



User Guide

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1. Introduction

SmartWitness has established a new solution that facilitates data transmission in order to provide fleet's managers with an ability to easily monitor their devices. SmartMail is considered to be a practicable video management platform that allows users to simply view and address all the safety critical events.

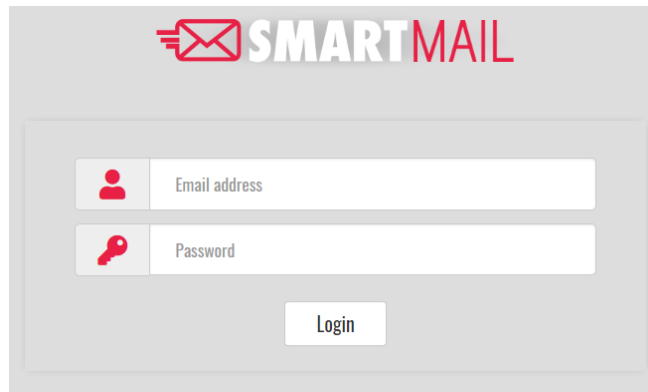
Safety-critical events will be emailed instantly to fleet's managers and any other authorized recipients. Additionally, authorized Admins will be given access to a web application to view all events from their vehicle fleet and deal with them accordingly. The following guide will walk through the SmartMail Admin experience.

a. Portal Login

➤ Open the following URL to launch SmartMail in your browser:

www.smartmail2.com

➤ Use the provided account credentials to login. You may need to contact SmartWitness or your reseller for login details.

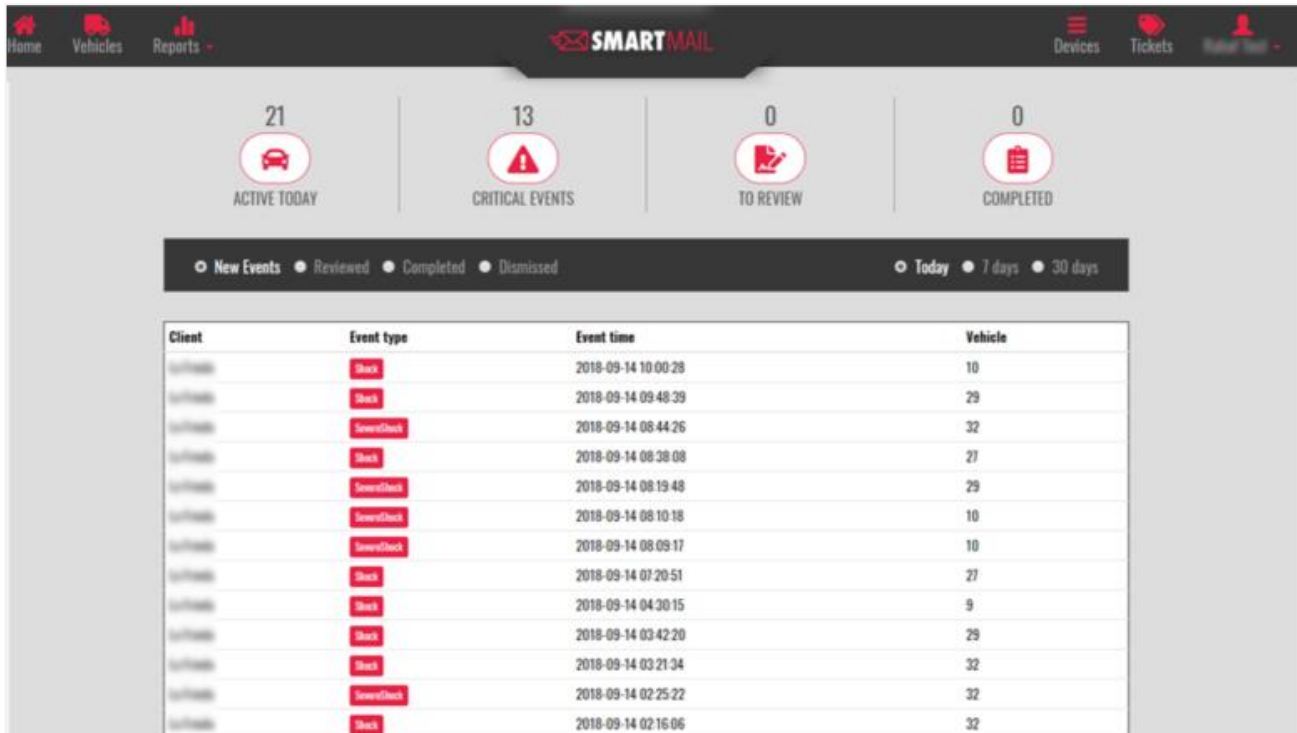
The image shows a user login interface for SmartMail. At the top, there is a logo consisting of a red envelope icon with three horizontal lines to its left, followed by the text "SMARTMAIL" in a bold, sans-serif font, where "SMART" is black and "MAIL" is red. Below the logo is a light gray rectangular box containing the login form. Inside this box, there are two input fields. The first field has a red person icon to its left and is labeled "Email address". The second field has a red key icon to its left and is labeled "Password". Below these two fields is a white button with the text "Login" in black.

