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smartMOVE

PLEASE LEAVE
THIS GUIDE
IN THE CAR

smartMOVE

DRIVER'S HANDBOOK

For use with software version 4.65 (UCAST screen)

Login	3	Statistics	16
Start and end of shift record	4	Book here	17
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DEBUG PAGES

Debug

Server Connected: (12) Phone network in use

Provider: OPTUS Reg: Yes Type: UTMS

Sim: 8961023310574006962F

Server: Connected Reboot Restart SmartMove

Server: ...156:9003

Ras Error: None

Current page

Debug

SM TrakPod: 4.67 Current version number

SM Protocol: 1.25

WinCE: 6

FPGA: Unknown

Eboot:

Revision: 3.5.7283.0

Serial Number: 352347039067458

Update USB Key Save software to USB memory stick

Upload Logs Send vehicle logs (when requested by SmartMove support)

Calibrate Re-calibrate screen

Switch Provider Switch to alternative phone network

FAULT FINDING

Debug pages are for investigating problems and configuring the units. You don't normally need to use these pages.

Use the Switch Provider if the unit keeps disconnecting.

If you are responsible for handling repairs, use the Update USB Key whenever there is a new version.

DRIVER'S WEBSITE

drivers.smartmovetaxis.com



Driver End Of Shift Reports

Please enter your login details below

Username:

Password:

Login

Use the number and PIN that you use to log in to the vehicle

Logout when finished

Recent shifts



Driver End Of Shift Reports

[Logout](#)

Shifts for Bill Driver (351) for the past 7 days

Start Day	Start Date	Start Time	Hours	Vehicle	
Monday	25/04/11	21:22:51	2.4	14	<input type="button" value="View Report"/> <input type="button" value="Email Report"/>

View the report and print it

Send report to yourself, your bookkeeper, accountant or anyone else

FIRST THING

You can retrieve your end-of-shift reports from the driver's website.

You must use a PIN number, with a recommended minimum of 4 digits, when you log in (if you don't have a PIN, see pg 3 to set one).

The page displays the list of shifts you've done recently and you can view or print a report by pressing

or email a report by pressing



DRIVER'S HANDBOOK

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LOGIN

Available Call operator Message Job selection Job details Plot destination Statistics

Log out button (grey if not logged in)

Out of car

Extended menu

1:34 PM Zone: RAIL

Login

 Driver Num:
 PIN:

1	2	3
4	5	6
7	8	9
Back	0	Ent

PAGE 1 | PAGE 2 | PAGE 3

Name	V	J
BRIDGE ST		
CAL GULLY		
EAGLEHAWK		
EAGLEHAWK NO ...		
EAST BENDIGO		
EPSON		
FLORA HILL		
GOLDEN SQUARE		
HOSPITAL		
HUNTLY		
KANGAROO FLAT		

Zones

Status indicators (see pg 24)

FIRST THING

Check that your car is connected

Enter driver number

Touch ENT

Enter PIN if required (the system will set the PIN to the first value entered).

Touch ENT.

Touch to make yourself available.

Touch to make yourself unavailable — you may be asked to indicate how long.

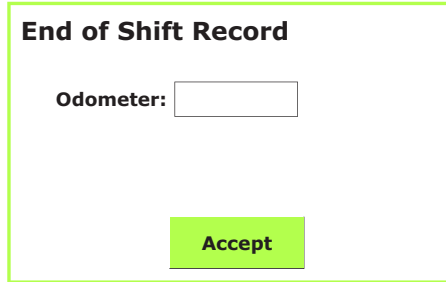
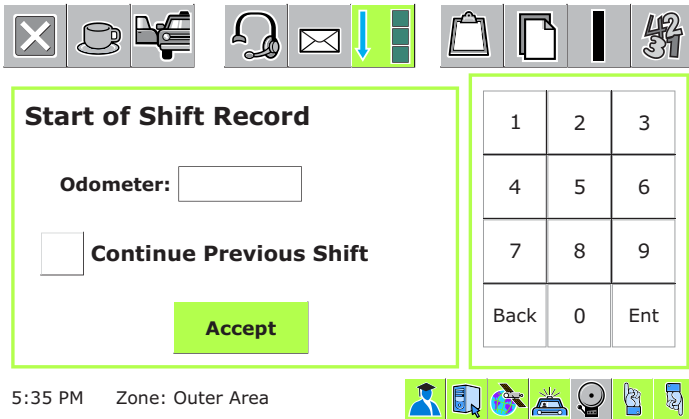
Touch at the end of a shift to log out.



