THERMO KING

Product Operation Manual

iTracKing II Web Platform and Smart Fleet Management Function Module

Customer Version

Revision A

Introduction

This manual is provided for reference only, and the information it contains should not be considered complete or exhaustive. For additional information, please refer to your Thermo King service directory for the location and telephone number of your local dealer.

The Thermo King warranty does not apply to any unit which, in the manufacturer's judgment, has been "installed, maintained, repaired, or altered so as to affect its integrity."

The manufacturer assumes no responsibility for any personal injury, property damage, or any other direct, indirect, special, or consequential damage incurred by any person or entity resulting from the use of this manual or any information, recommendation, or description contained herein. The procedures described in this manual should be performed only by properly qualified personnel. Improperly performing these procedures could result in damage to Thermo King equipment or other property, or personal injury.

Operating and maintaining your Thermo King unit is not complicated, but taking a few minutes to study this manual will be time well spent.

Conducting pre-trip and en-route inspections on a regular basis will minimize operating problems. A regular maintenance schedule will also help keep your unit in top operating condition. By following factory-recommended procedures, you will find that you have purchased the most efficient and reliable temperature control system on the market.

All service requirements, whether major or minor, should be handled by a Thermo King dealer for four very important reasons:

- They are equipped with factory-recommended tools to perform all service functions.
- They are factory-trained and certified technicians.
- They have genuine Thermo King replacement parts.
- The warranty on your new unit is valid only when repairs and replacement parts are performed by an authorized Thermo King dealer.

Machine Information Policy

Use of this product constitutes acceptance of the Thermo King Machine Information Policy, details of which can be found at: Thermo King Transport Refrigeration Solutions | Asia Pacific. This product includes an optional feature that collects and shares machine information with Thermo King. Separate terms may apply when a customer enters into an agreement with Thermo King.

Software License

The software included with this product is licensed under a non-exclusive, non-sublicensable, terminable, and limited license to install and use the software on the product for its intended purpose. Any removal, copying, reverse engineering, or other unauthorized use of the software is strictly prohibited. Hacking the product or installing unapproved software may void the warranty. Unless expressly permitted by applicable law, the owner or operator may not reverse engineer, decompile, or disassemble the software. The product may include third-party software, the separate licensing terms of which are specified in any documentation accompanying the product or in the About page of the mobile application or website that interfaces with the product.

Emergency Assistance

Thermo Assistance is a multilingual communication tool designed to put you directly in contact with an authorized Thermo King dealer.

Thermo Assistance should only be contacted for breakdown and repair assistance.

Before calling, please have the following information ready (telephone charges will apply):

- Contact telephone number
- TK unit type
- TK unit serial number
- TK TBOX serial number
- Possible cause of the fault
- Warranty information for the unit
- Repair cost information

Leave your name and contact number, and a Thermo Assistance operator will call you back. At that time, you can provide details of the service required and arrange for the repair.

For customers who hold a ThermoKare service contract or have a payment guarantee from their Thermo King master dealer, no payment is required at the time of repair.

General Inquiries and Equipment Maintenance

If you have any questions during use, please contact your dealer or the Trane Thermo King customer service team for support.

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Overview and Login

Platform Introduction

TK iTracking is an intelligent fleet management and refrigeration unit remote monitoring platform launched by Thermo King. Through telematics terminals such as the TBOX, the platform collects real-time operating data, location information, and alarm status from refrigerated truck units, providing cold-chain logistics fleets with equipment monitoring, fleet dispatch, route optimization, and operational analysis capabilities.

This manual is intended for dealer administrators and fleet driver users. It describes how to operate the platform’s commonly used functions and helps you quickly master day-to-day tasks such as equipment monitoring, location queries, alarm reception, and route planning.

Login and Authentication

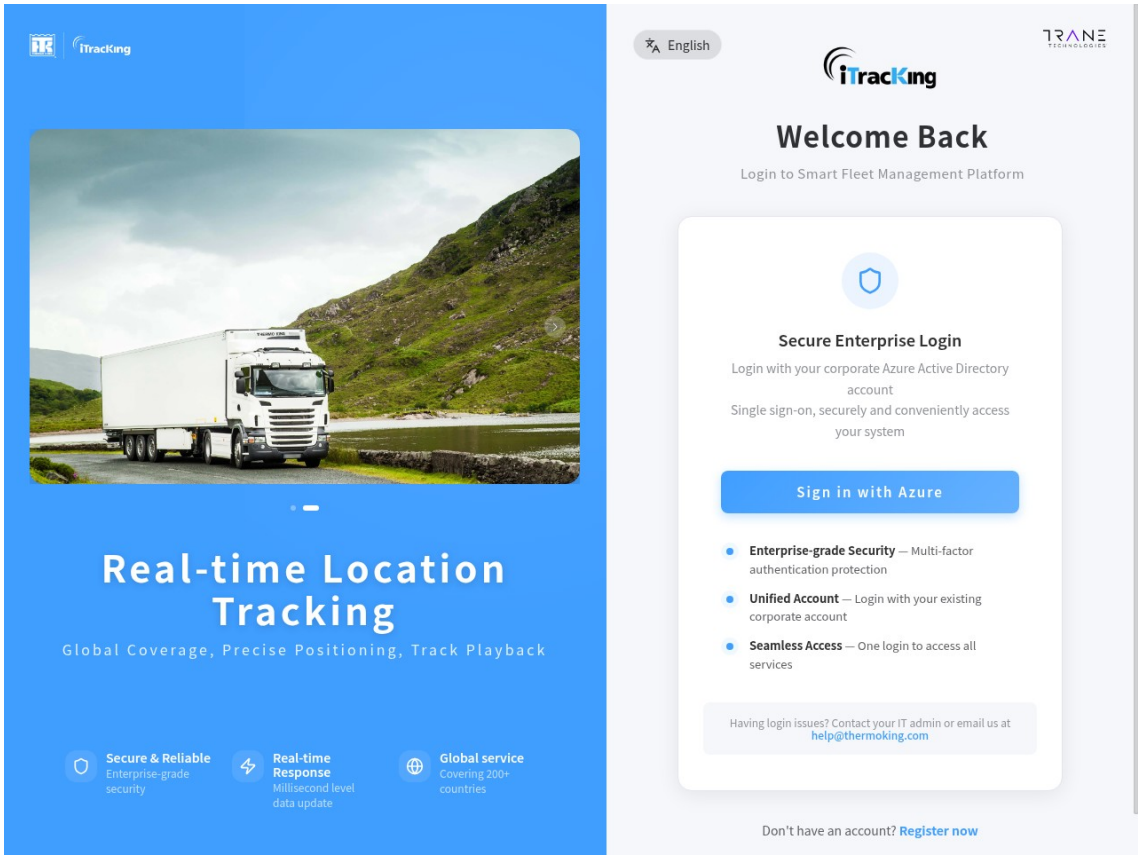


Figure 1-1 Platform Login Page

The login page uses a two-column layout: the left side is the brand area (presenting the product positioning and core values), and the right side is the login operation area. The platform uses enterprise-grade Azure Active Directory single sign-on (SSO), so there is no need to maintain a separate platform account and password.

Account Login

Procedure:

1. Open the platform address in your browser: https://itracking.traneap.com
2. On the right side of the login page, click the "Sign in with Azure" button.
3. On the enterprise login page that opens, enter your company email account and password, complete multi-factor authentication (MFA), and you will automatically enter the system.

The right side of the login page also presents three platform security features:

- Enterprise-grade Security: multi-factor authentication protection to prevent account misuse.
- Unified Account: log in with your existing corporate email account, no additional registration required.
- External users (e.g., dealer administrators and drivers) need to click the "Register now" link at the bottom-right of the login page and fill in the registration information.
- Seamless Access: a single login grants access to all authorized services without repeated authentication.

Login Validation

The system strictly validates the login process:

- Account validity: only accounts authorized by an administrator can log in; disabled accounts are rejected and prompted to contact the administrator.
- Authentication failure: an incorrect password or failed multi-factor verification shows a clear error message; repeated failures will temporarily lock the account.
- Session timeout: prolonged inactivity automatically logs you out, requiring re-login to protect account security.

Account Registration

New users can start the registration process through the "Register now" link at the bottom right of the login page. The following information is required:

- Corporate email: used to receive verification codes and account notifications.
- Mobile phone number: used for identity verification and emergency contact.
- Invitation code: provided by an existing administrator or dealer to associate the user with an organization.
- External users: need to click "Register now" and fill in the registration information.

After submitting the registration, you can log in with your Azure AD account.

Menu and Routing Permissions

The system dynamically controls the visible menus and accessible pages based on the user’s role permissions:

- Menu-level permissions: different roles see different left-hand menus after logging in; modules without permission are not displayed.
- Page-level permissions: even if you directly copy a link to an unauthorized page, the system blocks access and indicates no permission.

- Data-level permissions: users can only see devices and data within the scope authorized by their organization and cannot view other organizations' data without permission.

Note: Accounts are assigned and managed by administrators. If you forget your password or encounter login issues, please contact your IT administrator or Thermo King customer service.

Interface Layout

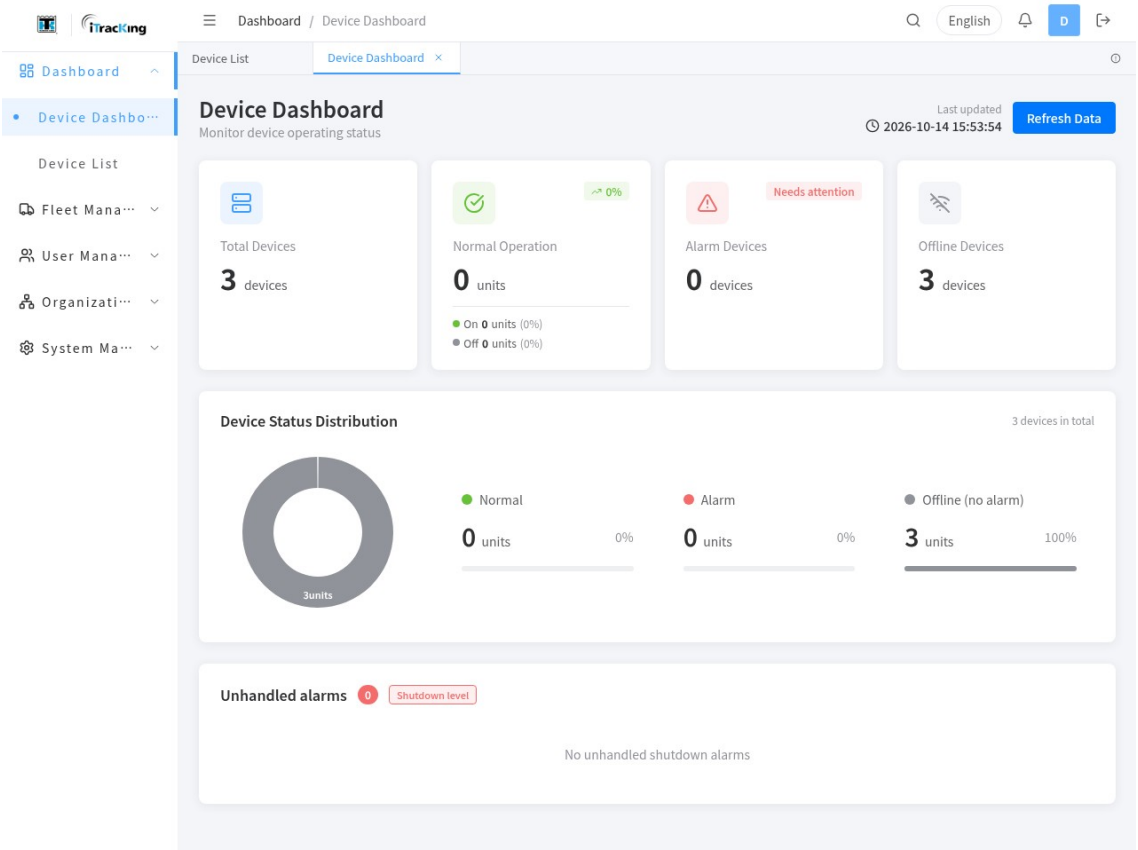


Figure 1-2 Device Dashboard Main Interface

After logging in, you land on the Device Dashboard by default. The core statistics include:

- Total Devices: the total number of devices in the current organization, with online/offline counts and online rate.
- Normal Devices: the number and percentage of devices in normal operating status, excluding abnormal states such as alarms, offline, and faults.
- Devices in Alarm: the number and percentage of devices currently in alarm status, distinguishing between general and critical alarms.
- Offline Devices: the number and percentage of devices judged offline after no data is reported within the set time.
- Unit Type Distribution: a donut chart showing the proportion of each unit type, including SP (self-powered), VP (non-self-powered), Trailer (trailer units), and Unclassified (devices not bound to a specific unit model).