User Login

2. Portal Overview

a. Home





A dashboard that will list all the registered events within at the glance graphical presentation of different statistics such as Active Today, Critical Events, To Review and Completed. Home tab provides an ability to review events up to the past 30 days, and it provides a simple way to access events in order to review and manage the occurred events.



Portal Home

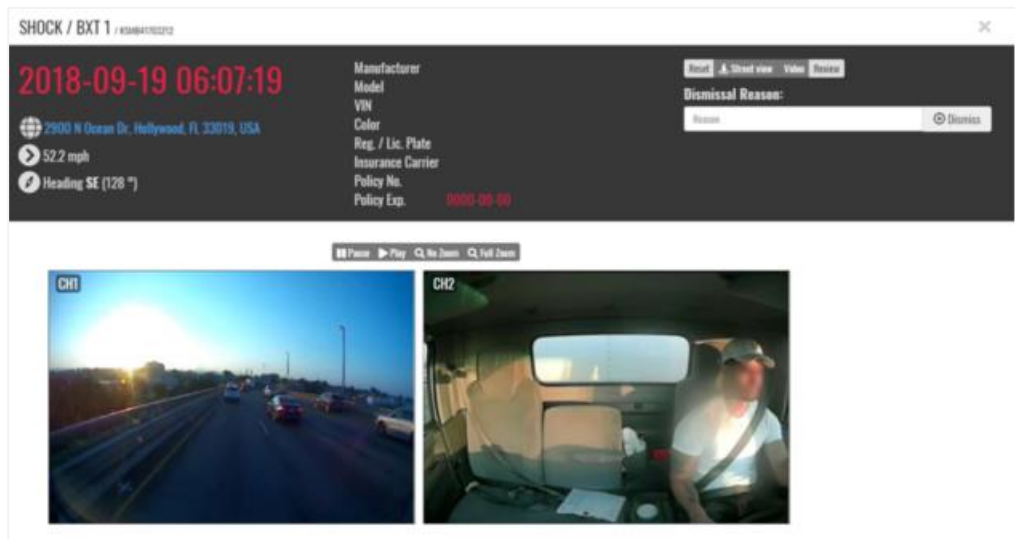
SmartMail home gateway summarizes certain measures as follows:

- **Active Today:** lists the current active devices up to time of view.
- **Critical Events:** lists Panic, Shock & Severe Shock events.
- **To Review:** lists all the events that are marked as "Review".
- **Completed:** lists all the events that were reviewed and checked.

9	9	0	0
			
ACTIVE TODAY	CRITICAL EVENTS	TO REVIEW	COMPLETED

NOTE: If the incident analysis is urgent, the SD card can be retrieved from the device and reviewed on a PC. (SmartWitness Analysis software is available for free download at support.smartwitness.com).

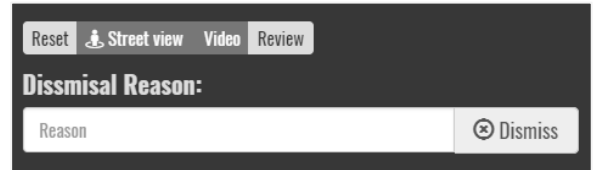
All the listed events are executable, where a summary window will open up that holds a low resolution video preview of an event. Admins have the ability of dismissing events with a reason note attached or request a 20 seconds full HD footage.



