: Does the Geotab fleet management solution use an LTE device?

A: Yes, the Geotab solution uses the nationwide T-Mobile LTE network.

Q: Does the Geotab device act as a Wi-Fi hotspot?

A: No, T-Mobile offers Geotab with the Go9 device, it does not act as a Wi-Fi hotspot.

Q: How do managers communicate with their fleet while on the go?

A: Managers can communicate directly with their fleet over their T-Mobile LTE handsets. Geotab Drive offers enhanced in-vehicle driver dispatch to communicate with your fleet on the go as well.

Q: What is Geotab's Active Tracking?

A: Active Tracking combines an increase in the frequency of data transmission from the Geotab device with patented algorithms in the device's firmware. The result is an animation feature on the map within the fleet management portal that shows the vehicle moving in real time.

Q: Do you support driver scorecards?

A: Driver scorecards can be customized and built based on a variety of safety and productivity criteria relevant to your business operations. These criteria include, but are not limited to, harsh braking, harsh acceleration, harsh cornering, speeding, idling, and seat belt engagement.

Q: Is there a way to integrate the operation of street sweepers, snow plow arms, or school bus warning lights and doors with T-Mobile for Business fleet management solutions?

A: Yes, you can monitor and control additional peripheral functionality like sweeper brooms, shredders, pumps, motors, etc. through the IOX-AUXM Expander. It supports up to 4 digital inputs, allowing you to extend GO device functionality to your vehicle peripherals.

Surfsight Dash Cam for Geotab

Q: Is the Surfsight Dash Cam for Geotab compatible with Spireon?

A: No, the devices are locked to their respective platforms.

Q: What are the benefits?

A: The key benefits of having a dash cam are:

- Improved safety with real-time alerts about risky driving incidents
- Reduce accidents with AI that detects and alerts distracted drivers
- Lower claims and insurance cost with live video evidence stored in the cloud
- Provide instant assistance and assess damages from the field via live video
- Improve operation visibility with on-demand video footage retrieval
- Engage employees in improving safety and personalize driver training based on data unique to each driver
- Integrates seamlessly within the solution platform, allowing easy access to vehicle video and data, and use of rules-based events and permissions

Q: Does it need to be turned on manually or will it startup automatically?

A: Once connected to a power source, the unit will turn on and record once the vehicle starts moving.

Q: Can the unit stream video feed live?

A: Yes, as long as it is connected to the network. It will not play audio in order to manage bandwidth.

Q: Will it continue to record once the vehicle is turned off?

A: Yes, it will continue to record between 10 to 60 minutes if it is connected to a constant power source.

Q: What is the resolution of the cameras?

A: The road-facing camera is a wide angle 1080P FHD while the in-cabin camera is an adjustable wide angle 720P HD.

Q: What network does it use?

A: It uses T-Mobile's 4G LTE network.

Q: Does it have a Distracted Driving feature and what does it detect?

A: Yes, it can detect the following events and provides an audible and visual alert for:

- **Cell Phone use**
- **Smoking**
- **Food and Drink**
- **Unbelted Driver**
- **General Distracted Driver**

Q: Does it also record Audio?

A: Yes, it is a setting that can be turned on for both cameras.

Q: How long does it take to install?

A: The devices can be up and running in less than 10 minutes.

Q: Is there a resource for troubleshooting any issues that may arise?

A: Yes, please access this link for suggested solutions for issues that may arise with the AI-12 Surfsight Dash Cam: <https://kb.surfsight.net/hc/en-us/articles/360019762099-Troubleshooting-AI-12-dashcam>

Q: I've been charging my dash cam for 30 minutes and it still won't turn on. What should I do?

A: Occasionally, you may need to do a factory reset. Please follow this link for details: <https://kb.surfsight.net/hc/en-us/articles/360020775780#UUID-d3708910-afc6-b31f-7fc6-1be5178653cf>