The top-right of the Device Dashboard shows the last update time and a "Refresh Data" button to pull the latest device data. The center "Device Status Distribution" donut chart shows the count and proportion of Normal, Alarm, and Offline (no-alarm) devices; the bottom "Unhandled Alarms" lists shutdown-level and check-level unhandled alarms, showing "No unhandled shutdown alarms" when none exist.

Overview of the platform’s main functional modules:

Feature	One-line Description
Dashboard	Platform home page providing an overview and entry points to all functional modules.
Device Dashboard	Real-time device status monitoring with totals for devices, normal/alarm/offline units and unit-type distribution.
Device List	View all devices centrally with search, filter, grouping and batch operations.
Device Details	View basic info, real-time data, remote control, track replay, history and alarm records of a single device.
Fleet Management	Maintain fleet and unit groups, and manage vehicles and organization affiliation.
Fleet Map	Display device locations and operating status on a map in real time.
Route Optimization	Plan optimal waypoints and route sequence for transport tasks, with estimated travel time.
User Management	Manage user accounts, organization binding and role permissions.
Organization Management	Maintain organization structure and lists, and manage organization affiliations.
System Management	Configure basic system information and runtime parameters.
Profile	Maintain personal data, change password, review login records and account security settings.

The overall interface consists of three parts:

Area	Position	Main Functions
Top navigation bar	Top of the page	Global search, language switch, message notifications, profile, and logout
Left menu bar	Left side of the page	Functional module navigation; supports collapsing and expanding
Main content area	Right side of the page	Operating pages for each functional module; multiple tabs can be open at the same time

The correspondence between left-hand menus and pages is as follows:

Menu Item	Page	Function
Device Dashboard	Dashboard / Device Dashboard	Summary of device operating status and unhandled alarms
Device List	Dashboard / Device List	Main interface for device management and monitoring
Fleet Map	Fleet Management / Fleet Map	Real-time vehicle location distribution
Route Optimization	Fleet Management / Route Optimization	Delivery route planning
User List	User Management / User List	User and permission

		management
Organization List	Organization Management / Organization List	Organization structure maintenance
Basic Info	System Management / Basic Info	System basic settings

Top Tab Management

The main content area uses a multi-tab design, allowing multiple functional pages to be open at the same time:

- Switch tabs: click a tab title at the top to switch between pages.
- Close a tab: click the × button on the right side of a tab to close it.
- Close others: right-click a tab to close other tabs or close all tabs.

Language Switching

Click the language button (e.g., "English") in the top navigation bar to switch the interface language between Chinese, English, and Japanese. After switching, all menus, buttons, and data column names are updated synchronously.

Device Overview (Device List)

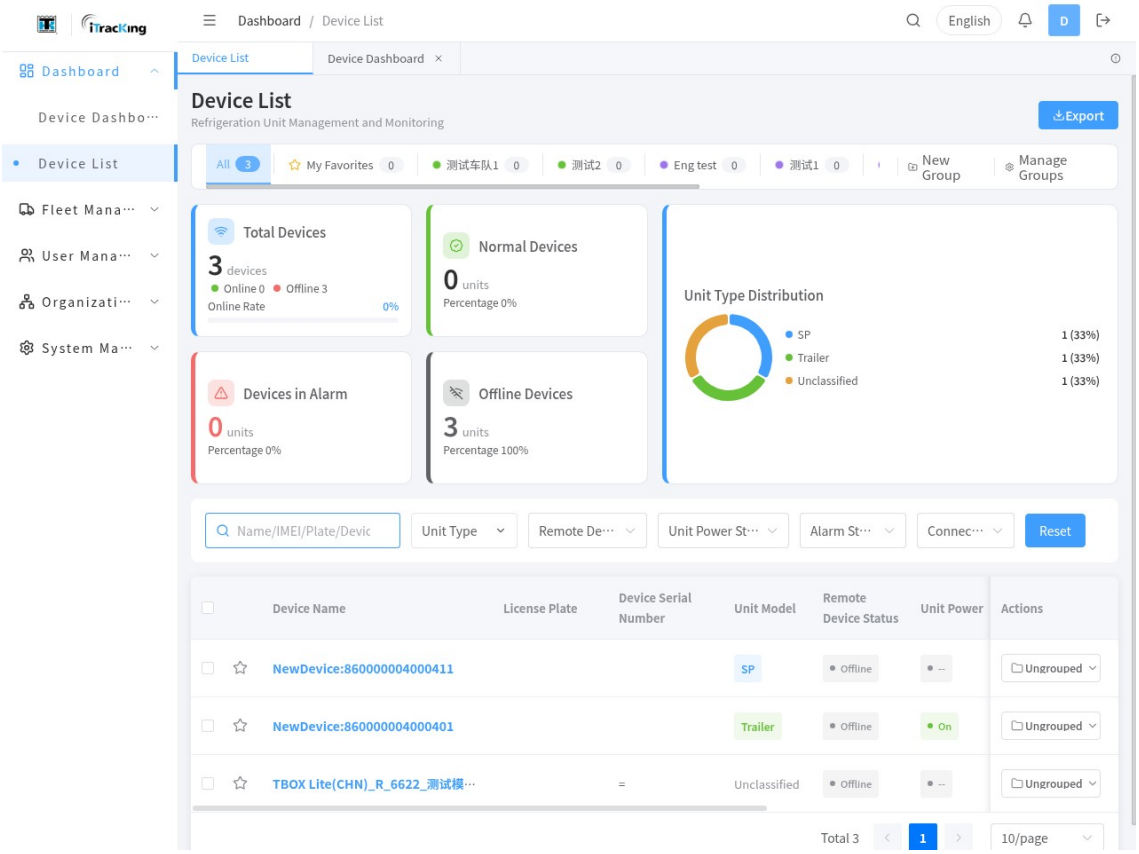


Figure 2-1 Device List Full Interface

The Device List is the platform's core workspace. From top to bottom it consists of five parts: the title and export bar, the group tab bar, the statistics cards, the filter bar, and the device detail table.

Overview Statistics Cards

The statistics area shows five cards that reflect the overall fleet status in real time:

Statistics Card	Indicator Description	Technical Note
Total Devices	Total number of devices in the current organization, with online/offline counts and online rate percentage	Online rate = Online devices / Total devices × 100%
Normal Devices	Number and percentage of devices in normal status	Excludes abnormal states such as alarms, offline, and faults
Unit Type Distribution	Donut chart showing the proportion of each unit type	SP (self-powered), VP (non-self-powered), Trailer (trailer units), Unclassified
Devices in Alarm	Number and percentage of devices currently in alarm status	Distinguishes general and critical alarms
Offline Devices	Number and percentage of offline devices	Judged offline when no data is reported within the set time

Group Management

Below the statistics cards is the group tab bar, which supports quickly filtering devices by fleet group:

- All: shows all devices in the current organization (selected by default).
- My Favorites: click the star icon in front of a device row to add it to favorites; this is user-specific and visible only to you.
- Custom groups: create groups by fleet, region, or customer; the tab bar shows each group name and device count.
- Ungrouped: shows devices that are not assigned to any custom group.

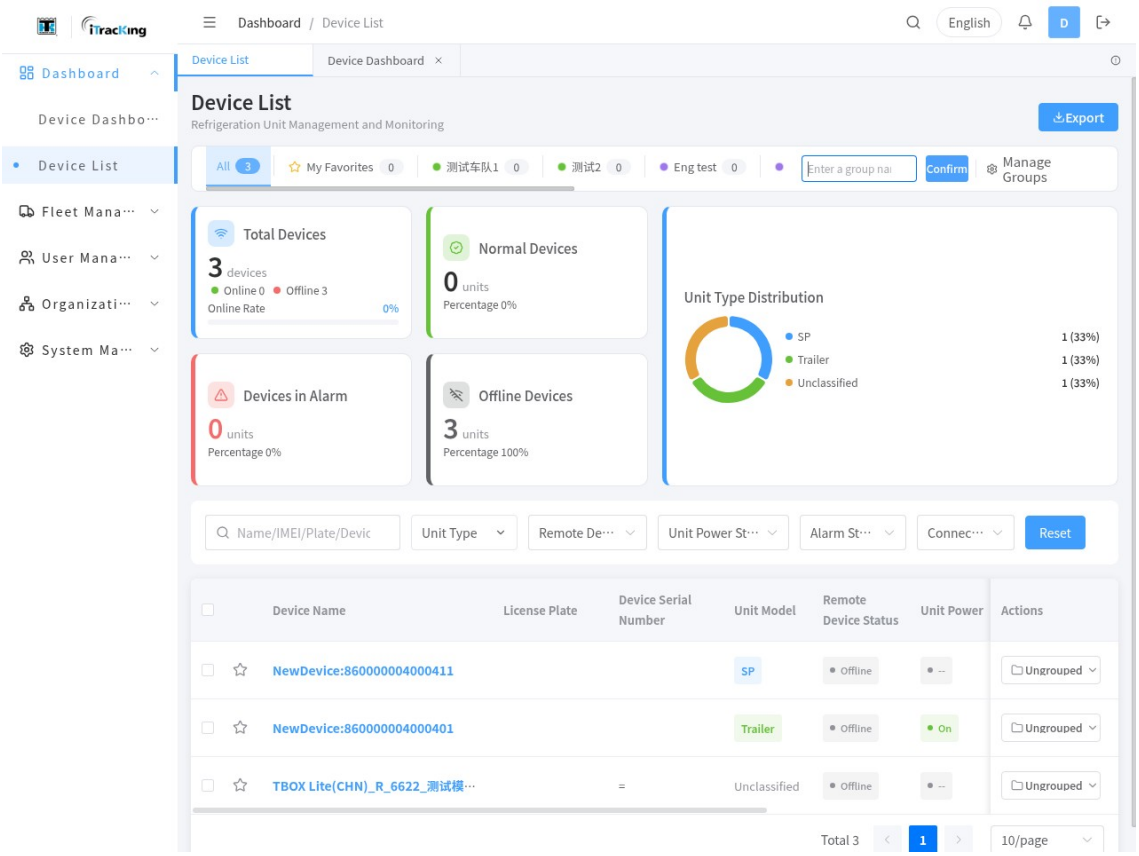


Figure 2-2 New Group

Click "New Group" and an input box appears on the tab bar. Enter the group name and click "OK" to create it.