Event Summary

SmartMail provides the ability to retrieve the original footage.

- Click on **Video** tab.
- If the device is offline, requests will be queued until the next time the device comes online.



A dark-themed form titled "Dismissal Reason:". It features a "Reset" button, a "Street view" icon, and tabs for "Video" and "Review". Below the title is a text input field labeled "Reason" and a "Dismiss" button with a close icon.

Events can be marked as **Dismissed** by specifying a dismissal reason, or they can be marked as **Reviewed** after adding comments. This helps in filtering out the events and allocate them easily.

● New Events ● Reviewed ● Completed ● Dismissed

- Dismissed events will be allocated under **Dismissed** tab.
- Reviewed events will be allocated under **Reviewed** tab.

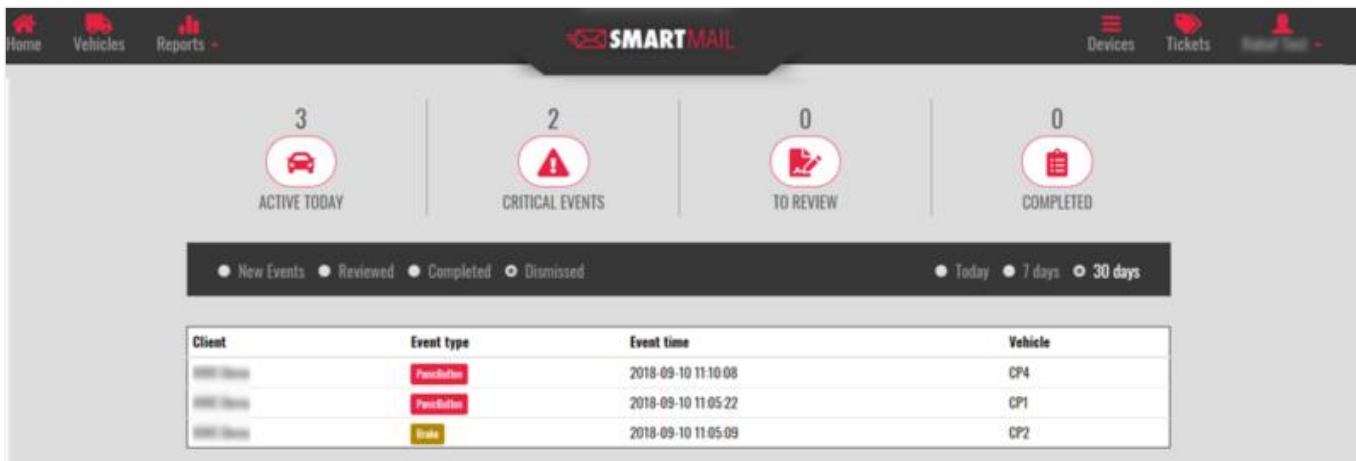
To dismiss an event:

- Select an event.
- Type a provide a reason.
- Click on **Dismiss** tab.



A dark-themed form titled "Dismissal Reason:". It features a text input field labeled "Reason" and a "Dismiss" button with a close icon.

All dismissed events will be accessible through **Dismissed** tab.



The dashboard shows a top navigation bar with "Home", "Vehicles", "Reports", "SMARTMAIL", "Devices", "Tickets", and "User Test". Below this are four cards: "ACTIVE TODAY" (3), "CRITICAL EVENTS" (2), "TO REVIEW" (0), and "COMPLETED" (0). A filter bar shows "New Events", "Reviewed", "Completed", "Dismissed", and time filters "Today", "7 days", "30 days". A table lists events with columns for Client, Event type, Event time, and Vehicle.

Client	Event type	Event time	Vehicle
WMT Store	Prohibition	2018-09-10 11:10:08	CP4
WMT Store	Prohibition	2018-09-10 11:05:22	CP1
WMT Store	Brake	2018-09-10 11:05:09	CP2

Dismissed Events

To review an event:

- Select an event.
- Click on **Review** tab.

