

# Custom GeoPHEV Connectivity and Features User Manual



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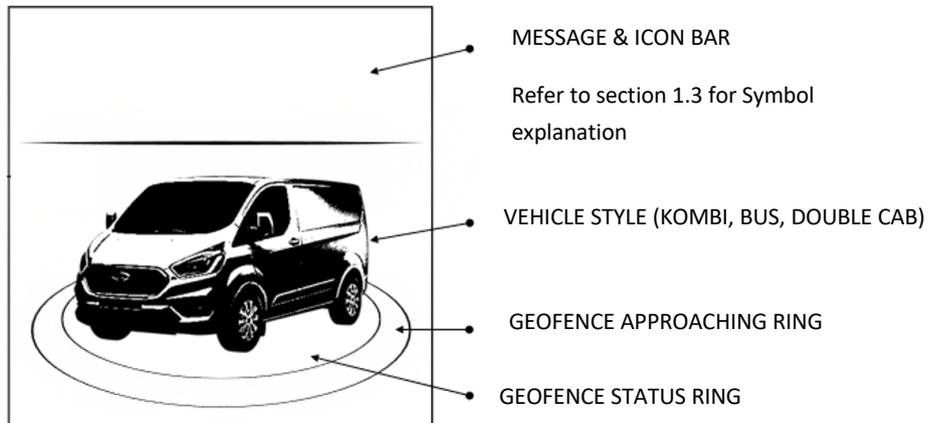
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**1. 1. What you will see in your PHEV Transit Custom**

**1.1. Dash Board and Geofence Device**



**1.2. Device screen graphics**



No Geofence zone present



Vehicle approaching a Geofence zone less than 1 mile away



Vehicle within a Geofence zone



Approaching a Geofence zone without sufficient battery charge



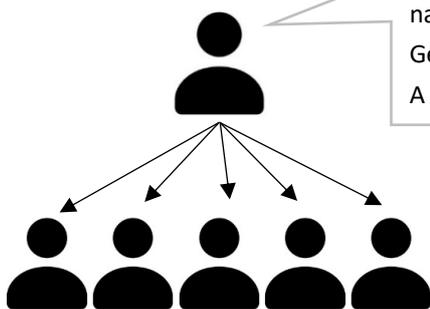
Within a Geofence zone without sufficient battery charge

### 1.3. Message and Icon Bar Symbol Explanation

Icon	Name	Description
	MANUAL EV MODE ENABLED	EV Mode button is enabled the driver can select the EV modes they wish to use by pressing the EV mode button
	MANUAL EV MODE DISABLED	EV Mode button will not change the EV mode on the vehicle while geofencing is active
	BLUETOOTH CONNECTION	Geofence Device is connected to the Custom GeoPHEV App
	WIFI CONNECTION	Geofence Device is connected to a Wi-Fi
	BLUETOOTH CONNECTION ERROR	There has been an error in the Bluetooth connection please refer to our troubleshooting section 7.1 if connection issues persist
	WIFI CONNECTION ERROR	There has been an error in the Wi-Fi connection please refer to our troubleshooting section 7.2 if connection issues persist
	DATA & POSITION SHARING	Data Sharing is in progress
	DOWNLOAD IN PROGRESS	Downloading of data is in process
	UPLOAD IN PROGRESS	Uploading of data is in process
	DATA SHARING	Data sharing is in process
	ERROR MESSAGE	Malfunction error, please have your vehicle checked by a Ford dealership

### 1.4. Account Clarification

#### 1.4.1. Account Hierarchy



**Fleet Manager account.** The first to register for an account under a specific company name. The Fleet manager account will have access to all features on the Custom GeopHEV system. The fleet manager can have User accounts registered under them. A Fleet manager has access to all features.

**User accounts** are associated with anyone registering after a fleet manager is associated specifically to a company name. User accounts have limited access to the features on the Custom GeopHEV system.

*Note:* Users must register using the **EXACT** company name of the fleet manager or a new fleet account is created.

## 2. Registration Process

To register your geofence profile, go to [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com) or download the **Custom GeoPHEV** Application from an App marketplace.