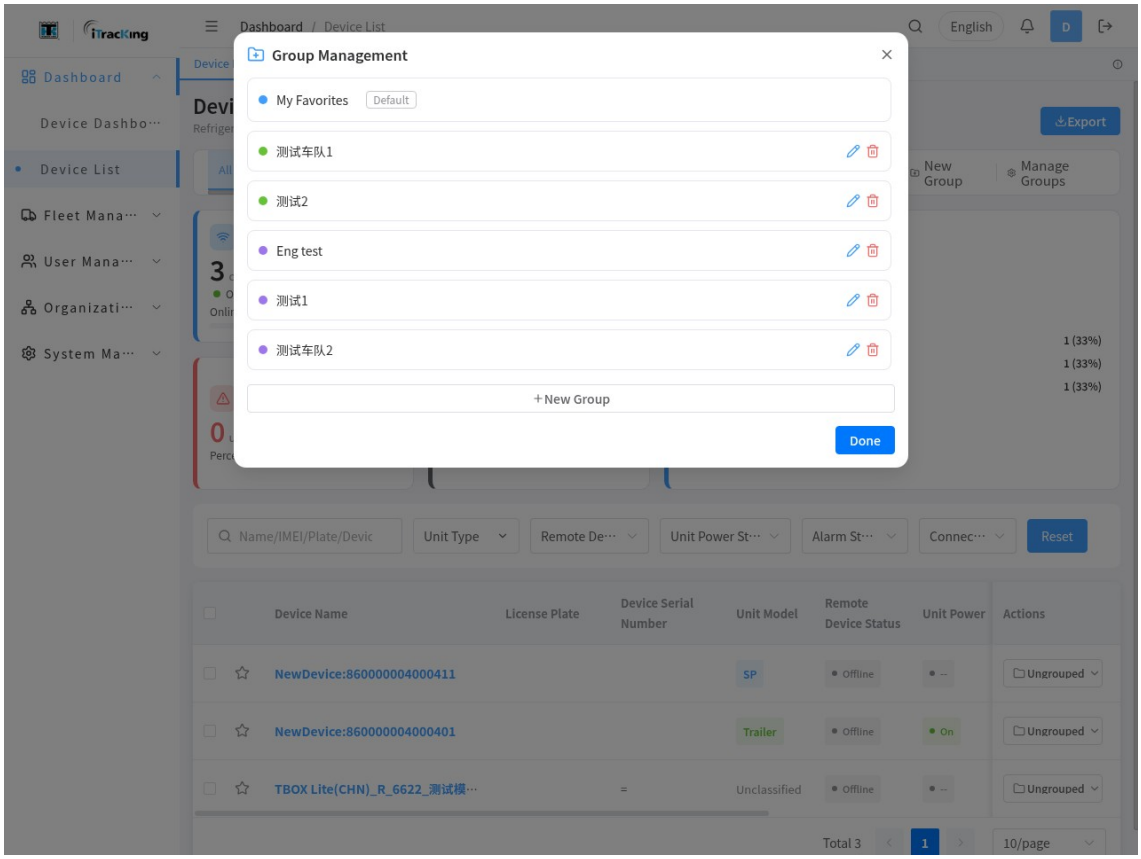


Figure 2-3 Manage Groups

Click "Manage Groups" to rename, change the color of, or delete existing groups.

The "Manage Groups" dialog shows all groups under two tabs: "My Favorites (default)" and "Device List". Each group provides rename and delete icons on the right; click "+ New Group" to create a group quickly, then click "Done" to close the dialog.

Search and Filter

The filter bar is located below the statistics cards and contains a search box and several dropdown filters supporting multi-condition combined queries:

Filter Condition	Description
Name/IMEI/Plate/Device No.	Keyword fuzzy search supporting device name, IMEI, license plate, and device serial number
Unit Type	Two-level filter: first select the major category (SP/VP/Trailer); multi-select supported
Remote Device Status	Filter by online status: Online, Offline
Unit Power Status	Filter by refrigeration unit power status: On, Off
Alarm Status	Filter by alarm status: Normal, In Alarm
Connection Type	Filter by network connection type, e.g., 4G
Reset	Clears all filter conditions and restores the default list

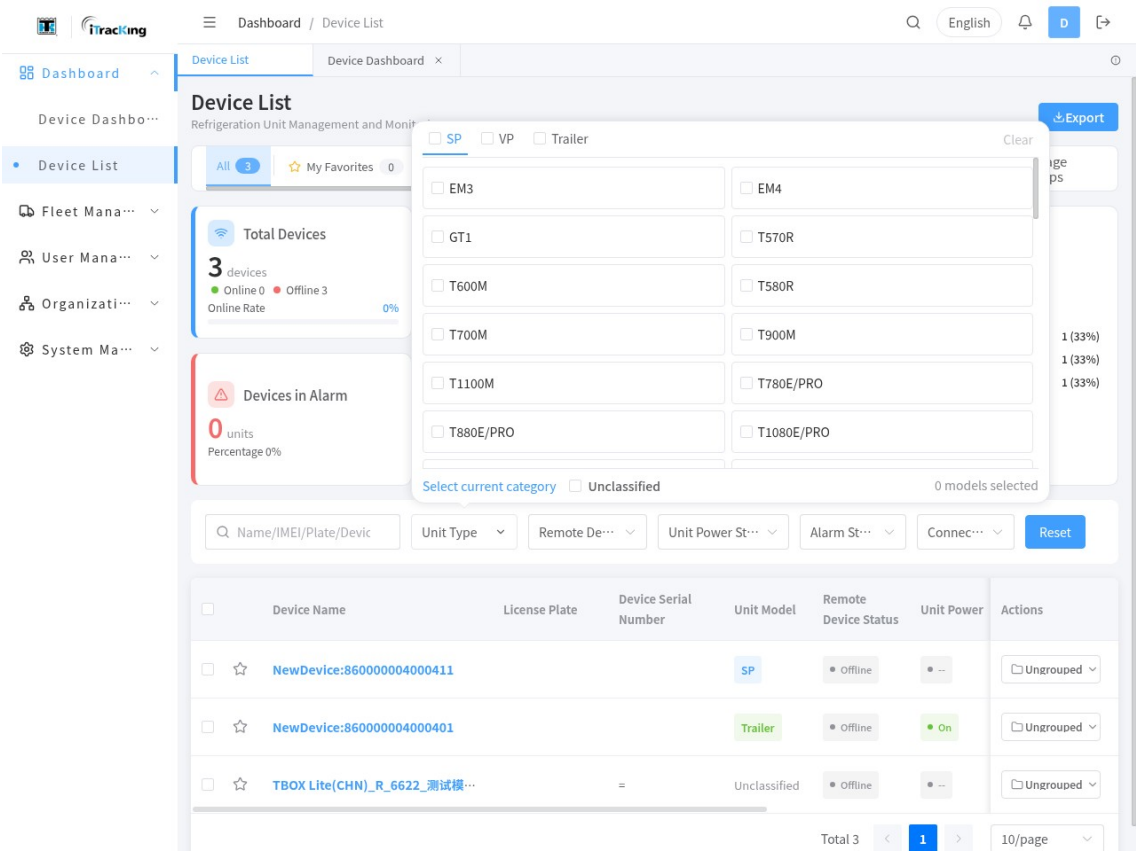


Figure 2-5 Unit Type Two-Level Filter

The "Unit Type" filter panel groups models under three major categories (SP, VP, Trailer); multi-select is supported. The panel provides "Select All in Current Category" and "Unclassified" shortcuts, and shows the selected model count at the bottom.

Data Export

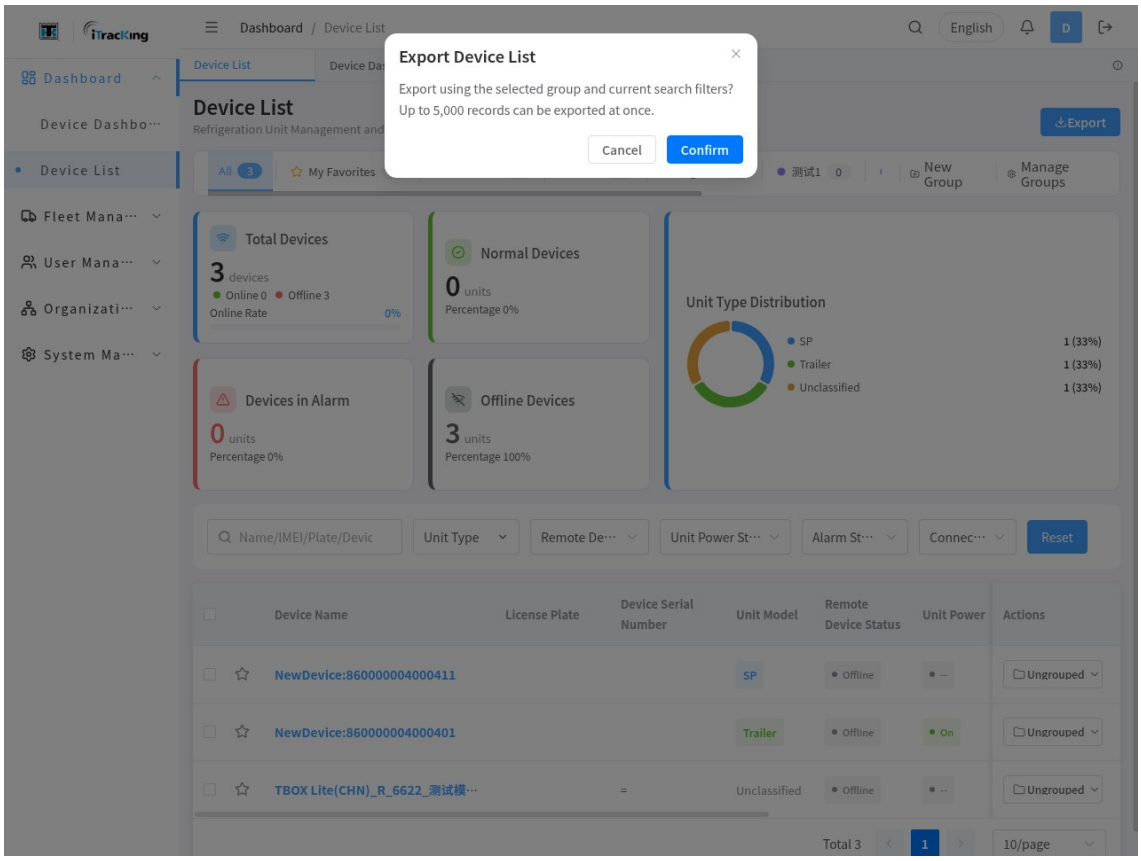


Figure 2-4 Data Export

Click the "Export" button in the top right corner to export the device list under the current filter conditions as an Excel file. The exported content includes all fields shown in the list.

The bottom bar supports switching the number of items per page (10/page, 20/page, etc.). After filter conditions change, the view automatically returns to page 1.

The pagination control supports previous/next page switching and direct page-number jumping.

Device List Field Description

Column	Description	Technical Note
Device Name	Custom device name; click to enter the device details page; the star icon in front marks it as a favorite	Supports click-through
License Plate	Vehicle license plate number	Some devices may not have a plate bound
Device Serial Number	TBOX hardware device serial number / IMEI	Unique device identifier
Unit Model	Refrigeration unit type: SP / VP / Trailer / Unclassified	Corresponds to the Unit Type Distribution
Remote Device Status	Device communication status: Online / Offline	Real-time data reporting status
Unit Power	Refrigeration unit operating	-- indicates no data

	status: On / Off / --	
Data Status	Temperature data: setpoint and return air temperature	Unit: °C
Alarm Status	Whether the device currently has an alarm	Normal / Alarm
Network Type	Network access method of the device	Usually 4G
Location Information	Current GPS geographic location of the device	Administrative-division-level precision
Organization	Organization/customer to which the device belongs	Corresponds to the Organization Management module
Actions	Quick group actions; move a device into/out of a group	Select a group from the dropdown

The Operations dropdown provides three options: "Move Group" moves the device to a target group; "Change Organization" adjusts the device's organization; "Assign to Driver" authorizes the device to a selected driver, who can then view that vehicle's status and alarms.