DRIVER'S HANDBOOK

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START AND END OF SHIFT RECORD



GETTING STARTED

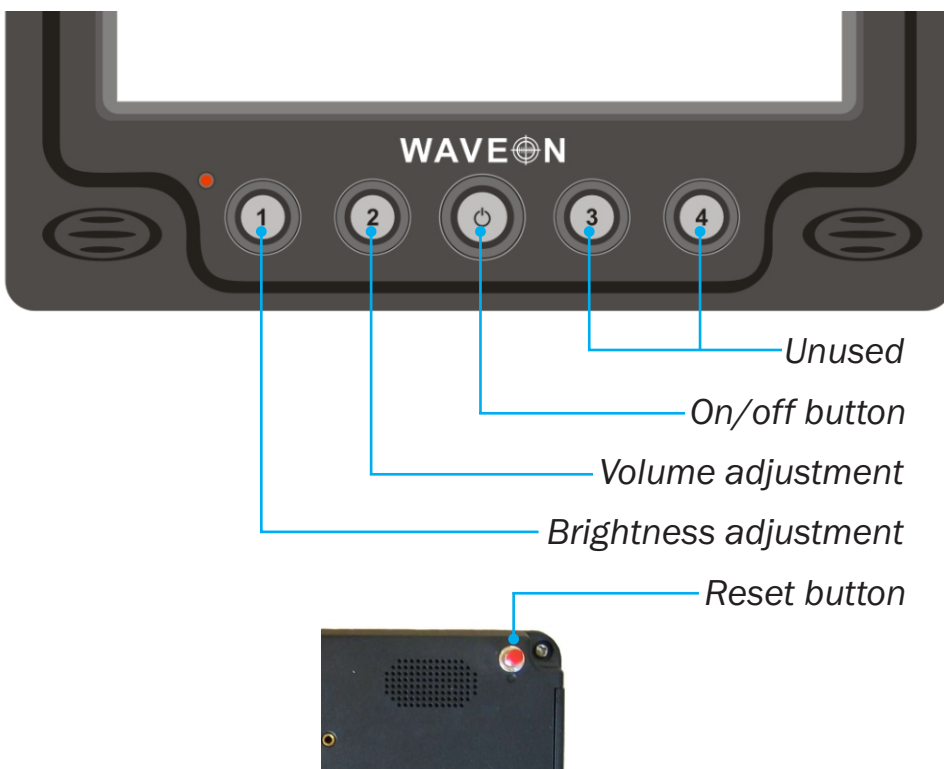
Note: These screens are not used in some fleets.

Enter your odometer reading at the start or end of a shift.

Set the 'Continue Previous Shift' option if you are continuing a previous shift.

Normally only the last three digits need to be entered.



SCREEN CONTROLS



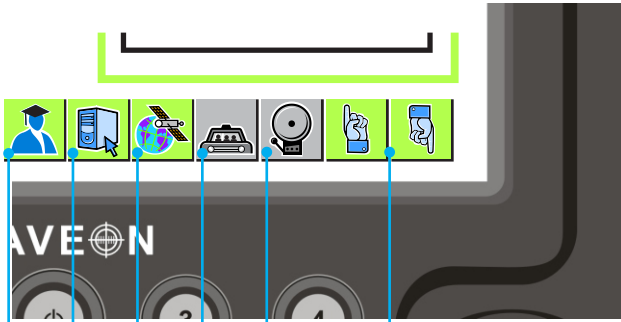
SCREEN CONTROLS

Note that audio continues to work even when the screen is off. This means you can turn the screen off but still be notified when a job offer or message is received.