→ Select “Register” on either the Website or App login page

[www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com) Registration

→ Fill out the required fields

→ Password creation requires:

- A **lowercase** letter
- An **uppercase** letter
- A **number**
- A minimum of **9 characters**

*Note: Users must register using the **EXACT** company name of the fleet manager or a new fleet account is created.*

→ Registration is not possible before you read the terms and conditions. At the end of the document click or press “Close” to confirm you have read and accept the terms and conditions.

*Note: An account cannot be made without the above step*

→ Click or Press “Register”

→ A confirmation email will be sent to the email address provided in the registration process

*Note: If you cannot see your confirmation email, check the junk/spam section of your inbox*

→ Click the link to confirm

→ On your first login to the Website or App you will be presented with the Terms and Conditions.

→ Press or Click Accept and Submit to accept the Terms and Conditions

*Note: Company name can also be a “username” for individual owners.*

## 3. Account Manager

### 3.1 Users

#### 3.1.1. Adding a user

→ Log in to your fleet manager account on [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com)

→ Go to “Account Manager” tile

→ Click “Add User”

→ Fill in the required fields

→ Click “Add”

*Note: An automated email will be sent to the User accounts for them confirm the account creation. After initial login the user will need to accept the Terms and Conditions before use.*

### 3.1.2. Modifying a user

- Log in to your fleet manager account on [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com)
- Go to “Accounts Manager”
- Click “Edit/Modify” on the user you would like to modify
- Edit the fields required
- Click “Update”

### 3.1.3. Deleting a user

- Log in to your fleet manager account on [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com)
- Go to “Accounts Manager”
- Click “Edit/Modify” on the user you would like to delete
- Click “Delete”
- Click “OK”

### 3.2. How to edit your fleet manager profile

- Log in to your fleet manager account on [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com)
- Go to “Account Manager”
- Click “Edit/Modify”
- Click the field you want to edit
- Click “Update”

### 3.3. How to change your password

- Open the Custom GeoPHEV app or [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com) website
- At the login screen press “Forgot Password” in the App or click “Recover Password” in [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com)
- Enter your email address and click or press “SUBMIT”

→ Instructions will be emailed to your account to reset your password

*Note: You cannot log into your account until you reset your password with the link provided in your email. If you don't receive an email, check you have entered the address you registered with and check your junk/spam folder.*

→ Enter your new password following the instructions provided on screen

→ Click or press “Change Password” to complete the process

#### 4. Vehicle and Data Management

##### 4.1. Add a vehicle to your fleet

*Note: The App is the ONLY way to directly connect to a vehicle initially. The vehicle must be bonded to an account BEFORE trips can be recorded and reviewed and before any Custom Geofence zones are downloaded to your device. Any fleet account bonding to the vehicle after the first account will render all data associated with the first fleet account inaccessible on the vehicle under data protection guidelines.*

→ Download the “Custom GeoPHEV” app from the app marketplace (iOS or Android)



*Note: On initial launch the App will need you to accept permissions for the Custom GeoPHEV device*

→ Login using the credentials used during the account creation process (Fleet manager OR User)

→ Go to “Settings”

→ Go to “Bluetooth Setup”

→ Vehicle ignition must be on for connection

→ Press “SCAN/CHECK CONNECTION” to search for the Custom GeoPHEV device. After finding the device, a prompt will pop up in App to input the code produced by the Custom GeoPHEV device on screen

→ Input the pairing code into the App to complete the pairing/bonding process

→ Once paired, the Bluetooth page will display “DEVICE CONNECTED”