Batch Operations

After selecting the checkboxes in front of devices in the list, batch operations become available:

- Batch add to favorites: add multiple devices to My Favorites at once.
- Batch move groups: move selected devices to a specified group or to Ungrouped in bulk.
- Batch organization authorization: change the devices' organization and user authorization relationships in bulk.

Device Details

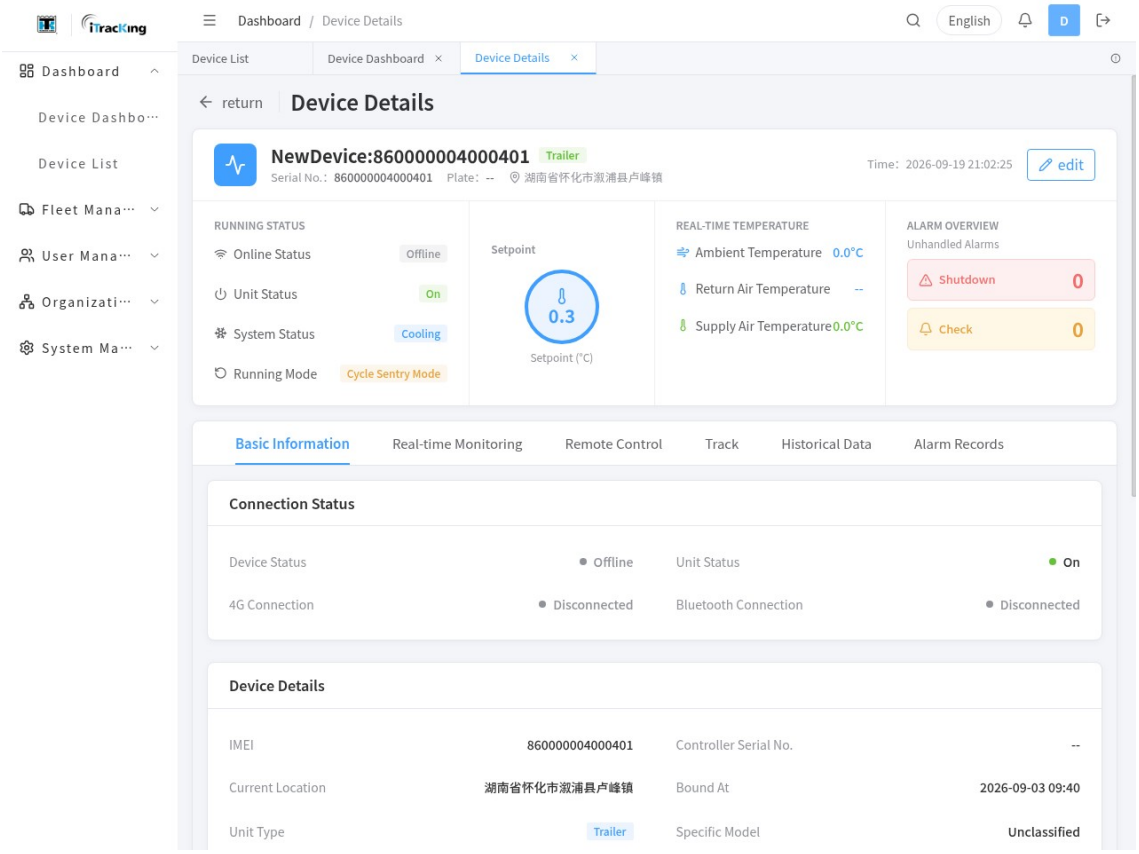


Figure 3-1 Device Details Top Overview

Click a device name in the Device List to enter the details monitoring page for that device. At the top is the device status overview, showing the device name, unit model tag, serial number, plate, current location, and data time; the "edit" button is in the top right. Below are six functional tabs.

Details Overview (Top Status Panel)

The top status panel consists of four parts:

- Running Status: Online Status (Online/Offline), Unit Status (On/Off), System Status (Cooling/Standby, etc.), and Running Mode (Cycle Sentry/Continuous).
- Setpoint: a circular gauge displaying the setpoint temperature (°C).
- Real-time Temperature: Ambient Temperature, Return Air Temperature, and Supply Air Temperature.
- Alarm Overview: the number of unhandled alarms, distinguishing Shutdown alarms (red) from Check alarms (yellow).

Basic Information

The Basic Information tab shows the device master data, including IMEI serial number, plate, current location, binding time, unit type, specific unit model, organization hierarchy, and

connection method (4G, etc.). Click "edit" in the top right to open the "Edit Device Info" dialog, where you can modify the device name (required) and plate; click "Save" to apply. Click "return" in the top left to go back to the Device List.

Real-time Monitoring

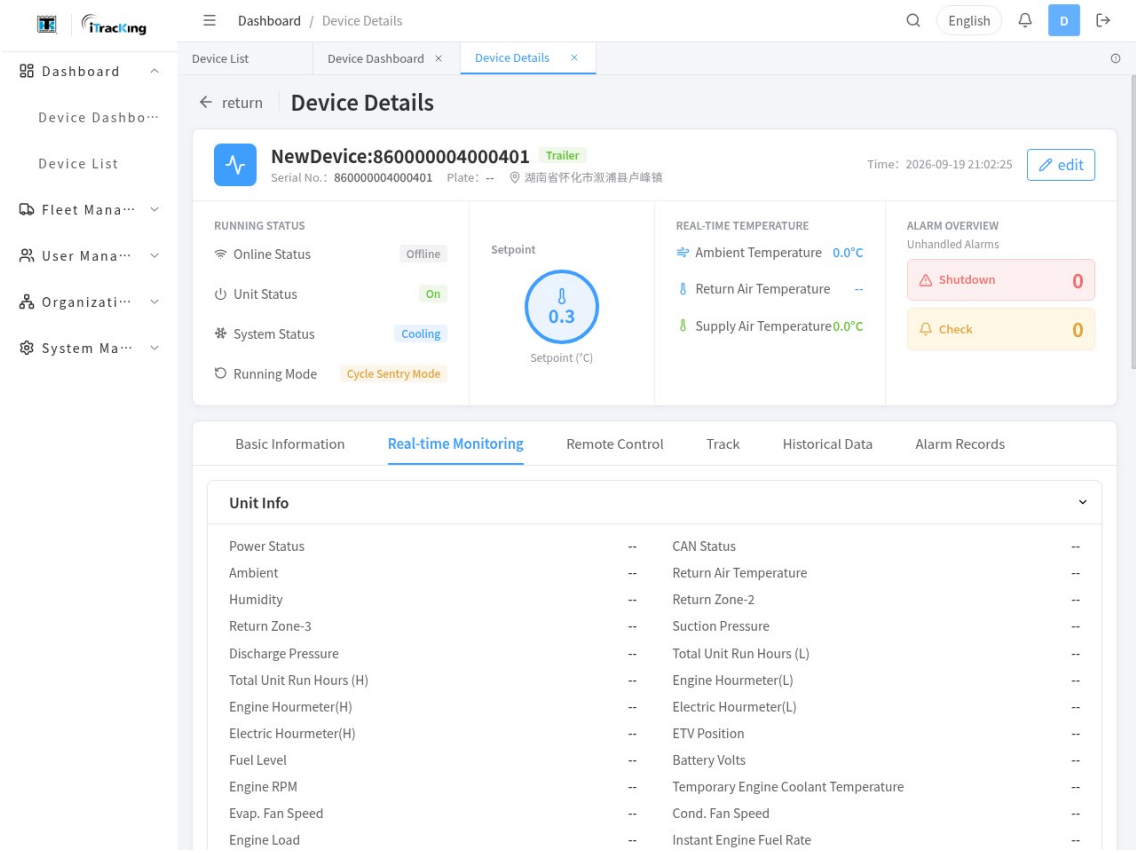


Figure 3-2 Real-time Monitoring Parameters Page

The Real-time Monitoring tab displays the latest operating parameters collected by the device in sections. The "Unit Information" section includes:

- Unit power on/off status, return air temperature, Zone 2/Zone 3 return air temperature, ambient temperature, and humidity.
- Suction pressure, discharge pressure, total running hours, engine hours, and electric motor running hours.
- ETV position, battery voltage, engine coolant temperature, fuel level, and engine speed.
- Condenser/evaporator fan speed, instantaneous engine fuel consumption, engine load, and system status.

Data refreshes automatically according to the sampling period, and each section can be expanded/collapsed in the top right. When a device is offline, data is displayed as "--".

Remote Control

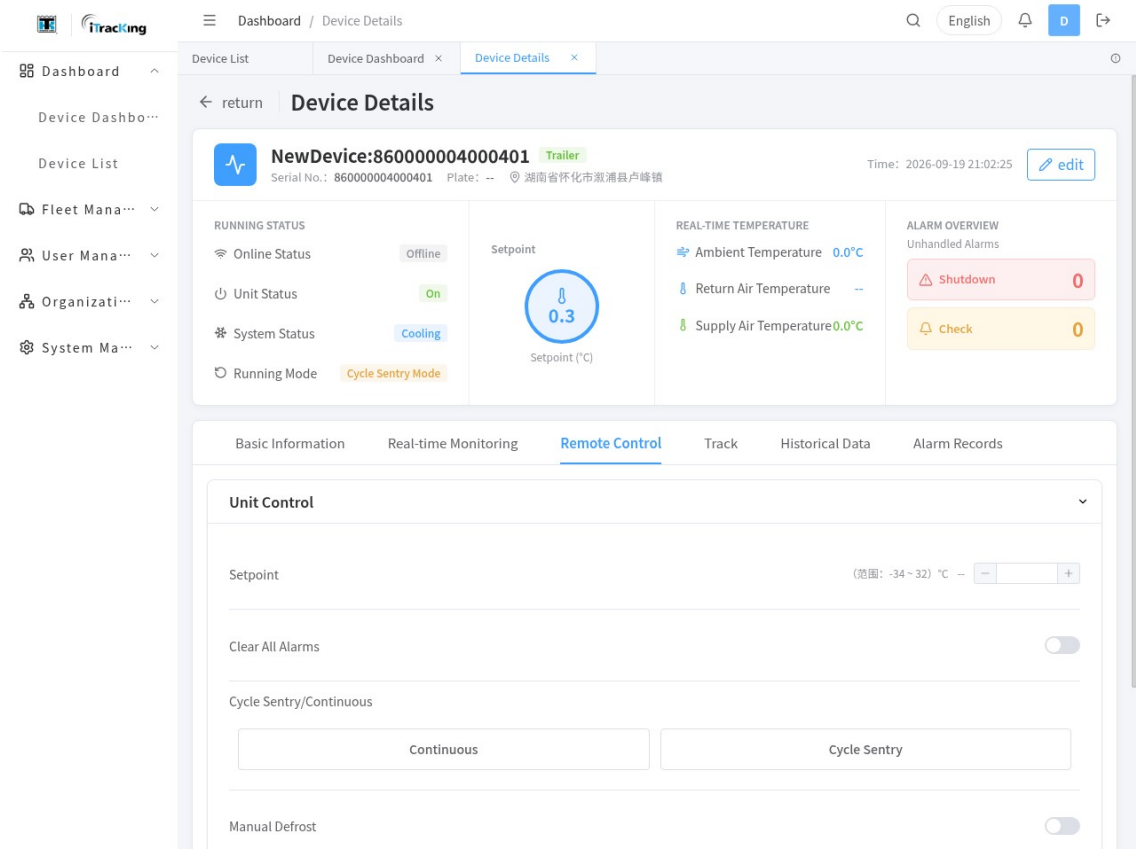


Figure 3-3 Remote Control Page

The Remote Control tab allows control commands to be sent to the unit. The "Unit Control" section includes:

Control Item	Description
Setpoint	Sets the target temperature, range -34 to 32°C, adjusted using the +/- buttons on the right
Clear All Alarms	Toggle control; clears all unhandled alarms on the unit with one click
Cycle Sentry/Continuous	Two buttons switch the running mode: Continuous (continuous cooling) or Cycle Sentry (auto start/stop after reaching the setpoint)
Manual Defrost	Toggle control; manually triggers unit defrost
Fresh Air Vent	Remotely controls the unit fresh air vent
Unit Power On/Off	Remotely starts or stops the unit

Note: Remote control is available only for devices that are online and for which you have control permission; a confirmation prompt appears before a command is sent, and offline devices cannot receive control commands.