Review

- A new tab will open-up for specifying comments.

SHOCK / CRX

2018-09-10 11:22:56

1018 Lunt Ave, Schaumburg, IL 60193, USA

0.0 mph

Write a comment:

Submit

Event actions:

Dismiss

Review - Comments

All reviewed events will be accessible through **Reviewed** tab.

Home

Vehicles

Reports

SMARTMAIL

Devices

Tickets

My Profile

0

ACTIVE TODAY

2

CRITICAL EVENTS

0

TO REVIEW

0

COMPLETED

New Events

Reviewed

Completed

Dismissed

Today

7 days

30 days

Client	Event type	Event time	Vehicle
SHOCK / CRX	Shock	2018-09-10 11:22:56	CRX
SHOCK / CRX	Shock	2018-09-10 11:03:28	CP2

Reviewed Events

SmartMail provides a satellite view of the event's location.

- Select an event.
- Click on **Street View** tab.



- A satellite image will show up.

SHOCK / CRX / 0014E71C35B7

2018-09-10 11:22:56

1018 Lunt Ave, Schaumburg, IL 60193, USA

0.0 mph

Heading N (0 °)

Manufacturer
Model
VIN
Color
Reg. / Lic. Plate
Insurance Carrier
Policy No.
Policy Exp.

0000-00-00

Reset
Street view
Video
Review

Test

mwcdemo Admin / 2018-09-17 10:41:44

1017 Lunt Ave
Schaumburg, Illinois
View on Google Maps

Google

© 2018 Google Terms of Use Report a problem

b. Vehicles

Vehicles feature summarizes all the devices with their corresponding current status and last contact time. Through Vehicles gateway, users can get a full HD video, view media history, device log and remotely SD card(s) format option.

Home
Vehicles
Reports

SMARTMAIL

Devices
Tickets

2
CHECK SETTINGS

1
CHECK DEVICE

0
MEDIA ERROR

Vehicle Summary

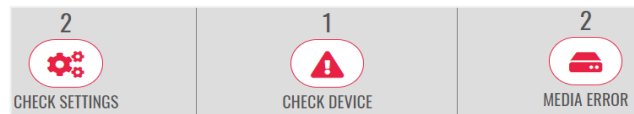
Client	Name	DRID	Last contact	Status	Since
	Hino 388	KSMBO1700438	2018-09-17 15:12:25	ONLINE	
	Hino 593	KSMBO1700573	2018-09-17 15:25:08	ONLINE	
	Penske #183684	KSMBO1700445	2018-09-17 15:34:09	ONLINE	
	FLB-003	KSMBO1700580	2018-09-17 10:32:07	OFFLINE	Since 05:44:17
	FLT - B	KSMBO1700088	2018-09-17 02:16:41	OFFLINE	Since 13:53:54
	FLT - C	KSMBO1700572	2018-09-17 05:18:08	OFFLINE	Since 10:52:27
	FLT - OF	KSMBO1700575	2018-09-08 18:37:31	OFFLINE	Since 21:33:04
	Hino 068	KSMBO1700929	2018-09-17 15:18:15	OFFLINE	Since 00:52:20
	Hino 101	KSMBO1700726	2018-09-17 13:17:21	OFFLINE	Since 02:53:14
	Hino 374	KSMBO1700576	2018-09-13 19:22:13	ONLINE	
	KWT - A	KSMBO1700064	2018-09-06 21:25:32	OFFLINE	Since 258:45:03

SMARTWITNESS

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Vehicle Summary

Vehicles gateway shows graphical icons which summarizes the current condition of all the devices.

