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General Information

What is Zephyr?

Zephyr is a fleet management and tracking software as a service offered by Modus that enables businesses with a mobile workforce to manage their vehicles and monitor employees using telematics.

What is Telematics?

Telematics is the use of wireless and hardware devices to transmit data via wireless telecommunication services. Typically, it's used in the context of automobiles, whereby the telematics hardware, and/or the driver's smartphone collects and transmits data on vehicle use, driving behavior, maintenance requirements and automotive servicing. Telematics can also provide real-time information on air bag deployments or car crashes and locate stolen vehicles by using GPS technology.

Will you be tracking customer vehicle use?

Yes, our solution tracks all vehicle usage as long as the device and/or application on the driver's smartphone is properly installed and running.

What precautions have Modus taken to prevent hacking into the in-car device?

Modus only uses hardware with multiple layers of security and encryption in place. It would be impossible for a hacker to connect to the device and install any type of malware, without physically removing the device from the vehicle first. In addition, Modus uses private cellular network connections, and encryption, to communicate with devices. There is no way to communicate with our telematics hardware from the Internet. Our devices are read only, and only make data requests, not changes. You may find out more by reading our [Privacy Policy](#).

Is there a maximum number devices we can order?

There is no limit.

Can additional vehicles be added over time?

Yes, simply submit an order directly through our website or by calling to speak with a representative, and we will add the new devices to your existing account.

How much data does the Zephyr App use on my phone?

When the app is used to view driving data that is collected from telematics hardware (ex: OBD device) the usage is less than 20MB per month, even when used daily. If the Zephyr app is being used to track driving behavior, the data usage can be a bit higher, depending on how much driving is done. A typical trip of about 30 minutes only uses about 300KB of data. Drivers will not be receiving push notifications or alerts. So even at 200 hours of driving in a month, the data usage would be just over 100MB.

How does Modus scoring (PRISM) work?

Modus' proprietary scoring algorithm is called PRISM and utilizes a weighted model that considers: driving time of day, harsh acceleration, harsh braking, phone usage, speeding events, and types of roads and settings.

System Set-Up Information

System Features

What does the “My Car” button do?

The My Car feature is present when drivers will be using their smartphone to track driving behavior, in place of telematics hardware. (ex: OBD device) This button gives an Owner or Dispatch the ability to also use their account as a driver/vehicle account. This means that you will have all of the access and features of an Owner/Dispatch, but also be able to track your own driving behavior. That way, you do not have to maintain separate logins.

How do I set up Alerts/Notifications?

Click on the Alerts icon from the left navigation bar in the Driver Portal. Then click on Driving Limits, Boundaries and Destinations to set up these various alerts, which will be pushed to you (the Owner) according to your notification settings.

How do I reset my password?

From the Login page of the Driver Portal, please click “forgot password.” You will be emailed a link to reset your password.

Why can't I use the same email twice to set up accounts?

We use the email address as a unique identifier for each account holder.

Owners & Drivers

How do I invite a driver?

Upon order submission, you will receive instructions on how to install and set up your account. As the account Owner, you will be able to assign devices to vehicles and drivers, as well as invite a Dispatch user to assist in fleet management. Once the driver is assigned to a vehicle, (s)he will receive an email notification to set up their individual driver access account, which will allow them to view their personal driving behavior.

Can an owner be a driver?

Yes, as an owner you have the option to select the vehicle that is yours and assigning it to yourself by clicking the "My Vehicle" icon. This will apply only if the owner/driver is using their smartphone to track driving, instead of telematics hardware.

If a driver leaves the company can I use their existing device on a new driver?

Yes, Simply log into your owner or dispatch account go to:

- Settings > Vehicles/Drivers > select the driver > Edit > input new driver's information > invite new driver.

Do the drivers need to be invited for the tracking to work?

If the driver is tracking using the OBD device, then no, you do not need to invite the driver to track the driving. The driver will not receive any push notifications if not logged into the app. If the driver is using the iBeacon or Autostart option, they yes the driver will need to be invited and logged into the app while driving.

If I am the fleet Owner, can I change the vehicle that I am assigned to in my account?

At this time, this is not a self-service feature. Please contact the Support Team directly to make this change.

Does the Driver need to be invited and registered in order to receive summary reports and trip detail reports?

Yes, the driver must be invited and once the driver receives the registration email they have to complete it in order for the system to recognize the email it needs to go to.

My drivers use a different vehicle each day. How do I track who is in what vehicle?

To track different vehicles for each driver, use the Trip Tags feature to tag each trip with a driver, then track within Trip History. We will have a new feature coming soon that will automatically detect who is driving and assign each trip appropriately.

I am the fleet Owner and I use different vehicles every day. Can you track me by which vehicle I'm using that day?

Not yet, but this feature will be released by the end of Q1 2018!

Driver & Vehicle Data

What does my score mean? How should I interpret my score?

The higher the percentage, the better driver you are. Scores in the 60s indicate you are an average driver. A score in the 70s means you are a good driver. Scores in the 80s mean you are a great driver. Only the highest ranked and best drivers score in the 90s.

Where can I see a report on trips I've tagged?

We don't currently show Trip Tags on any of our reports. If this is a feature that you would like, please share that with our Support Team.

What is "idling?"

Any time your engine is running while at 0 speed for more than 5 minutes will count as idling.

How is the cost of idling calculated?

Idle cost is set in the reports section using your input on fuel cost. From there, it's a simple calculation of fuel burned at idle multiplied by the cost of fuel and the length of time idling.

How do you determine how much fuel I used in a trip?

If you have a Self Install or Pro Install device, and if your vehicle supports this feature, Zephyr pulls this data directly and will match what you see on your dashboard fuel level display. Otherwise, we estimate fuel usage based on the reported fuel economy for your vehicle.