Track

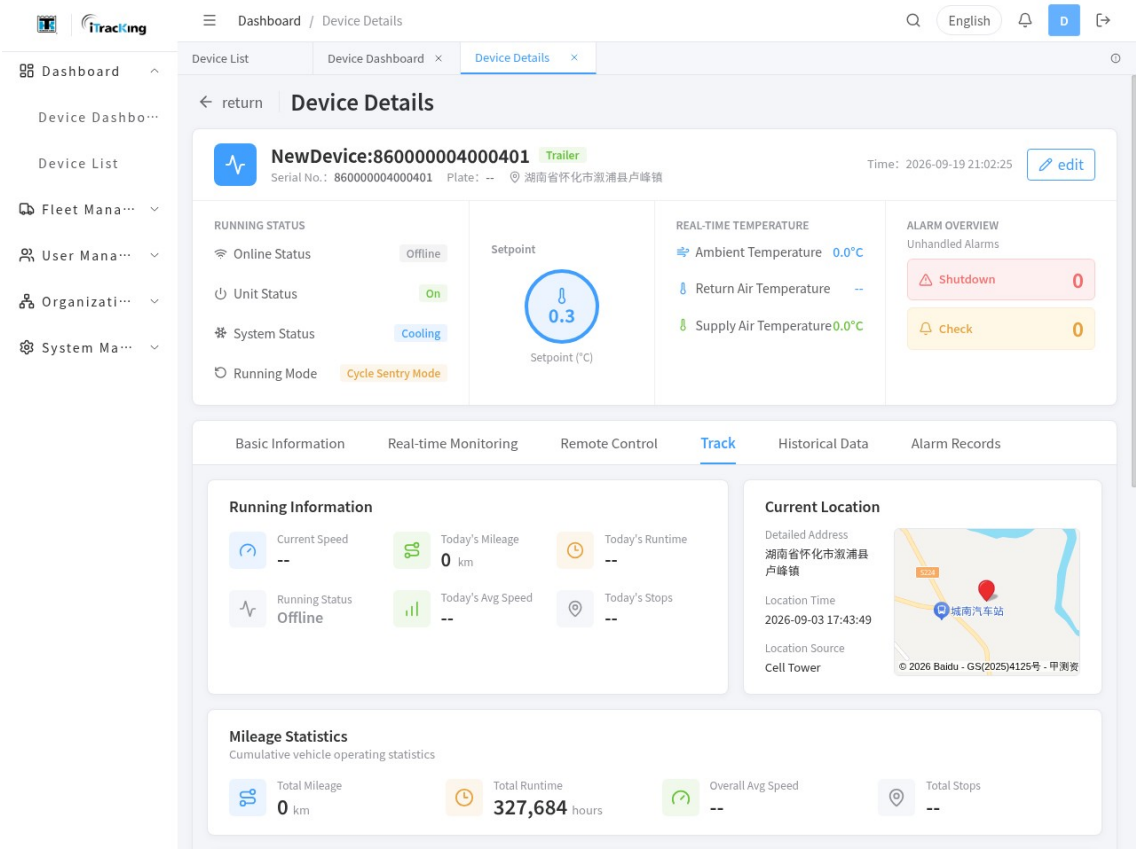


Figure 3-4 Track and Running Information Page

The Track tab displays vehicle running information and location in three sections:

- Running Information: Current Speed, Today's Mileage, Today's Runtime, Running Status, Today's Avg Speed, and Today's Stops.
- Current Location: Detailed Address, Location Time, Location Source (GPS positioning / Cell Tower), and the map marker.
- Mileage Statistics: Total Mileage, Total Runtime, Overall Avg Speed, and Total Stops.

You can select a historical time range to replay the driving route on the map and view the points passed.

Track playback supports selecting the map base layer (Baidu Maps / Google); a single query covers up to 24 hours. Click "Query Track" to load and play back, with playback speed switchable (e.g., 1x).

Historical Data

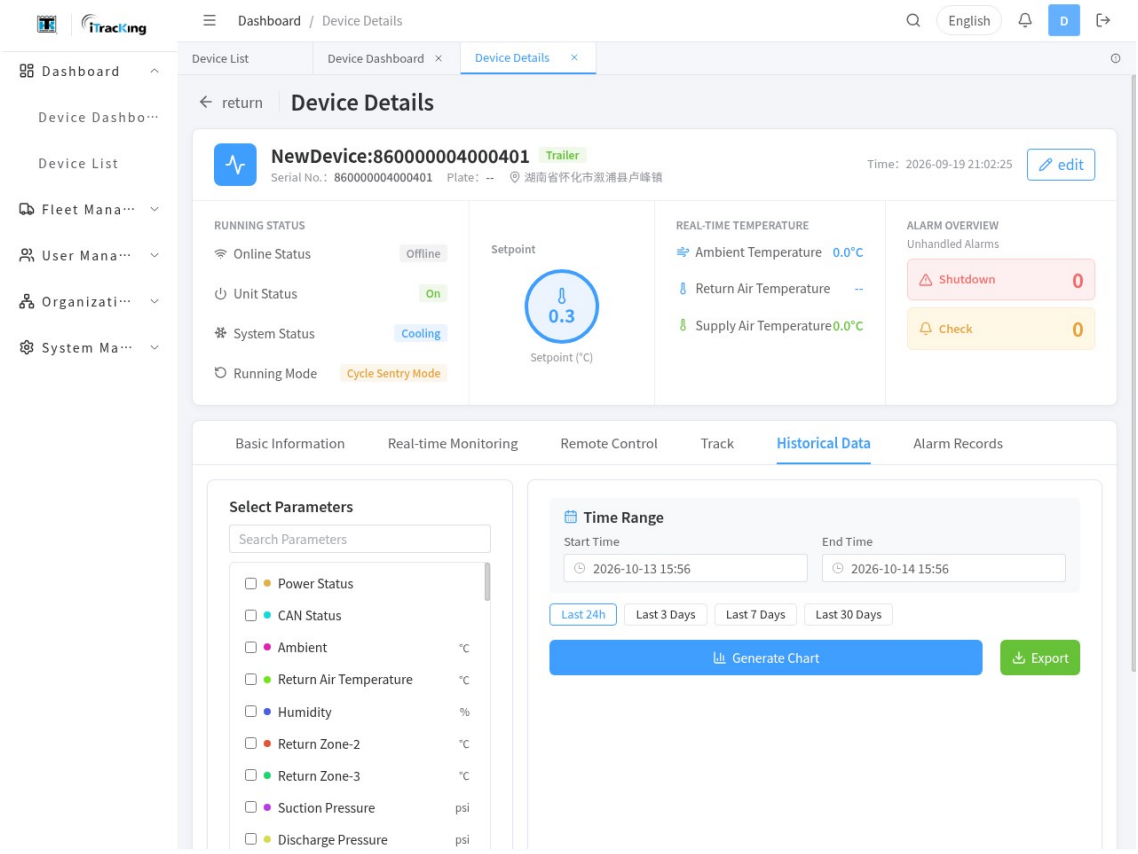


Figure 3-5 Historical Data Trend Page

The Historical Data tab allows you to select parameters and a time range to generate historical trend curves for temperature, pressure, and other parameters; it also supports exporting historical data reports.

Besides manual start/end selection, quick time ranges are provided (Last 24h, Last 3 days, Last 7 days, Last 30 days). The left parameter list supports multi-select (unit on/off, temperatures, pressures, running hours, voltage, RPM, fan speed, load, fuel consumption, alarm codes, etc.). After selecting parameters, click "Generate Chart" to display trend curves, or click "Export" to save the historical data report.

Alarm Records

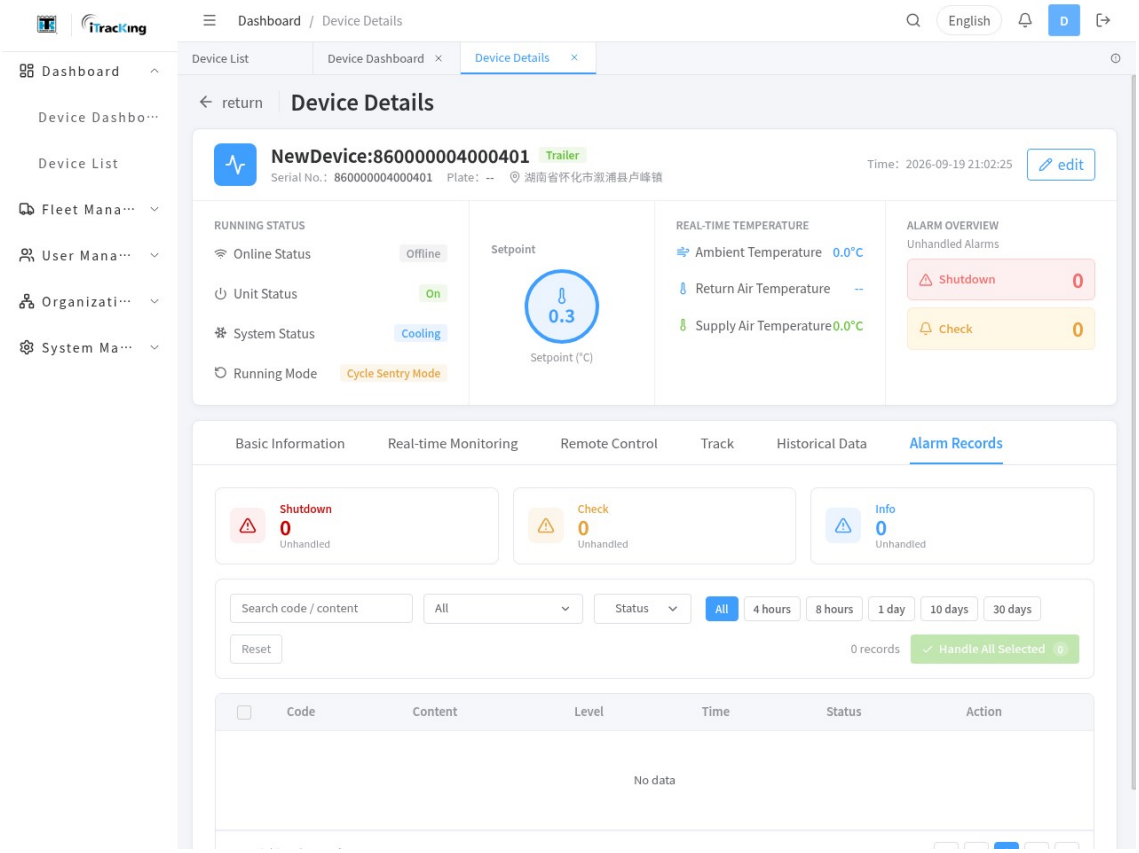


Figure 3-6 Alarm Records Page

The Alarm Records tab shows the device’s historical alarm information, including alarm code, alarm level, alarm time, recovery time, and handling status. It distinguishes Unhandled, Handled, and Recovered states and supports filtering and handling actions.