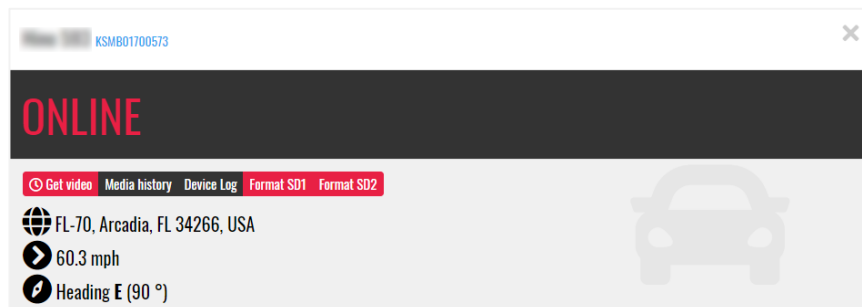


- **Check Settings:** an executable icon that lists all the devices that did not report driving behavior events for 7 days and more.
- **Check Device:** an executable icon which lists all the devices that stopped reporting data to SmartMail portal without accomplishing the proper device shutting down process.
- **Media Error:** an executable tab that lists devices with SD card issue.
 - This feature allows users to remotely format the defective SD card by selecting the SD card number.

Name	DRID	Last contact	Format
	T1MA51600105	2018-09-17 14:35:22	SD1 SD2
	T1MA51600214	2018-09-17 11:34:08	SD1 SD2

All the listed vehicles are clickable which facilitates user's interaction with the highlighted device.

- Select the desired device in order to view it.
- Vehicle's summary window will open-up which provides device DRID, current status, location, speed and heading direction.



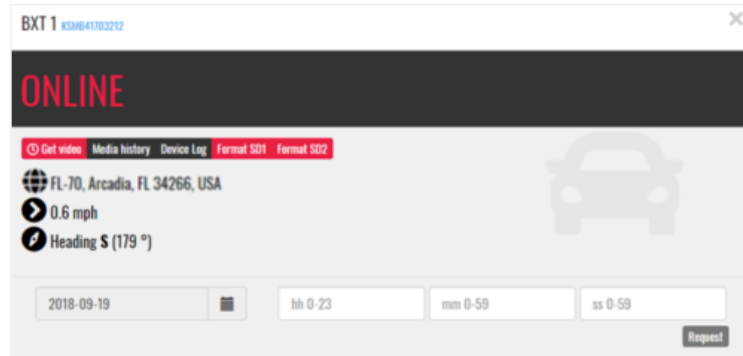
Vehicle Summary

This feature provides different executable tabs which helps users to request full HD video of a certain time and date stamp, retrieve a media history, device logs and format the faulty SD card remotely.



- **Get Video:**
SmartMail portal allow users to request videos within certain date and time stamp as follows:
 - Click on **Get Video** tab.

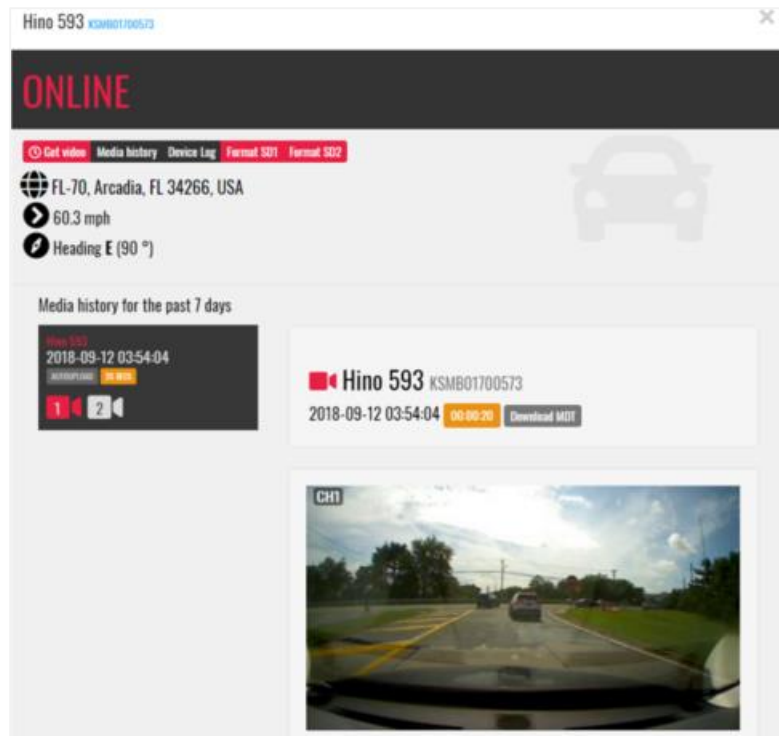
- Adjust the desired date & time.
- The video will be viewed under the **Media History** tab. It can be viewed from **Reports/Camera** too.
- All the requests footages will be labeled as "User Request". Otherwise, it will be labeled as "Auto Upload".