A small button on the upper right of the back of the screen allows you to reset the system.

At night you can switch to a darker screen using  

STATUS INDICATORS



- Tutorials. Learn about SmartMove when you have free time.
- Server connected/not connected. Must be connected to get work. Try switching provider if disconnected for long time (see pg 27)
- GPS is good/no GPS location. Can take up to 15mins to get a GPS fix.
- Meter vacant/engaged. Changes when meter turned on/off.
- Panic off/on. Needs to be reset by base operator. No further offers will be made until cleared by base.
- Move up/down list

NORMAL OPERATION

You can lose connection to the server if you leave town.

If you lose GPS SmartMove will continue to use your last known position.

Press and hold the panic button in an emergency.

Display will show and this must be cleared by base operator.

The button gives you short lessons on how to use SmartMove. The lesson stops if a job offer is made.



JOB SELECTION

Queue position in zone. Moving to a new zone puts you at the bottom of the queue in that zone.

Job attributes

Status: Queue Position 2

Cover

- All (0)
- Maxi (0)
- WAT (0)

Cover Distance Options:

- 2.0Km (0)
- 4.0Km (0)
- 6.0Km (0)
- Any (1)
- No Cover

1:34 PM Zone: Outer area

Switch to manual bidding (option)

Click on zone list to set **Set**

- No Cover
- No GPS
- Any

1:34 PM Zone: Unknown

Number of jobs waiting within that distance

Name	V	J
BRIDGE ST		
CAL GULLY		
EAGLEHAWK		
EAGLEHAWK NO ...		
EAST BENDIGO		
EPSON		
FLORA HILL		
GOLDEN SQUARE		
HOSPITAL		
HUNTLY		
KANGAROO FLAT		

Zones

If you don't have a GPS fix select a zone and press 'Set'.

CHOOSING WORK

Set attributes for jobs you are prepared to do or are not prepared to do.

Registering for cover allows you to be considered for work not normally offered because you are further away.

Select how far you are prepared to travel.



OUT OF CAR ALERT

Change status ('in car' or 'out of car')

Change driver's mobile phone number

Current status

Driver's phone number

Ring time for job notification

Test call (must have number set)

LEAVING YOUR CAR

This allows you to leave the car and have your mobile phone 'pranked' when you have a job offer.

Touch 'Change' button to indicate you are leaving the car.

Touch 'Set Num' button and enter your mobile phone number.

Set how long you want the phone to ring

Touch 'Test Call' to check that you are receiving calls correctly.

ACCOUNT PAYMENTS

Account

(Account number from booking if entered)

Status: Located in Outer Area

\$ % \$ 4.00 Set \$

Account: 12345 Set #

Ref #: Set #

Accept Cancel

11:48 AM Zone: Outer Area

Voucher/ticket purchase/order number

ACCOUNT CLAIM

Use \$ if a dollar amount or % if a percentage of fare is to be put on account.

Set account number if necessary. Normally the number is set in the booking.

Enter voucher or purchase order number if available.

Touch Accept when done.

Subsidy type

Voucher/docket number (may be required)

Check if you are eligible for lift fee

Status: Located in Outer Area

Fare: \$2.90
 Extras: \$1.10
 Toll/Fee: \$0.00
Total: \$4.00

To pay: \$4.00

11:48 AM Zone: Outer Area

SUBSIDY

Use **\$** if subsidy is a dollar amount or **%** if a percentage of fare.

Enter the amount or percentage if necessary.

Enter a voucher number if required. Some fleets use a second number

Check the 'Lift Fee Payable' box if eligible for a lift fee.

Touch **Accept** when finished.