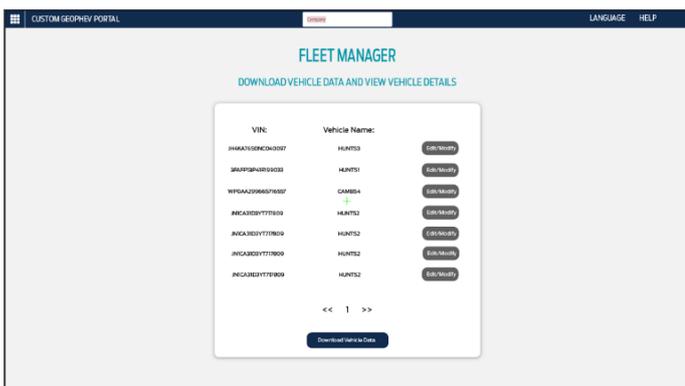
→ Press the navigation arrow  (top left) to return to “Settings”

→ Press the home button in the navigation bar to return to the home page

→ “Connected to Vehicle” will now be displayed on the home page

→ This confirms the bonding/pairing process has been successful

→ The Vehicle will now be visible in the “Fleet Manager” tile on the website

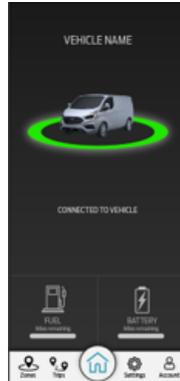


## 4.2. How to connect to your vehicles

### 4.2.1. Application Bluetooth

Once paired with a mobile device, the Custom GeoPHEV system will remember the device that it has been connected to. The home screen of the App will give you a connection status to verify Bluetooth is connected.

*Note: If a devices fails to connect automatically after initial bonding follow the steps in section 4.1 and ensure that your Bluetooth is switched on.*



### 4.2.2. Application Wi-Fi

Once Bluetooth connection is successful, the settings page will allow “WI-FI SETUP”, “DISABLE VEHICLE DISPLAY” and “VEHICLE DATA” to be used. (Wi-Fi arrow, toggles and text will no longer be grey).

→ Ensure your WI-FI Network is ON, can be seen and connected to

→ Go to “Settings”

→ Press “WI-FI SETUP”

→ Press “ADD WI-FI CONNECTION TO DEVICE”

The application will search for your WI-FI Network access points

→ Select the access point you wish to setup

→ Enter the password and select “OK”

→ Once connected, the page will display “CONNECTED TO WI-FI”. Press “OK” to finish the process



## 4.3. How to download and view geofence trip data

Trips are automatically uploaded to the fleet account when the Custom GeoPHEV device is connected to GSM or a Wi-Fi access point after exiting a geofence

Vehicle VIN	Vehicle	Date Of Trip	Geofence	Emissions	Report
WF0YXXTTGYKE26240	Brendon App Test Module	14-07-2020	London LEZ	100.0%	<a href="#">Download</a>
WF0YXXTTGYKE26240	Brendon App Test Module	14-07-2020	London LEZ	100.0%	<a href="#">Download</a>
WF0YXXTTGYKE26240	Brendon App Test Module	14-07-2020	London LEZ	100.0%	<a href="#">Download</a>
WF0YXXTTGYKE26240	Brendon App Test Module	14-07-2020	London LEZ	100.0%	<a href="#">Download</a>
WF0YXXTTGYKE26240	Brendon App Test Module	14-07-2020	London LEZ	100.0%	<a href="#">Download</a>
WF0YXXTTGYKE26240	Brendon App Test Module	14-07-2020	London LEZ	100.0%	<a href="#">Download</a>

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*Note: Trip data is only downloadable through the website as a Fleet manager*

**4.3.1. Download and View Trips Using the Website**

- Log in to your fleet manager account on [www.CustomGeopHEV.com](http://www.CustomGeopHEV.com)
- Go to “Data and Downloads” (accessible to fleet managers only)
- Click to “Download” on the trip that you would like the report on
- The trip is automatically downloaded into a pdf document via your web browser

**4.3.2. View Trips Using the “Custom GeopHEV” App**

The “Custom GeopHEV” App does not support trip downloading. Trips will be listed in the Trips page.