Get Video Feature

NOTE:

- ❖ Once the user clicks on Request tab the following message will show up for an accurate Admin request: "Video request has been successfully submitted".
 - ❖ The device will respond to the video request only if it's online, otherwise the request will be queued until it connects. It will take maximum of 10 minutes to receive the requested footage.
- Media History:
Media History feature lists a summary of all the received video requests for a quick review for the past 7 days.
 - Click on **Media History** tab.
 - A list of all media requests will be provided.
 - Select the desired footage.
 - Choose camera to retrieve the footage (Only with multiple camera systems).



Media History Feature

- Device Log:
Summarizes all the detected events by the camera with the corresponding headings, speed and time stamp.
 - Click on **Device Log** tab.

Hino 101 KSMB01700726

ONLINE

Get video Media history Device Log Format SD1 Format SD2

FL-70, Arcadia, FL 34266, USA

60.3 mph

Heading E (90 °)

Event	Heading	Speed (mph)	Time
Shock	Heading NW (322 °)	20.5	2018-09-19 14:24:29
Shock	Heading W (270 °)	33.6	2018-09-19 14:13:42
Shock	Heading NW (312 °)	0.6	2018-09-19 14:09:30
Shock	Heading E (90 °)	34.8	2018-09-19 13:10:46
Shock	Heading SE (153 °)	33.6	2018-09-19 12:49:51
IgnitionOn	Heading W (277 °)	1.2	2018-09-19 12:45:52
IgnitionOff	Heading E (97 °)	1.9	2018-09-19 12:36:23
DeviceInitialized	Heading NE (34 °)	0.0	2018-09-19 12:35:16
IgnitionOn	Heading N (0 °)	0.0	2018-09-19 12:33:56

Device Logs

- Format SD1/SD2:

SD card format feature indicates the defective SD card and provides the user with an ability to format the SD card remotely in order to insure camera's functionalities.

c. Reports – Camera

Users can view all the occurred events, and video request as follows:

- Click on **Reports** tab.
- All the retrieved HD footages will be listed with the corresponding date and time stamp.
 - The footage can be downloaded as MP4 or MDT file version.

NOTE: MDT files are accessible only via the software analysis tool that is being provided from SmartWitness for free.

Client	Name	DRID	Last contact	Status	Since
	Hino 388	KSMB01700438	2018-09-17 15:12:25	ONLINE	
	Hino 593	KSMB01700573	2018-09-17 15:25:08	ONLINE	
	Penske #183684	KSMB01700445	2018-09-17 15:34:09	ONLINE	
	FLB-003	KSMB01700580	2018-09-17 10:32:07	OFFLINE	Since 05:44:17
	FLT - B	KSMB01700088	2018-09-17 02:16:41	OFFLINE	Since 13:53:54
	FLT - C	KSMB01700572	2018-09-17 05:18:08	OFFLINE	Since 10:52:27
	FLT - OF	KSMB01700575	2018-09-08 18:37:31	OFFLINE	Since 21:33:04
	Hino 068	KSMB01700929	2018-09-17 15:18:15	OFFLINE	Since 00:52:20
	Hino 101	KSMB01700726	2018-09-17 13:17:21	OFFLINE	Since 02:53:14
	Hino 374	KSMB01700576	2018-09-13 19:22:13	OFFLINE	
	KWT - A	KSMB01700064	2018-09-06 21:25:32	OFFLINE	Since 258:45:03