JOB OFFER

No penalty for refusing 'cover' work

Accept offer
Reject offer

Pickup zone

Time booking entered OR requested pickup time

Job attributes

Reasons why job is offered to this car

Seconds remaining to accept offer

Offer - NO PENALTY

Pickup: EAST SIDE
 Zone:
Booked: 9:56 AM
 Capsule
 Reason: Vehicle Requested

9:56 AM Zone: Outer Area

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Zones Detail

Name	V
BRIDGE ST	
CAL GULLY	
EAGLEHAWK	
EAGLEHAWK NO ...	
EAST BENDIGO	
EPSON	
FLORA HILL	
GOLDEN SQUARE	
HOSPITAL	
HUNTLY	
KANGAROO FLAT	

ACCEPTING AN OFFER

Unit will beep when a job is offered

Touch **thumbs up** to accept

If offer is not accepted it may not be offered again.

Touch **thumbs down** to reject offer. Use for walk up.

No offer will come when car is not connected.

The offer lasts longer when using 'out of car' (see page 26)

If you become engaged before the booking details arrive, you will be asked if the job should be resubmitted.

JOB DETAILS



Job number

Booking time

Passenger name

Pickup address

Map (see pg 11)

Number of passengers

Resubmit
(put booking back in queue, see pg 9)

Phone number (optional)

More addresses

No show (cancel booking)

Additional information (when flashing)

Previous job

Next job

Click to plot (available only if destination is in the booking. If not, use zones.)

Use for non-metered work

Flashes if job not completed

Plot destination

Job attributes

Pickup direction

Distance to pickup

Current Job

#704873

Booked: 9:47 AM Distance: 3.2km

Location 1 (pickup)

Name:

Address: 30 WAKEHAM ST

Address: STAWELL

Passengers: 2 Ph:

11:48 AM Zone: Outer Area

Trip Car WAT

Plot To? >>> HORSHAM

Start Job >>>

Fixed Price Job \$10.00

Zones Detail

DOING THE JOB

Job details display after the offer is accepted.

If the button is flashing touch it for extra information. Touch it again to go back.

Touch the to put the job back on the queue.

Touch for no show, job is cancelled.

changes to when meter goes on.

changes to if you press the panic button (see page 24).

You may be asked for an odometer reading at the start and end of a job.

PAYMENT DETAILS

Paid By

Press when no details are to be recorded (if allowed).

Status: Located in Outer Area

11:48 AM Zone: Outer Area

Cancel	100% Cash	100% Card
Fare	Cash	Card
Paid By	Account	Subsidy
Done	Other	CLEAR

Fare:	\$2.90
Extras:	\$1.10
Toll/Fee:	\$0.00
Total:	\$4.00
Subsidy:	50%
Cash:	\$2.00
To pay:	\$0.00

Press when the 'To pay' figure is reconciled to zero.

HOW WAS FARE PAID?

Touch if fare is subsidised.

Touch or if all the remainder is to be paid with cash or card.

Touch if some or all of the payment is on account.

Touch or for cash or card part payments

Touch after entering the payment details. Note that the 'To pay' total has to be zero before you can proceed.

SETTING FARE DETAILS

Total amount payable

Cancel	Set Fare	\$2.90
Fare	Set Extras	\$1.10
Paid By	Set Toll/Fee	\$0.00
Done	Total:	\$4.00

Fare:	\$2.90
Extras:	\$1.10
Toll/Fee:	\$0.00
Total:	\$4.00
To pay:	\$4.00

11:48 AM Zone: Outer Area

WHAT'S THE FARE?

Normally the amount to be paid is received from the meter and displayed on the right hand side.

If the total amount to be paid show on the right is not correct touch the **Fare** button and enter the amounts owing. The fare is normally read from the meter.

When the correct amount is showing, touch **Paid By**



RESUBMITTING A BOOKING

Reason for the Resubmit	Cancel
Resubmit DOING ANOTHER JOB	
Resubmit WON'T PICKUP AT THIS ADDRESS	
Resubmit OTHER REASON	
Change JOB REQUIRES A CHANGE	

Change booking before resubmitting

The wording may be different for your fleet

BOOKING WRONG?