- Log in to your fleet manager account
- Go to “Trips”
- The trips recorded to the fleet account are shown here

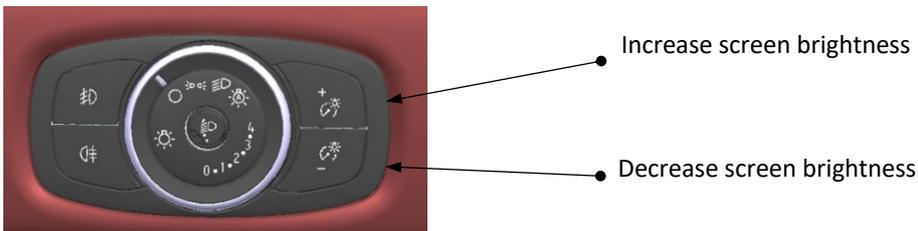
**4.3.3. How to send a trip report**

Using the PDF file downloaded from the “How to download and view geofence trip data” in section (4.3.1.), you can send this document using most email providers.

**4.4. Screen settings**

**4.4.1. Brightness**

The Geofence device screen brightness is controlled in vehicle by the cluster brightness buttons found adjacent to the headlight switch



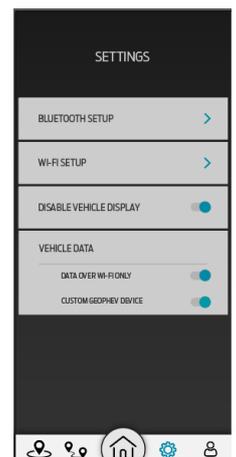
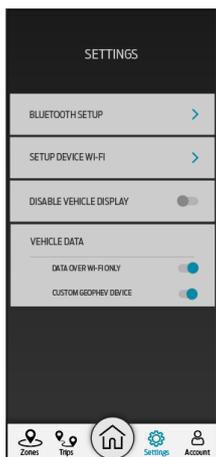
**4.4.2. Disable Vehicle Display**

Disable Vehicle Display removes the graphic of the vehicle and the geofence status and approaching ring on the device screen. The system will continue to display the connection symbols and react to geofence zones. Disable Vehicle Display can be enabled through the Application (toggle to the right = display is OFF).

- Go to “Settings”
- “DISABLE VEHICLE DISPLAY” is located here, slide the toggle to switch between the positions:

Toggle to the left = display is **ON = GREY**

Toggle to the right = display is **OFF = BLUE**



## 5. Managing your geofence zones

“Custom GeoPHEV” devices come preloaded with “mandatory” zones. These zones are live/current low emission zones that are monitored and updated frequently. These zones will be updated after an initial bonding session has been completed (see section 4.1) and a live connection is present (Mobile GSM or configured WI-FI Network). New geofence zones and update information will be contained in the “Messages and Notifications” part of [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com) or through the “MESSAGE CENTRE” in the Custom GeoPHEV App.

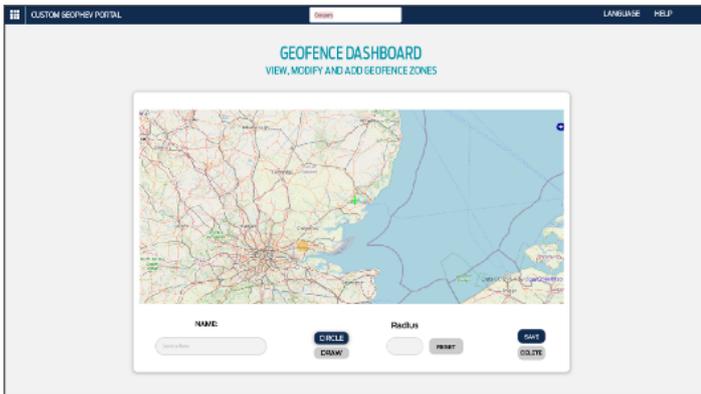
*Note: “Mandatory” zones are present after purchase. Your Custom PHEV will respond to these zones before initial bonding.*

### 5.1. Adding a customisable geofence zone

*Note: Customisable geofence creation is restricted to Fleet manager accounts only.*

#### 5.1.1. Through the Website – Recommended process

- Log in to a Fleet manager account on [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com)
- Go to “Geofence Dashboard”
- Click “Add Custom Zone”
- Create the zone using the in site tool