Reports - Camera

d. Devices

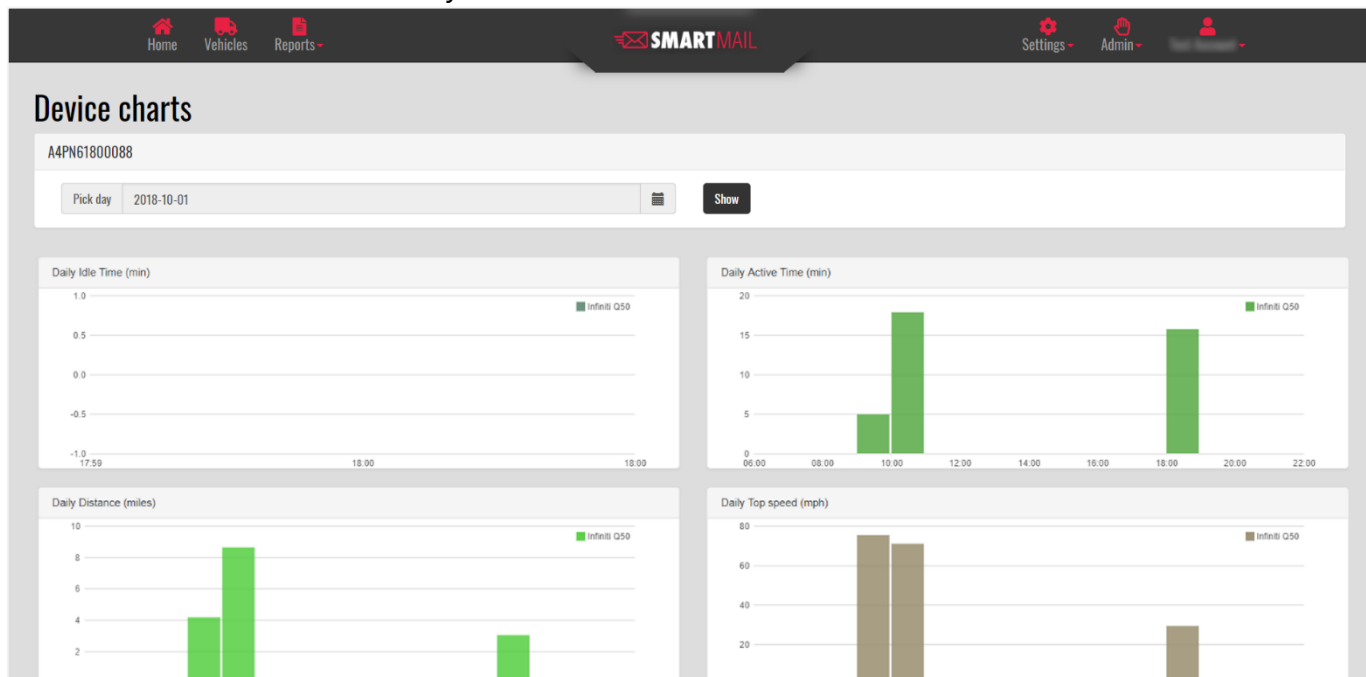
Devices tab will list a summary of all the assigned devices within a certain fleet. users can view charts for daily activities as follows.

SMARTMAIL									
Devices									
#	Client	Name	DRID	Serial number	Model	Fleet	Status		
1	Test	Jeep	T1MA51600985	T1SS51600095	CP1	SmartMail Demo Account	Installed	ACTIVE	
2	Test	Larry Demo	K2MBX1401230	b2y6x1401382	KP1	SmartMail Demo Account	Installed	ACTIVE	
3	Test	C65620DB23B0	T1MCX1500027	T1CSX1500003	CP1	SmartMail Demo Account	Installed	ACTIVE	
4	Test	SWBG bench	T4MA91700217	M4TD91700015	CP4		Assigned	ACTIVE	
5	Test	SW CP4	T4MC51700167	M4BS51700091	CP4		Installed	ACTIVE	
6	Test	A4PN61800088	F4MP61800040	A4PN61800088	CP2		Installed	ACTIVE	
7	Test		T1MCX1500010	T1CSX1500018	CP1		Installed	ACTIVE	

Devices

Users can view at the glance graphical charts as follows:

- Click on **Show Charts** tab.
- Select the desired day to view.



Device Charts

e. Support – Tickets

User can issue tickets regarding if technical support is needed as follows:

- Click on **Tickets** tab.