If you need to change the booking use the 'Change' button.

Change

Otherwise choose the best explanation for resubmitting then press 'Resubmit'

Resubmit



NO SHOW

Reason for NoShow	Cancel
NoShow CAN'T FIND PASSENGER	
NoShow PASSENGER UNFIT FOR TRAVEL	
NoShow JOB GIVEN TO ANOTHER DRIVER	
NoShow OTHER REASON	

The wording may be different for your fleet

CANCEL JOB

Use this screen when the booking is to be cancelled.

Choose the best explanation and touch **NoShow**

NoShow

Touch **Cancel** if the passenger shows up.

You may get a penalty if you are not near pickup location.



CHANGING A BOOKING

CHANGE JOB

Use this screen to change a booking before resubmitting it.

You can change the number of passengers, change the attributes or book for later if the passenger isn't ready.

Touch **Resubmit** to resubmit the job or, if you don't want to resubmit, touch **Cancel**

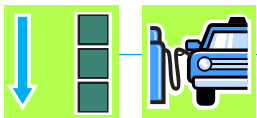
Note: You can't resubmit the job unless you change something.

Number of passengers

Delay before pickup (minutes)

Job attributes

- Job must go to a car/driver with attribute
- Job must not go to a car/driver with attribute
- Attribute doesn't apply



RECORDING EXPENSES

EXPENSES

Select the type of expense.

Enter the amount.

Touch **Accept** when finished.

The optional paid-by section has two sets of buttons. The left-hand set

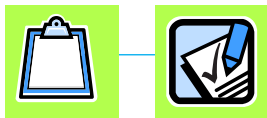
Driver Base Owner

indicates who paid the bill. The right-hand set

Driver Base Owner Split

indicates who ultimately pays, eg, the driver may pay for a lightbulb but the owner reimburses the driver.

The paid-by section is optional



BIDDING FOR COVER WORK

BIDDING

Status: Unavailable

Bidding

- 12:50pm 6.2km STRATHFIELD to East Zone
- 12:50pm 6.2km from West Zone to East Zone

Job Details
 Booking: 123456
 Passengers: 3
 Name: John Smith
 Attributes:
 ✗ WAT
 ✗ WAGON

11:48 AM Zone: Outer Area

Don't want to see job again

Update the list

Turn off bidding and get cover work automatically

Show details on right hand panel

Move between pages

Bid for job

Job details panel

This screen is used in some fleets to allow bidding for cover work. Normally cover jobs are offered automatically but you can choose to bid by selecting a job then touching the bid button.

When you bid you will either get the job or get the 'BID FAILED' message.

NAVIGATION

NAVIGATION

Route from current location.

Move through steps.

Show detailed map at each step.

Get new set of instructions.

Return to job details.

- 1) Head southwest on Edwards Rd toward Condon St
- 2) Turn right at the 2nd cross street onto Townsend St
- 3) Continue onto Townsend St
- 4) At the roundabout, take the 2nd exit onto Miller St
- 5) Turn left onto Carpenter St
- 6) At the roundabout, take the 3rd exit onto Houston St
- 7) Turn left onto Adam St

To: 35 CABEL COURT, GOLDEN SQUARE
 Dist: 6.6 km (13 mins) ETA: 9:42 PM

This page can be used to get directions to the pickup address.

The instructions come from Google Maps and are based on the location learnt by SmartMove.

If you vary the route touch the navigation icon again to get an updated map.



PLOT DESTINATION

Select zone

Request 'plot destination'.
Click again to cancel plotting.

Current zone

Move up or down zone list

Plot to destination given in booking

PLOTTING DESTINATION

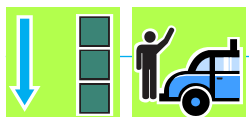
Plotting prevents an empty car being sent to the zone you are going to if a job is waiting in that zone.

Only available when job has been started.

If the destination zone is shown below 'Plot To' then touch the symbol.

If not, press the 'Zones' tab and select the zone required.