The top of the Alarm Records page summarizes unhandled alarms by level (Shutdown, Check, Info). Filter by handling status (All / Unhandled / Handled), with quick time filters of 4 hours, 8 hours, 1 day, 10 days, and 30 days. Click "Handle All" to batch-process all unhandled alarms. The alarm list is paginated at the bottom.

Fleet Management

The Fleet Management module contains two sub-functions, Fleet Map and Route Optimization, for tracking real-time vehicle location distribution and assisting with delivery route planning.

Fleet Map

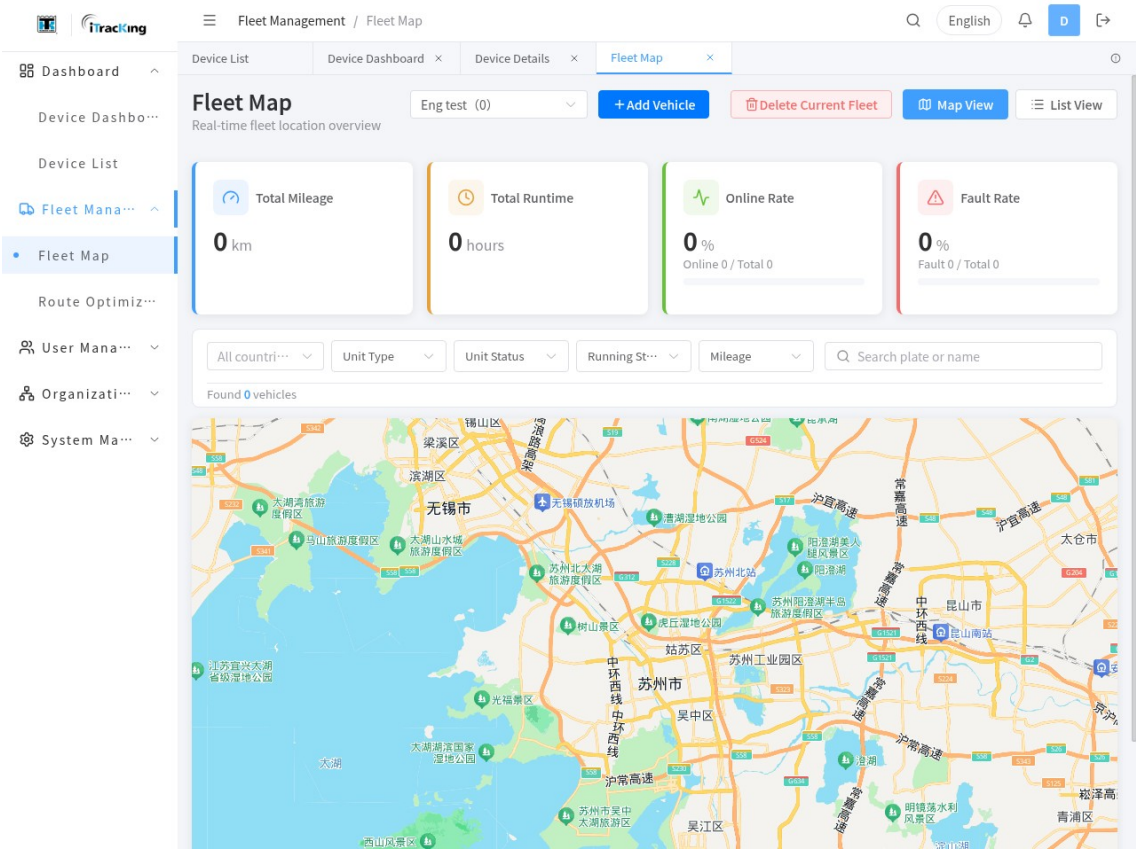


Figure 4-1 Fleet Map Page

The Fleet Map shows the real-time location distribution of all vehicles on a map. The top toolbar provides the following functions:

Button / Function	Description
Add Vehicle	Adds a device to the current fleet; opens the Add Vehicle dialog to select devices
Delete Current Fleet	Deletes the currently selected fleet group (requires confirmation)
Map View	Displays vehicle locations on a map
List View	Switches to a list view showing vehicle details
Search plate or name	Enter a license plate or device name to quickly locate a vehicle

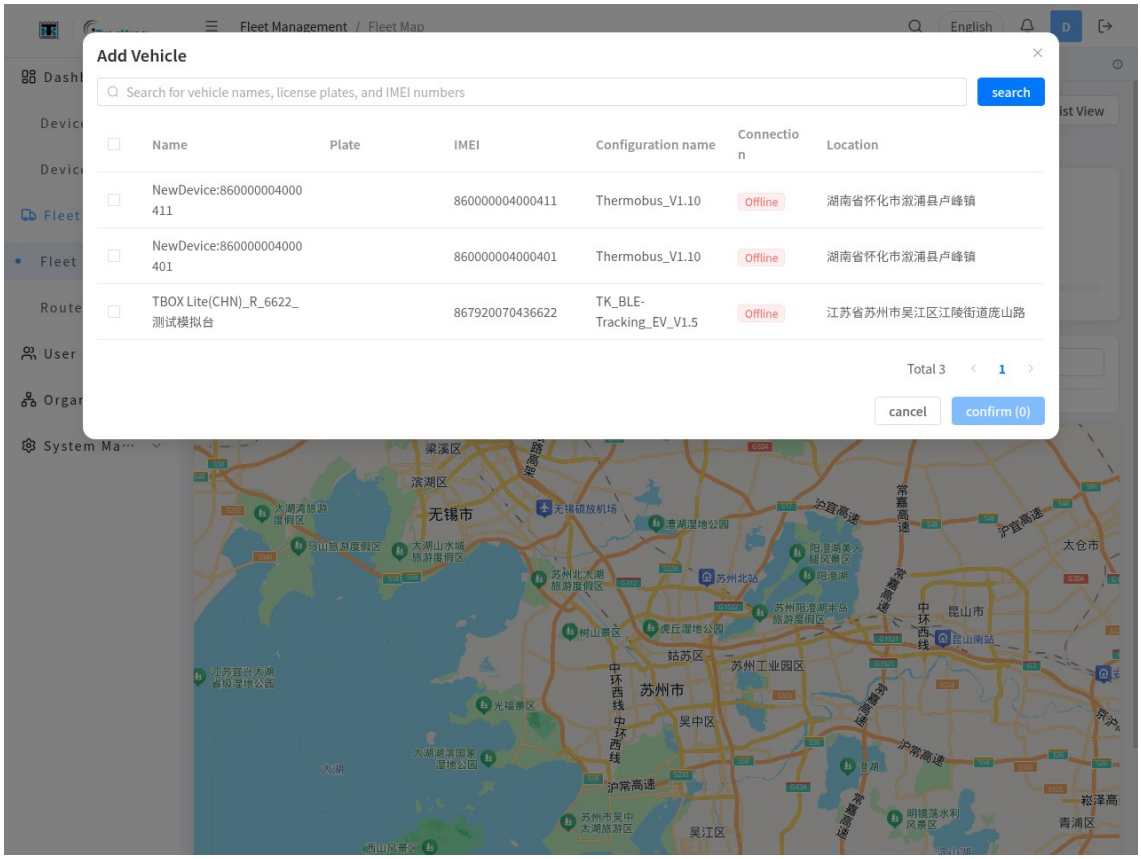


Figure 4-2 Add Vehicle Dialog

Click "Add Vehicle" to open the device selection window, where you can select the devices to add to the fleet and confirm.

The top-left shows the current fleet name and vehicle count; click to switch fleets. The "Add Vehicle" dialog supports searching devices by name, plate, or IMEI; the device list shows configuration name, connection status, and location. Check devices and click "Confirm" to add them to the fleet.

Fleet-level statistics: the top summary cards show the current fleet’s total mileage, total runtime, online rate (online / total), and fault rate (faults / total) in real time.

Filters and legend: below the summary cards are filters for country/region, unit type, unit status, running status, and driving mileage, which can be combined. The bottom-right map legend explains vehicle marker colors: Running, Stopped, Offline, and Alarm.

List view: switch to "List view" to see a table of vehicle details with columns: Name, Plate, IMEI, Speed, Total Mileage, Total Runtime, Running Status, and Location.

Route Optimization

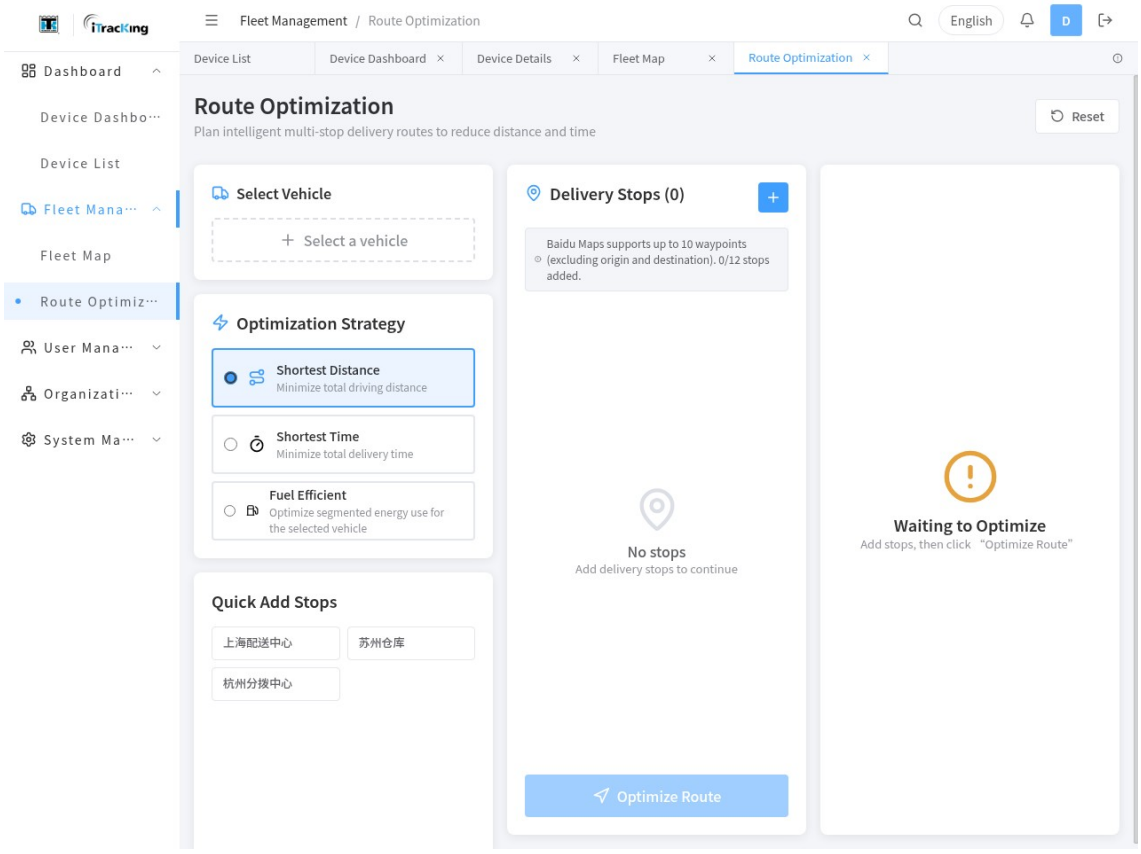


Figure 4-3 Route Optimization Page (Initial State)

The Route Optimization function uses a map engine to intelligently plan multi-stop delivery routes and optimize driving distance and time. The page uses a three-column layout: vehicle selection and strategy configuration on the left, delivery stop management in the middle, and the optimization results on the right.

