



## Integration

### Frequently Asked Questions

## **Who is Navman Wireless?**

Navman Wireless is a global leader in vehicle tracking supplying more than 7,500 businesses across 10 countries, including the UK, North America, Spain, Italy, Denmark, New Zealand and Australia.

Its system allows users to track, message and monitor their fleet to maximise efficiency and profitability, comply with legislation and improve customer service. The company's fleet customers range from small teams of service engineers, tradesmen and sales staff to multinational hauliers, distributors for major brands and household names such as Holland & Barrett and Gist Logistics.

In the UK, the company is the largest manufacturer of tracking, messaging and navigation equipment, and it has established an enviable reputation for reliability and technological innovation. Investing heavily in R&D, Navman Wireless was the first to use the internet to offer fixed price GPRS tracking, launched the first integrated tracking, messaging and navigation system, and in OnlineAVL2, boasts the most comprehensive tracking software system on the market.

All of Navman Wireless's high tech product offerings are developed in direct response to new fleet requirements and industry regulations.

## **What is OnlineAVL?**

OnlineAVL (Online Automatic Vehicle Location) is the name used to refer to the complete Navman Wireless vehicle tracking service. There are multiple components to this. The OnlineAVL desktop client software, the OnlineAVL hosted servers and OnlineAVL firmware applications used on the in vehicle components such as the Qube, MDT, M-Nav and ConEX.

## **What is the difference between OnlineAVL and OnlineAVL 2?**

There are currently two versions of the OnlineAVL desktop client software. OnlineAVL was the name given to the first generation of the desktop client software, OnlineAVL 2 is the name given to the second generation of client software. OnlineAVL (Frequently referred to as "AVL 1") is a thin client application which uses the TCP/IP protocol to create a socket connection directly with the Navman Wireless servers in order to retrieve vehicle and messaging information to present to the user in real time. OnlineAVL is the most basic software solution offered by Navman Wireless.

OnlineAVL 2 is a different version of software which offers a more feature-rich experience than the original OnlineAVL client software. OnlineAVL 2 (Or "AVL 2" as it's often referred to) is a "smart client" which utilises the latest technologies to provide data to users in real time using web based technologies such as HTTP and HTTPS. It is also self-updating, so requires less maintenance than the more basic OnlineAVL.

Please contact your authorised Navman Wireless dealer for more information on the differences between OnlineAVL and OnlineAVL 2.

## **Can I use my OnlineAVL account details to log in to OnlineAVL 2?**

OnlineAVL and OnlineAVL 2 are based on different infrastructures and technologies, so it's not possible to use the same account for AVL 1 and AVL 2. Please contact your Account Manager for information on upgrading from OnlineAVL to OnlineAVL 2.

## What is a published interface?

A Published Interface (Or “API” as it’s commonly known) is what could be described as a “programmatic interface” for the OnlineAVL or OnlineAVL 2 desktop client software. With it, skilled 3<sup>rd</sup> party developers can retrieve the data that users can view in their OnlineAVL or OnlineAVL 2 desktop client software and use it for integration into 3<sup>rd</sup> party applications or back office systems.

## What can I do with the Published Interface?

The Published Interface is commonly used when a customer requires information that is not included in the OnlineAVL desktop client software, but is collected by Navman Wireless and held on their servers. For example, the Published Interface could be used to produce bespoke reports based on data held on the Navman Wireless servers, or to take job information from a back office system and send this out to a Navman Wireless data terminal in the vehicle at the push of a button. It can also be used for more advanced purposes such as the collection and sending of serial, analogue or Digital I/O data via the ConEX.

## So what sort of information can I retrieve using the API?

- The position of your vehicles (Latitude and Longitude)
- Vehicle details for your fleet (Registration number, vehicle type, Vehicle ID, current driver etc.)
- Today’s vehicle activity events (Event date/time, event type, position, speed, odometer etc)
- Data from the ConEX (PTO engaged, door opened/closed etc. - See ConEX section for more information)
- Messages or responses from your drivers using the in-vehicle MDT or M-Nav (“Job completed”, “En route”, “Available for work” etc. - almost any other bespoke message required)
- Driver information and status using the MDT / M-Nav (Driver name, login failed, unknown driver etc)
- Working time directive compliance information (“Driving”, “POA”, “Rest Break” etc)

## And what kind of data can I send using the API?

- Jobs and messages to the in-vehicle M-Nav or MDT terminal
- Destinations to the in-vehicle M-Nav terminal using “Route to”
- “On” or “Off” output commands to the ConEX (E.g. Unlock doors, turn on light etc.)
- Serial commands to the ConEX

## What can’t I do with the Published Interface?

- Configure the OnlineAVL system (E.g. modify vehicle details or add customer sites)
- Retrieve multiple fleet data simultaneously (You can of course log off and in to another fleet, or run multiple instances of the API application)
- Perform historical data retrieval (Limited to the last 7 days)
- Perform fast turnaround transactions (Usage limited to 10 calls per minute)

## How does the Published Interface work?

There are two different Published Interfaces available – one for OnlineAVL, and one for OnlineAVL 2. Both of these operate on a similar concept. Navman Wireless creates a login for the appropriate API which allows the developer to connect to a given fleet and retrieve / send information about a fleet.

The Published Interface for OnlineAVL 1 is a Windows COM component. Developers will need a sound understanding of Windows COM based application programming in order to produce applications based on this interface. The developer will be allocated a username and password for the fleet concerned, and they will then need to use a number of function calls in order to retrieve the data sets required.

The Published Interface for OnlineAVL 2 is a SOAP interface which utilises .Net based web services. Developers will need a sound understanding of .Net, and web based services integration in order to produce applications based on this interface. The developer will be allocated a username and password and URL for the fleet concerned, and they will then utilise these web based services.

All data is presented in XML format.

## **What do I need to get started?**

First of all you should review the above to confirm that the API will provide the information / interface that you're looking to achieve. Assuming this is the case, you'll need to contact one of our technical people for confirmation that what you're trying to achieve is possible via the API.

Before we can create an account and provide more in-depth documentation / test applications, we will then require a signed Mutual Confidentiality Agreement. This will be drafted once you've been in contact with us to confirm your requirements.

If you're developing for a 3<sup>rd</sup> party (i.e. a mutual customer), then we'll need written authorisation from an authorised signatory at that 3<sup>rd</sup> party to provide you with access to their fleet / account details where appropriate.

## **How much does it cost?**

The API is charged at a £500.00 one off fee which covers account setup and administration. There's then an ongoing service fee which is per vehicle per month. The exact service provision fee depends on the frequency of update and type of usage. One of our sales team will confirm any ongoing fees as appropriate.

All fees are per customer (fleet).

## **What do I get for my money?**

Both the OnlineAVL 1 and OnlineAVL 2 published interfaces come with developer documentation which includes example function / web service calls, parameters required, and fields which will be returned in a given data set. We also provide test applications which show the data that should be returned for a given call. The AVL 2 API includes the source code for the test application for reference purposes. The one off fee of £500.00 also covers account setup, administration, and limited support. Limited support means that we'll help and offer advice on best practice, and will do our best to get you up and running, but we won't write code or produce applications for you.

The service provision fee covers the additional data costs associated with API use, infrastructure for the API, updates to the API to support new features, and ongoing limited support.

## **This all seems a bit complicated – can you do development for me?**

We are able to offer a range of bespoke reports according to your requirements. Please contact us with details of what it is that you are looking for and we'll be happy to advise further.