- Name the geofence zone
- If using “CIRCLE” select the desired size (zones can be between 1 and 20 miles radius)

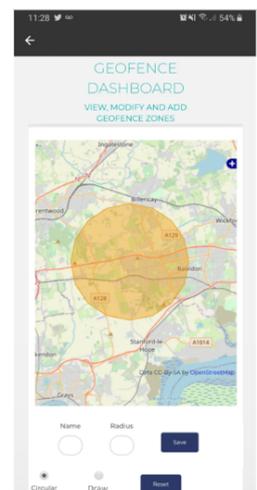
Note if language is not English UK, then the distance will be between 1 and 20 kilometres

→ Click “SAVE” – the zone is automatically uploaded to vehicles in your fleet that have been successfully bonded through the Custom GeoPHEV App – *Vehicles requires an active connection and the ignition off to download new geofences to the device. Ignition needs to be off for a period of at least 1 hour and vehicle not on charge.*

*Note: “mandatory” zones will be updated automatically and cannot be deleted from the system*

#### 5.1.2. Using the “Custom GeoPHEV” App

- Log in to a Fleet manager account on the “Custom GeoPHEV” Application
- Go to “Zones”
- Click “Add Custom Zone”
- Create the zone using the in app tool
- Name the geofence zone
- If using “CIRCLE”, select desired size (zones can be between 1 and 20 miles radius)



*Note: if language is not English UK, then the distance will be between 1 and 20 kilometres*

→ Press “SAVE” - the zone is automatically uploaded to vehicles in your fleet that have been successfully bonded through the Custom GeopHEV App – *Vehicles requires an active connection and the ignition off to download new geofences to the device. Ignition needs to be off for a period of at least 1 hour and vehicle not on charge.*

*Note: mandatory zones will be updated automatically and cannot be deleted from the system*

## **5.2. Modifying a customisable geofence zone**

### **5.2.1. Through the Website**

→ Log in to a Fleet manager account on [www.CustomGeopPHEV.com](http://www.CustomGeopPHEV.com)

→ Go to “Geofence Dashboard”

→ Click on the geofence to be modified

→ Change position or field desired and click “SAVE” - *Vehicles requires an active connection and the ignition off to download new geofences to the device. Ignition needs to be off for a period of at least 1 hour and vehicle not on charge.*

### **5.2.2. Using the “Custom GeopHEV” App**

→ Log in to a Fleet manager account through the “Custom GeopHEV” application

→ Go to “Zones”

→ Click on the geofence to be modified

→ Change position or field desired and press “SAVE” - *Vehicles requires an active connection and the ignition off to download new geofences to the device. Ignition needs to be off for a period of at least 1 hour and vehicle not on charge.*

## **5.3. Deleting a customisable geofence zone**

### **5.3.1. Through the Website**

→ Log in to a Fleet manager account on [www.CustomGeopPHEV.com](http://www.CustomGeopPHEV.com)

→ Go to “Geofence Dashboard”

→ Click on the geofence to be deleted

→ Change position or field desired and click “DELETE” – *Vehicles requires an active connection and the ignition off to download new geofences to the device. Ignition needs to be off for a period of at least 1 hour and vehicle not on charge.*

### **Using the “Custom GeopHEV” App**

→ Log in to a Fleet manager account through the “Custom GeopHEV” application

→ Go to “Zones”

→ Click on the geofence to be deleted

→ Press “DELETE” – *Vehicles requires an active connection and the ignition off to download new geofences to the device. Ignition needs to be off for a period of at least 1 hour and vehicle not on charge.*

**6. Vehicle Data – Settings page in the “Custom GeopHEV” App**

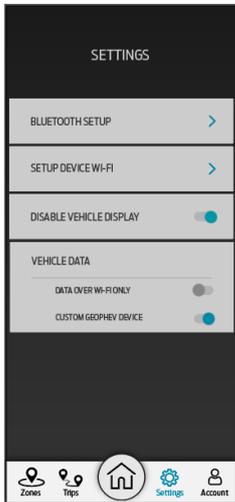
**6.1. Data over WI-FI only**

With this setting enabled data transfer will only be done over the WI-FI Network setup in the “WI-FI SETUP” page within the App – refer to section 4.3.2