Procedure:

4. Select a vehicle: in the "Select Vehicle" area on the left, click the dashed box and choose the vehicle that will perform the delivery task from the fleet.
5. Choose an optimization strategy: in the "Optimization Strategy" area, select the target strategy:

    - Shortest Distance: aims for the shortest total driving distance (default).
    - Shortest Time: aims for the shortest total delivery time.
    - Fuel Efficient: uses the segmented energy consumption model for the selected vehicle to minimize fuel use.

6. Add delivery stops:

    - You can quickly add common locations using the shortcut buttons under "Quick Add Stops".

- You can also click the + button in the middle "Delivery Stops" area to manually search for or add a stop address.
- Each stop defaults to a 15-minute dwell time, which can be modified; stop order can be adjusted and stops deleted. The page shows the current stop count in real time (origin and destination counted separately, up to 12 stops).

7. Click the "Optimize Route" button at the bottom, and the system automatically calculates the optimal delivery sequence and route, with the results shown on the right.

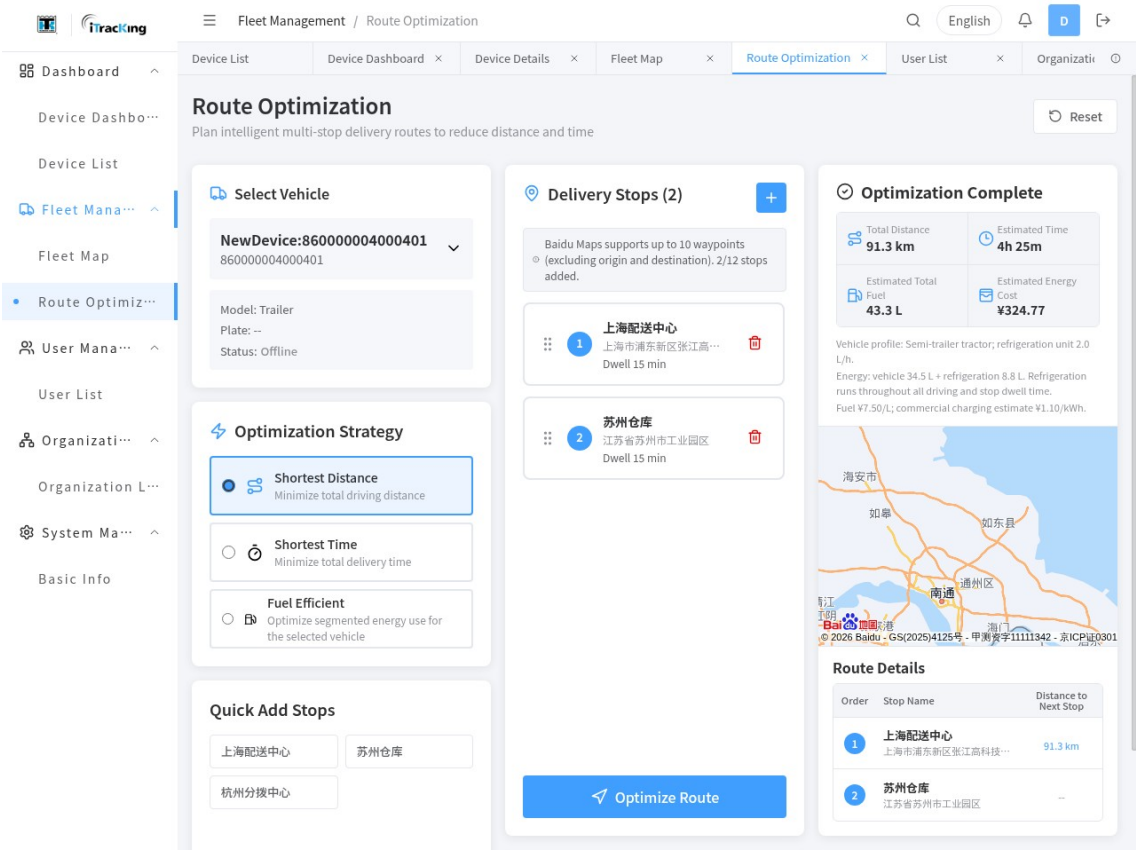


Figure 4-4 Route Optimization Result Example (Shanghai to Suzhou, 91.3 km)

The optimization result panel shows: Total Distance, Estimated Time, Estimated Total Fuel, and Estimated Energy Cost, together with detailed segment-by-segment route instructions.

To reset all configurations, click the "Reset" button in the top right to clear the vehicle, strategy, stops, and optimization results.

User Management

User List

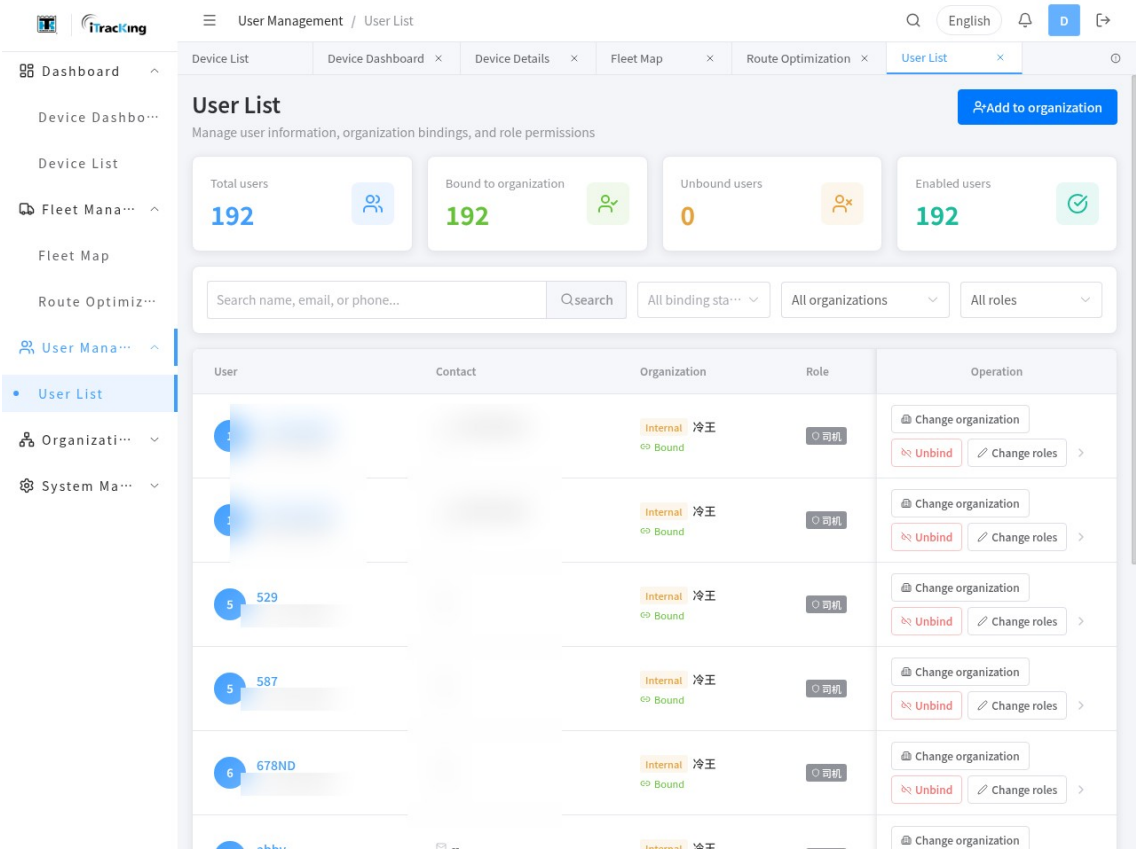


Figure 5-1 User List Page

User Management contains the "User List", which shows all system users in the current organization. The top provides "Add to organization" and "Search" buttons, and action buttons are provided at the end of each table row.

The top of the User List shows summary cards: Total Users, Bound to Organization, Unbound Users, and Enabled Users. Besides the search box, the filter area provides dropdowns for Binding Status, Organization, and Role, supporting multi-condition queries.

Supported operations:

- Search: search users by name, email, or other criteria.
- Add to organization: select users and add them to a specified organization in bulk.
- Change organization: change the organization to which a single user belongs.
- Unbind: remove the binding relationship between a user and the current organization.
- Change roles: assign or adjust roles for a user (e.g., Dealer Administrator, Driver).

Note: a user’s role determines the menus and data scope visible after login. A Dealer Administrator can manage the users and devices of their organization, while the Driver role can only view vehicles related to themselves.

The "Change Roles" dialog offers seven roles: OEM Engineer (OEM technical staff for device development and protocol configuration), OEM Service Engineer (OEM personnel for on-site installation, commissioning, and after-sales service), Dealer Administrator (dealer org admin who manages customer organizations and bound devices), Dealer Staff (dealer general staff who view customer device information), Logistics Administrator (logistics fleet admin who manages fleets and in-org devices), Logistics Staff (logistics operator who views and monitors devices in their org), and Driver (vehicle driver who views their own vehicle’s status and alarms). Roles can be selected in combination, and permissions are unioned.

User Details: click "View User Details" in the operations column to enter the user details page. It shows basic information (creation time, last login time), organization and roles, and the list of devices directly authorized to the user. The authorized device list can be filtered by device name, unit model, remote status, alarm status, organization, and location, and direct device authorization can be revoked from this list.

Organization Management

Organization List

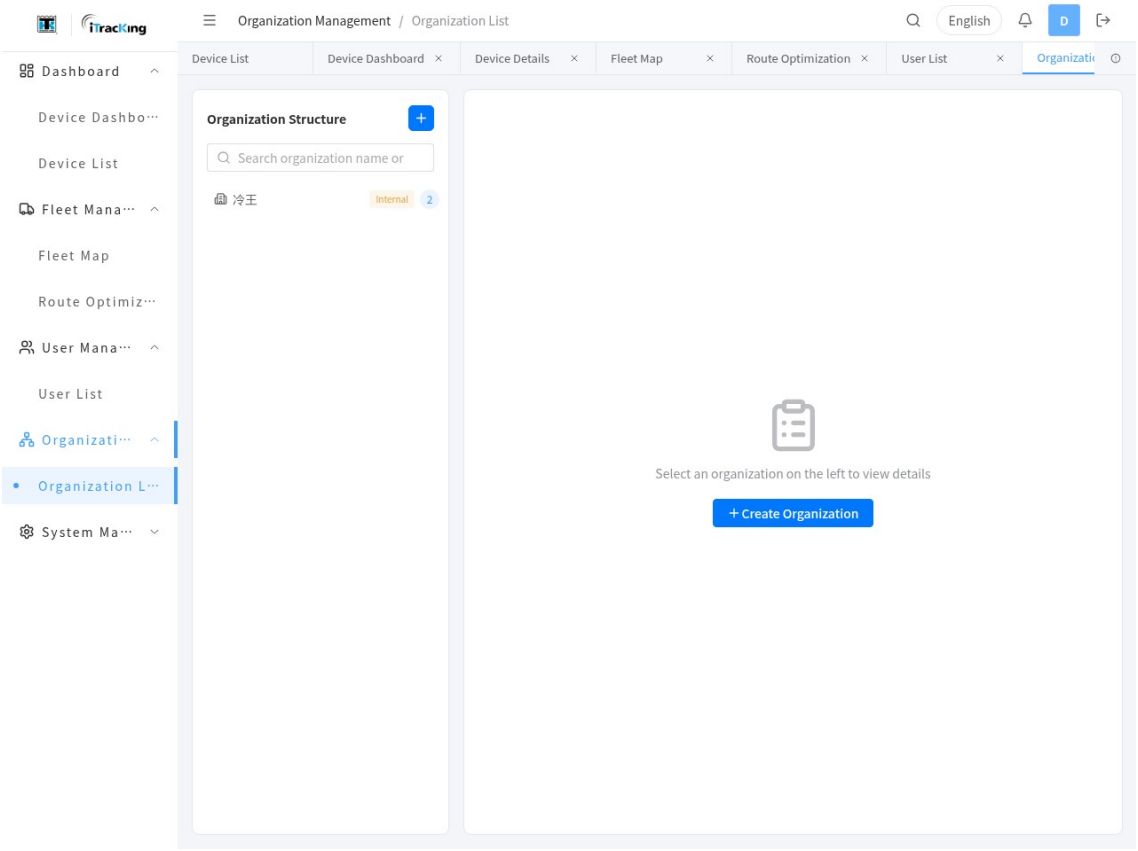


Figure 6-1 Organization List Page

Organization Management contains the "Organization List", used to manage the hierarchical structure of dealer organizations and customers. The organization list shows information such as organization name, code, contact person, number of bound devices, and creation time.