How do you know the fuel economy of my car?

If you have a device connected to the vehicle bus in your car and your vehicle supports it, we pull this information directly from your vehicle and it should match what you see on your dashboard display. If we do not have access to this data or you a smartphone to track your trips, we estimate fuel usage based on the reported fuel economy for your vehicle as listed by the manufacturer.

My vehicle data doesn't seem accurate. Is there somewhere I can modify it?

The fleet Owner has access to modify your vehicle data in the application's Settings.

Device Information

iBeacon

How do I connect the No Install iBeacon device?

Once the Owner has set the Driver account up, the Driver will receive an email with instructions to download and log into the Zephyr application. The iBeacon can then be inserted into a USB port within the vehicle or into the Vehicle Power Adapter provided. Once the iBeacon has power and is located in close proximity to the Zephyr application, and Bluetooth is enabled on the smartphone, please use the application to connect with the device.

Why is my iBeacon not tracking my trips?

Confirm that you are logged into the application and that Wi-Fi and Bluetooth are both enabled. You may also want to check that the iBeacon is snugly plugged into the USB port, or that the provided Power Adaptor is firmly inserted into the charging port and thereby delivering power to the iBeacon.

OBDII

How and where do I plug in the OBD device?

Locate the On-Board-Diagnostic (OBD) port in your vehicle and insert the device firmly into the port. The location is different in every vehicle, but is most commonly found just under the edge of the dashboard on the driver's side of the vehicle. In very few cars, it may be in the center console or under a plastic cover.

Will the OBD device affect my vehicle's battery?

No. The device goes into a "sleep mode" when not in use. It will wake up for approximately 20 minutes a day to check in only if the vehicle has not been driven within 24 hours. The power drawn from the battery is minimal and will not cause any battery issues.

AutoStart

Why does my phone tell me that Trip Tracking has Started but when I go to my app afterwards it does not show the corresponding Trip in the Trips list?

The trip may not have met the minimum thresholds for distance, speed and duration to validate that a Trip has occurred, and therefore will not show in the Driver Portal.

Troubleshooting

Why am I not receiving email notifications?

The reason you are not seeing email notifications is because you have not completed your Set Up. You need to accept the e-mail invitation that was sent in order to start receiving the email notifications. If you can't find the e-mail invitations, the owner of the account can resend it by clicking on System Users>find the user in the list and click on the mail icon next to their name.

My time is not displaying correctly?

The device will automatically pick up the timezone where the car is being driven. In order for the timezone to be changed, you will have to Invite your Driver and have them register. Once they are registered the Owner or Dispatch will be able to update the Driver's timezone.

Why is my Driver Portal not displaying correctly?

Please restart your web browser, clear your cache and cookies. If the issue persists please contact the Modus support team.

Why don't my geofence alerts come in until after a trip concludes?

Push Notifications are sent in real time (as a geofence is breached) and Email alerts are sent post-trip. You may want to check your notification settings under Settings to confirm that you are set up according to your liking.

How is my fuel usage calculated?

Fuel is calculated based on trip distance divided by fuel economy of vehicle. Vehicle Fuel economy can be defined for each vehicle by the Account Owner in your app settings.

The odometer in my vehicle doesn't match the odometer in your app... why?

If you have a Self Install or Pro Install hardware device in your vehicle, we pull this information directly from your vehicle and it should match what you see on your dashboard display. However, there are a few vehicles who do not support this feature. In this instance (or if you are using Zephyr No Install), we estimate mileage based on the odometer value you input when you began the service. This estimate should be close to the actual value on your dashboard, but it can vary based on the smartphone you use; whether you have No Install, Self Install or Pro Install hardware; and the size of your tires.

Trip Questions

Why are trips are being tracked when I'm not driving.

There may be a few reasons for this. Someone else may have logged into the mobile application with your credentials, or (if you are using a hardware device in the vehicle) an incorrect device ID may have been assigned to your login. Please compare your login credentials and/or the hardware ID on the label of the device with the information in the account to confirm that you are set up correctly.

Why am I am receiving multiple Trip Start and Stops during a single trip?

If you lose GPS or cellular coverage for more than 5 minutes, the system will log that as a Trip Stop and when you resume GPS or cellular coverage, the system will log that as a Trip Start. This is most common when you drive through a tunnel or in hilly areas with intermittent GPS. Our server will make a best estimate of your trip and should log it correctly. If you see any inaccuracies with the logged trip, please let our Support Team know.

Why do my trips sometimes show a start point that's different from my actual start point?

The most common reason that this happens is due to poor GPS reception. For example, if you are parked in a parking garage it may take a little longer for the device to obtain a GPS "fix" to start the trip.

I've confirmed device installation and account setup has all been performed properly, so why are no trips logged in my Driver Portal?

It may take 2 to 3 completed Trips for trips to appear in your Driver Portal.

1. Confirm with the driver the vehicle is in an area that should receive adequate cellular or GPS coverage. If the vehicle is parked in a parking deck, garage or residential garage, the vehicle location may be impacting the experience. Ask the driver, if possible, to remove the vehicle from the location into an open air setting and complete a trip, then turning off the vehicle (ending the trip) in an open air location.
2. Poor GPS coverage: Coverage varies by location. If a driver begins or ends their trip in a poor coverage area, the trip may be delayed, missing or broken into many trips.
3. Reseat the OBD unit: Ask the driver to unplug and plug the device back into the OBD port.

What does the dotted line, red line and solid blue line mean on a trip?

Solid blue line indicates your route driven on the map. Red line indicates the duration of speeding on the trip. Dotted blue line indicates a portion of the trip that did not have a good GPS fix. However we've been able to route match based on the GPS points before and after the GPS loss.