When disabled the device will use both GSM and WI-FI data transfers

Toggle to the left = DATA OVER WI-FI ONLY is **OFF = GREY**

Toggle to the right = DATA OVER WI-FI ONLY is **ON = BLUE**



*Note: Custom GeopHEV will only use mobile data if “DATA OVER WI-FI ONLY” is disabled*

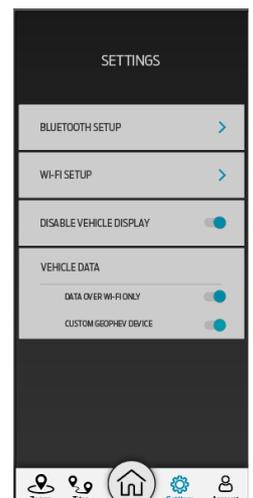
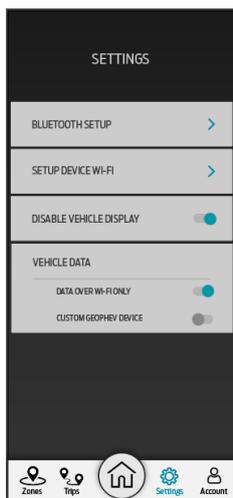
**6.2. Custom GeopHEV Device**

Disabling this setting by toggling to the left (**OFF**) will disable the Device. No data will be recorded. The device will not prioritise EV mode when in a geofenced zone and will display the Ford Motor Company Logo **ONLY**.

When Enabled the device will behave normally: Records data, trigger the EV switch based on geofence events and display graphics described in section 1.2.

Toggle to the left = Custom GeopHEV device is **OFF = GREY**

Toggle to the right = Custom GeopHEV Device is **ON = BLUE**



*Note: This is a Fleet manager account setting only – users are not able to toggle this setting*

## 7. Troubleshooting & Help

### 7.1. Failing to connect via Bluetooth

→ Refer to section 4.1 for the connection process

→ Go to Bluetooth settings on your device and forget Custom GeopHEV. After clearing the device, refer to section 4.1 for the connection process

### 7.2. Failing to connect to Wi-Fi

→ Refer to section 4.2 for the connection process

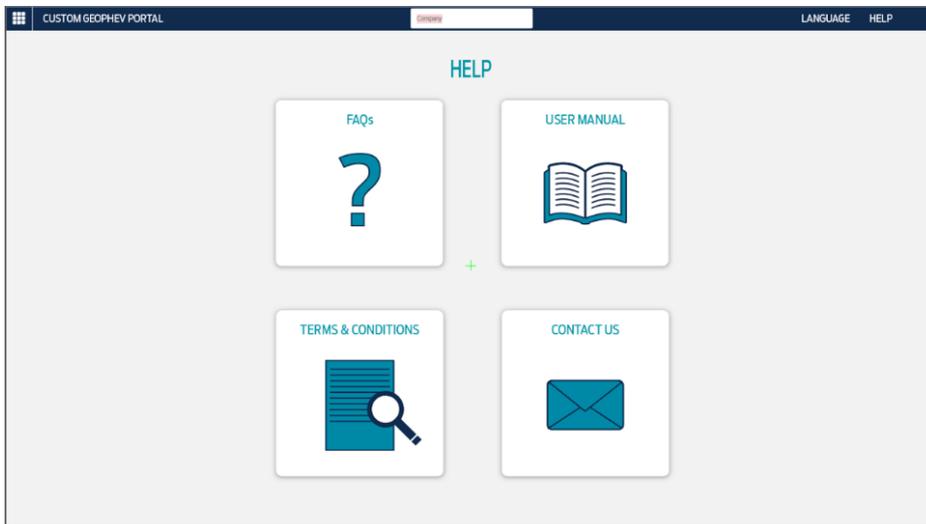
→ For persistent connection issues contact your WI-FI administrator