Organization information includes:

Field	Description
Organization Name	Full name of the organization/customer
Code	Unique code of the organization
Contact Person/Phone/Address	Organization contact information
Organization Devices	List of devices bound to the organization; devices can be added/removed
Invitation Code	Organization invitation code used for new users to join the organization

The left side shows an organization tree with the root organization and its subordinate hierarchy, annotated with organization type (e.g., internal organization) and the number of child organizations. A search box at the top locates organizations by name or code. Selecting

an organization on the left displays its details on the right; when nothing is selected, the prompt "Please select an organization from the left to view details" is shown.

New Organization: click the "New Organization" button in the bottom-right. In the dialog, fill in Organization Name (required), Organization Type (e.g., "Department"), Parent Organization (choose "None (top-level organization)" for a root org), Contact Person, Phone, Address, and Description (optional, up to 1000 characters), then click "Create". The organization code is generated automatically.

Operational note: the binding relationship between organizations and devices determines the data visibility scope—users in one organization can only see device data for their own organization and subordinate organizations.

System and Personal Settings

System Basic Info

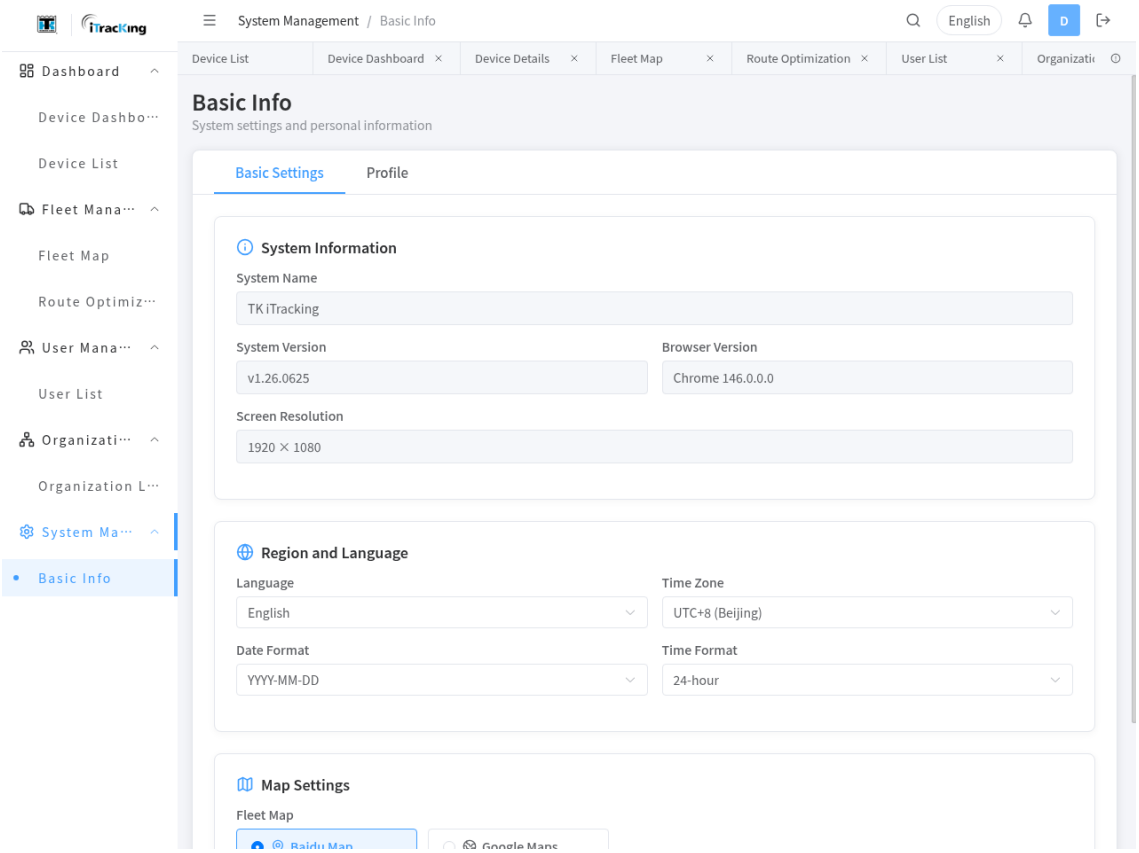


Figure 7-1 System Basic Info Page

System Management contains "Basic Info", which shows the current platform system configuration information:

- System Information: System Name, System Version, Browser Version, and Screen Resolution (read-only).
- Region and Language: system language, time zone, date format, and time format.
- Map Settings: choose the fleet map base map (Baidu Maps / Google Maps). The map provider for device tracks is automatically selected based on the country where the vehicle is located.

The top of the page offers two tabs: "Basic Settings" and "Profile". The "Profile" tab has the same content as the profile page reached by clicking the avatar.

After modifying settings, click "Save Settings" to apply; click "Reset" to restore defaults.

Profile

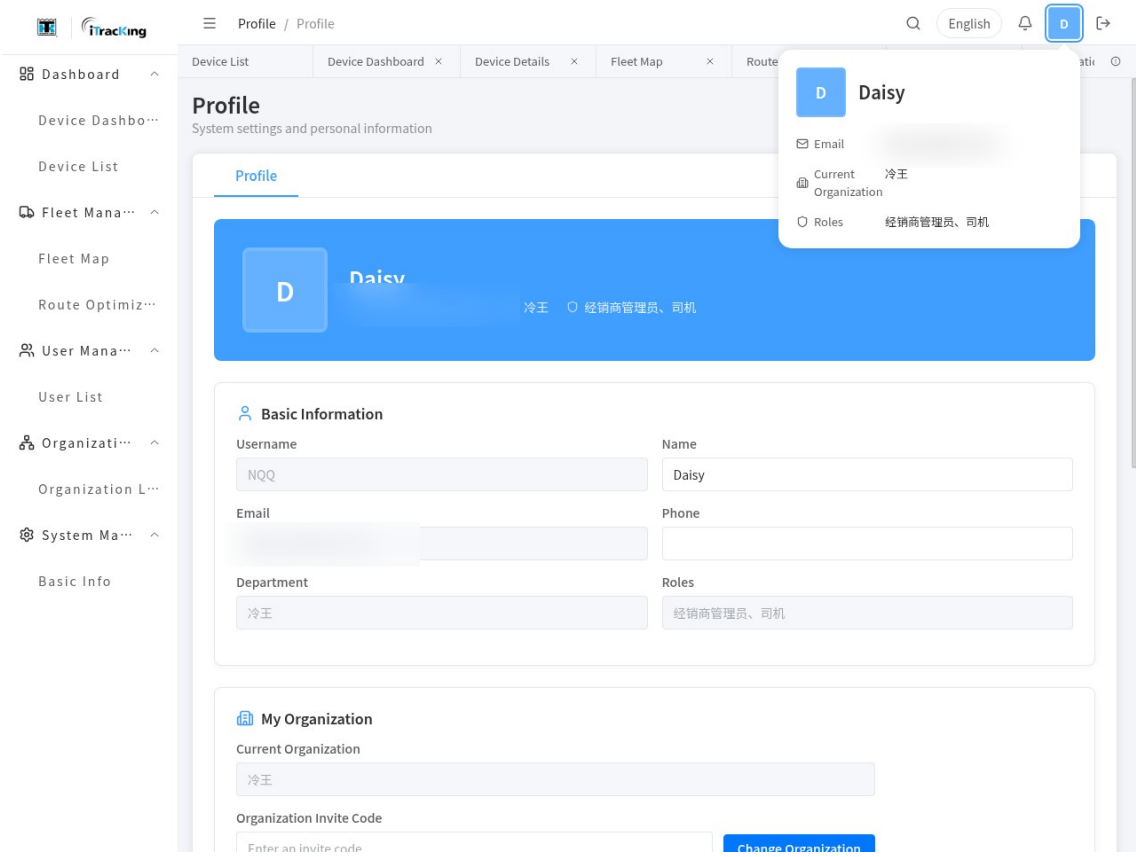


Figure 7-2 Profile Page

Click the avatar icon in the top right corner (or the "Profile" button) to enter the Profile and manage the current logged-in user’s information:

- Basic Information: maintain name, email, and other basic details.
- Change password: verify the old password and set a new one.
- Login records: review recent login devices, IPs, and times.
- Change Organization: switch the current user’s organization using an organization invitation code.

Account Security: shows login password, email verification, and phone binding status. The login password is managed through the Azure B2C account system; email verification shows Verified / Unverified; phone binding shows Bound / Unbound.

Recent Logins: lists recent login time, browser and operating system, and login region / IP address, so you can review account usage.

Note: after switching organizations via an invitation code, your previous organization-scoped roles are removed; direct device authorizations are not affected.

FAQ and Notes

Scenario	Troubleshooting and Handling
All devices show Offline	1. Check TBOX hardware power supply and antenna connection; 2. Confirm the device is within signal coverage; 3. Check the SIM card data status; 4. Confirm the device's latest reporting time in the operation logs
The map does not show vehicle locations	1. Confirm the device is online and has GPS data; 2. Check whether the map base map setting matches the region (Baidu domestically / Google overseas); 3. Zoom the map to an appropriate level
A user cannot see some devices	1. Confirm the data permission scope of the user's role; 2. Check whether the user's organization includes the device; 3. Confirm the device is bound to the correct organization
Route optimization returns no result	1. Confirm a vehicle has been selected; 2. Confirm at least 2 stops have been added; 3. Check whether the stop addresses can be resolved; 4. Ensure the number of stops does not exceed the 12-stop limit
The exported file cannot be opened	1. Confirm the browser allows downloads; 2. Narrow the filter range to avoid timeout; 3. Check the export columns and format
Remote control does not respond	1. Confirm the device is online; 2. Confirm the current user has control permission; 3. Check whether the device supports the control command; 4. Retry after a short wait
What are the track replay limits	A single query covers up to 24 hours. After the track loads, it can be played back with selectable speed (e.g., 1x)
How do I assign a device to a driver	In the Device List, find the target device, click the dropdown in the operations column, select "Assign to Driver", and choose the target driver as prompted

Technical support: for issues not covered in this manual, please contact the manufacturer's technical support team or contact Thermo King customer service.

For more details, please scan QR code below