#	Priority	Title	From	Opened on	
3	0	test	Test Account	2017-05-31 18:11:44	View

Tickets

- The User can create new ticket by clicking on **Create Ticket** tab

[Create ticket](#)

Open a ticket

title Network Loss

Test Account

Comment:
TEST Message

SmartMail Demo Account

Priority Normal

Save

Create Ticket Feature

3. Email Alert Sample

Users will receive an email alert notification as shown below.

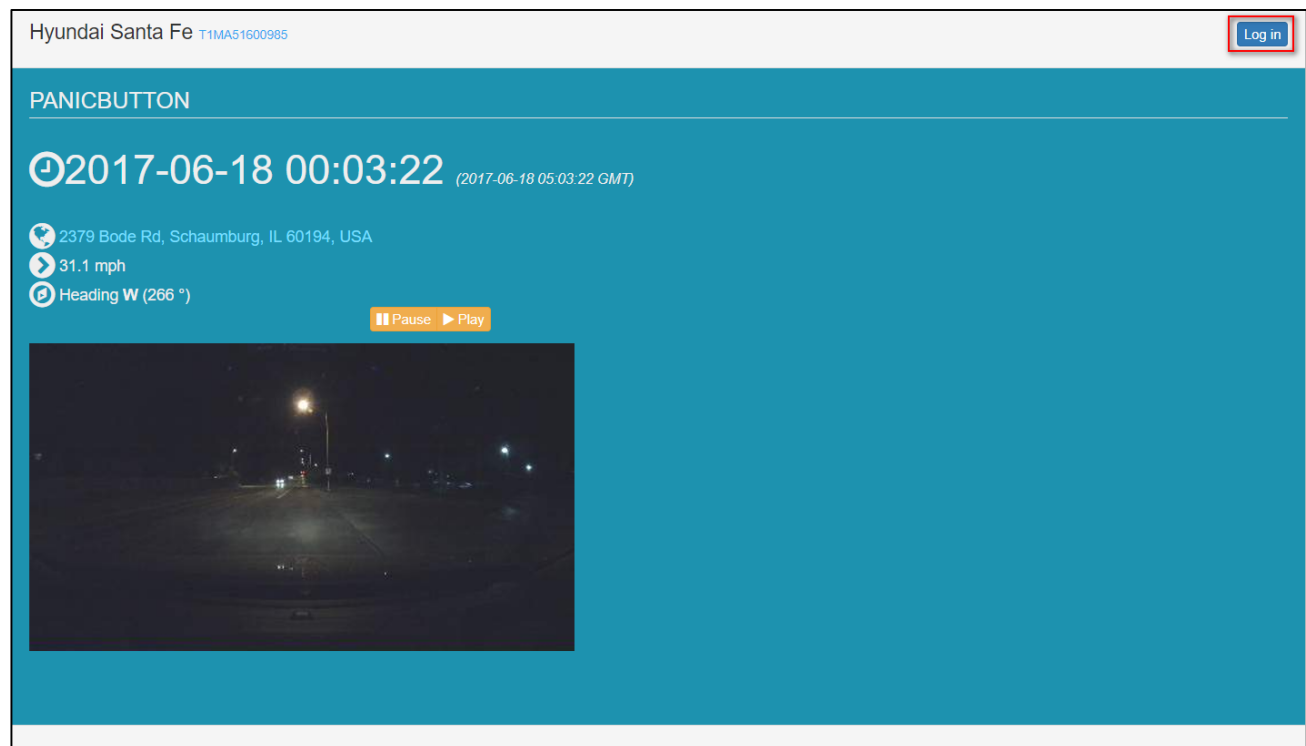
- The subject of the email will indicate the vehicle/device name, event type and time & date stamp.

- The email message will include more detailed information.

Hyundai Santa Fe > PanicButton > 2017-06-18 00:03:22	
Vehicle ID	Hyundai Santa Fe
Driver ID	
Event Type	PanicButton
Event Local Time	2017-06-18 00:03:22
Event Time GMT	2017-06-18 05:03:22
URL	View Event

Email Alert Notification

- The included URL will present 6 seconds (3 seconds pre/3 seconds post) low resolution footage of the occurred event at 1 FPS.



Event Preview

- The User can click on **Log in** tab to access the main portal to view and download the full HD footage if needed.