*Please Note: If the incorrect access point/password is saved, you will need to reconfigure the device in WI-FI setup*

### 7.3. Failing to receive a trip report

→ Refer to section 4.3.1 for website downloads

### 7.4. Contact Us



→ Go to [www.CustomGeopPHEV.com](http://www.CustomGeopPHEV.com) and log in with your account

→ Proceed to the help page

→ Click "CONTACT US" for the contact email address

**8. FAQs**

- **What is a Geofence?**

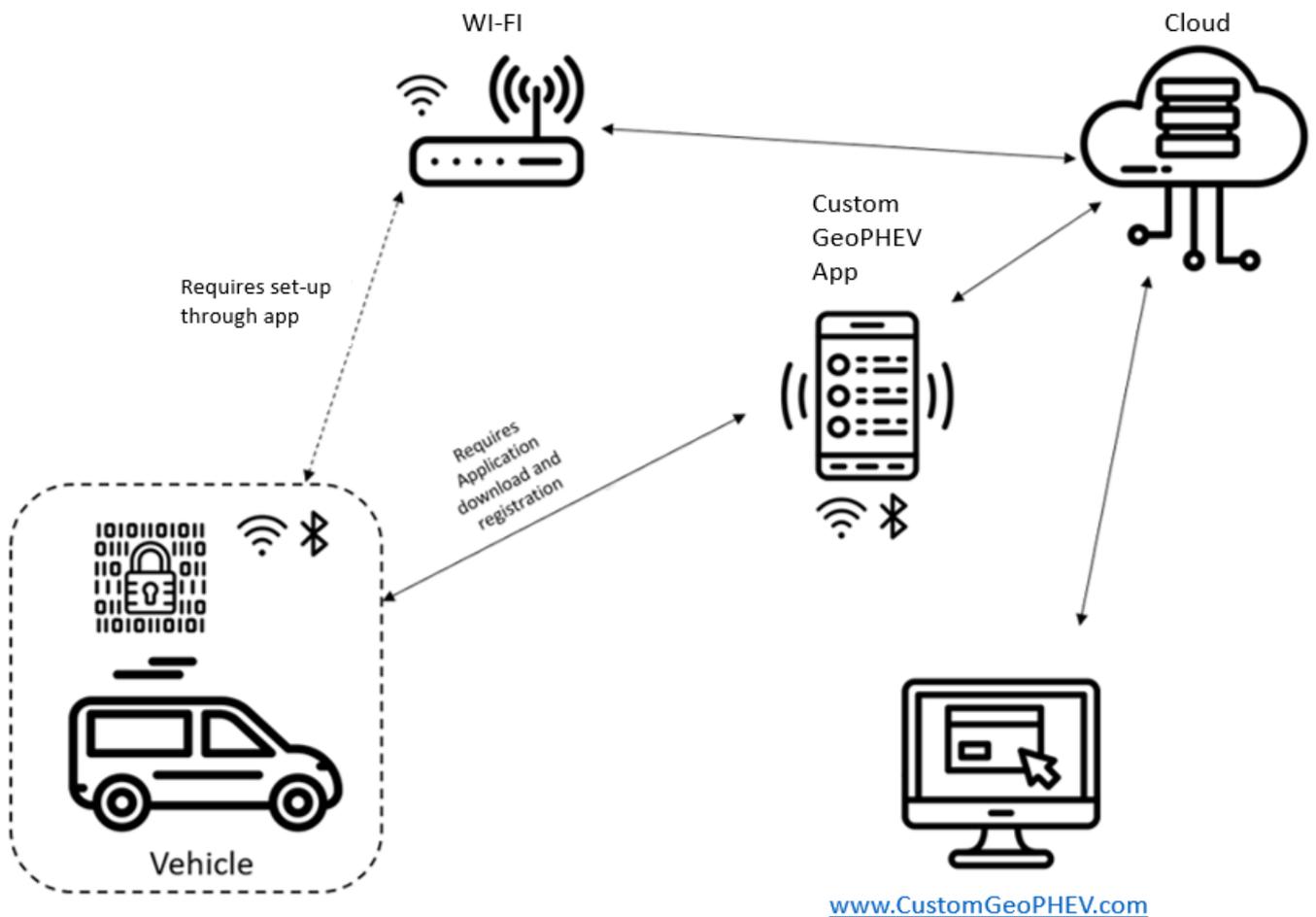
A geofence is a virtual fence or a perimeter around a physical location. When a vehicle or object enters this area, something happens. An Easy way to think about it is: If a Geofence was placed around your home and someone enters within the fence boundary, then the security light comes on. The boundary triggers the action.