Then touch the symbol at the top of the screen.



Book here

BOOK HERE

Set attributes (see pg 10)

Set number of passengers

Set time

Make the booking

DRIVER BOOKING

Use this screen to make a booking from your current location. This is useful if people are waiting at a bus depot, for example.

Set the attributes and the number of passengers.

If the vehicle is required at a particular time, touch the **now** box and enter the time. You can book up to 24 hours ahead.

Touch **From Here** to make a booking with the current location as the pickup address. You will get a message confirming the location.

Request statistics

Page selector

Zone names

Number of jobs waiting in zone

Number of vacant cars in zone (available and with meter off)

Name	V	J
BRIDGE ST		
CAL GULLY	1	2
EAGLEHAWK		
EAGLEHAWK NO ...	1	
EAST BENDIGO		
EPSON		
FLORA HILL	1	
GOLDEN SQUARE		
HOSPITAL	3	
HUNTLY		
KANGAROO FLAT		

VACANT CARS

Press **42** to get number of vacant cars and the number of jobs waiting in each zone.

Button cannot be used when shown as **31**

Normally used when vacant and deciding where to wait for the next job.

Remember that moving to a new zone puts you at the bottom of the queue in that zone.

MESSAGES

Flashes and beeps if message not read or answered

Message date and time

Sender's name

Message

Possible answers
Answer sent is highlighted

Previous and next messages

Messages 14/15

Status: Read Sent At: Tue 06/02 03:38 PM

From: Call Centre

Please call when available

YES NO

1:34 PM Zone: RAIL

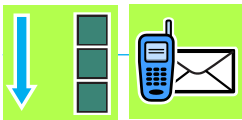
READING MESSAGES

Envelope icon will flash if a message is waiting or has not been answered.

Touch envelope icon to read message.

If an answer is required the possible answers are shown, eg 'yes' or 'no', YES NO and the unit will beep until you give an answer.

Use left and right arrow icons to move between messages, that is, to re-read past messages or to read new messages.



MESSAGING PASSENGERS

Status: Booked

Send SMS to 0404040404

Send Your taxi is unable to find you and your phone is not responding. Please call 1300 123123.

Send Your taxi is delayed in traffic but will be with you soon. Please call 1300 123123 for more information.

Send Your taxi is at your requested pick up point. Your driver in Ron in car number 10.

1:34 PM Zone: RAIL

Name	V	J
BRIDGE ST		
CAL GULLY		
EAGLEHAWK		
EAGLEHAWK NO ...		
EAST BENDIGO		
EPSON		
FLORA HILL		
GOLDEN SQUARE		
HOSPITAL		
HUNTLY		
KANGAROO FLAT		

Zones

SMS PASSENGER

SmartMove can be configured to send pre-set SMS messages if the passenger's mobile number is provided in the booking.

Choose the message you want to send and touch.

Send

SmartMove can also be configured to receive SMS replies. These appear as messages (see Pg 13).



VOICE CALLS TO BASE

Response required urgently

New booking

Voice volume

Microphone sensitivity

Record a non-urgent message and send to base

Call customer (if available)

Other request to operator

Cancel request

Type of request made

Query about current job

Progress of call request

Voice Call Status: Driver Cancelled

Request: **Urgent** Job Query Other Cancel

Record a Message

Call Customer

Voice Volume (50)

Mic Volume (49)

Defaults

1:34 PM Zone: RAIL

Recording: 8 secs

Send Normal

Send Urgent

Stop Play Delete

Trip Car WAT

Plot To? >>> HORSHAM

Start Job >>> Fixed Price Job \$10.00

Zones Detail

CALLING BASE

Touch

Select type of call required, eg 'Job' to give base a booking.

Car will disconnect from server and call base when base operator accepts request.

Touch 'Cancel' if call no longer required.

Use the 'Call Customer' button to ring the passenger directly (only available if configured for fleet AND phone number is in booking).

If operator can't hear you try turning the microphone sensitivity down.