- **How does the Ford Custom Geofence system work?**

Geofencing sets behaviour for certain geographic areas. This can be as simple as alerting a fleet manager when a vehicle enters or leaves a depot, but the Transit PHEV automatically engages the **EV Now** mode whenever the hybrid vehicle enters an area set as a “mandatory zone” (i.e. zero emissions zone) or custom geofence.

Using GPS tracking the vehicle can decipher if the vehicle is in a geofenced zone. Custom zones can be added once registered with an account (legislative “mandatory” zones cannot be deleted). The data is then downloaded to the cloud through a device via Wi-Fi (i.e. Modem) or GSM (mobile phone data) where it is stored for your data records.

If **“DATA OVER WI-FI ONLY”** (see section 6.1.) is off (toggle to the left = DATA OVER WI-FI ONLY = OFF = GREY), your mobile data will be used.



### - What data does it track?

The geofence device installed on to the Transit Custom will store these data points:

- Time & date entering a geofence zone
- GPS location of point of entry into the geofence zone
- Time & date leaving a geofence zone
- GPS location point of exit when leaving a geofence zone
- Battery usage
- Fuel consumption

The data is encrypted on the device and is only accessible through the [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com) website

### - What do the driving modes do?

The Transit Custom PHEV has four driving modes.

- EV Auto
- EV Now
- EV Later
- EV Charge

**EV Auto** is the default setting, and the one the PHEV will be ready to use every time you start it. As the name suggests, it will automatically use the batteries and the petrol engine, as required.

This means that in some high-demand situations – such as accelerating uphill with a heavy payload – the petrol engine will kick in to support the demands on the battery by the electric motor.

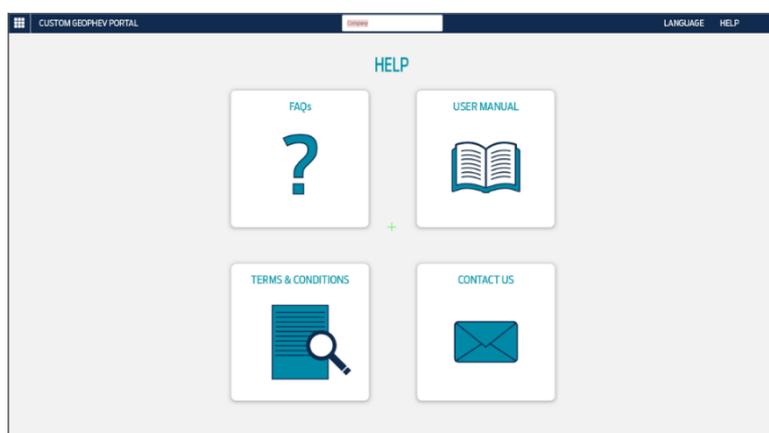
**EV Now** forces the van to use nothing but zero-emissions electric power motor until the batteries run out. You might select this manually for use in cities.

**EV Later** switches on the petrol engine in order to maintain whatever battery capacity is currently left so that you can use it, well, later. The usage example of this if you know you've got an emissions controlled zone coming up further on in your journey.

**EV Charge** uses the petrol engine to not just power the electric motor but also recharge the batteries – again in the name of building up zero-emissions capability to use later. The flip side to this is that it's the least efficient way to use the petrol engine, so it consumes more fuel.

In addition to all of the above, the gear selector has an "L" setting in addition to the "D" (for Drive) setting. The difference being the L mode has a much more aggressive level of energy recuperation whenever you lift off the accelerator.

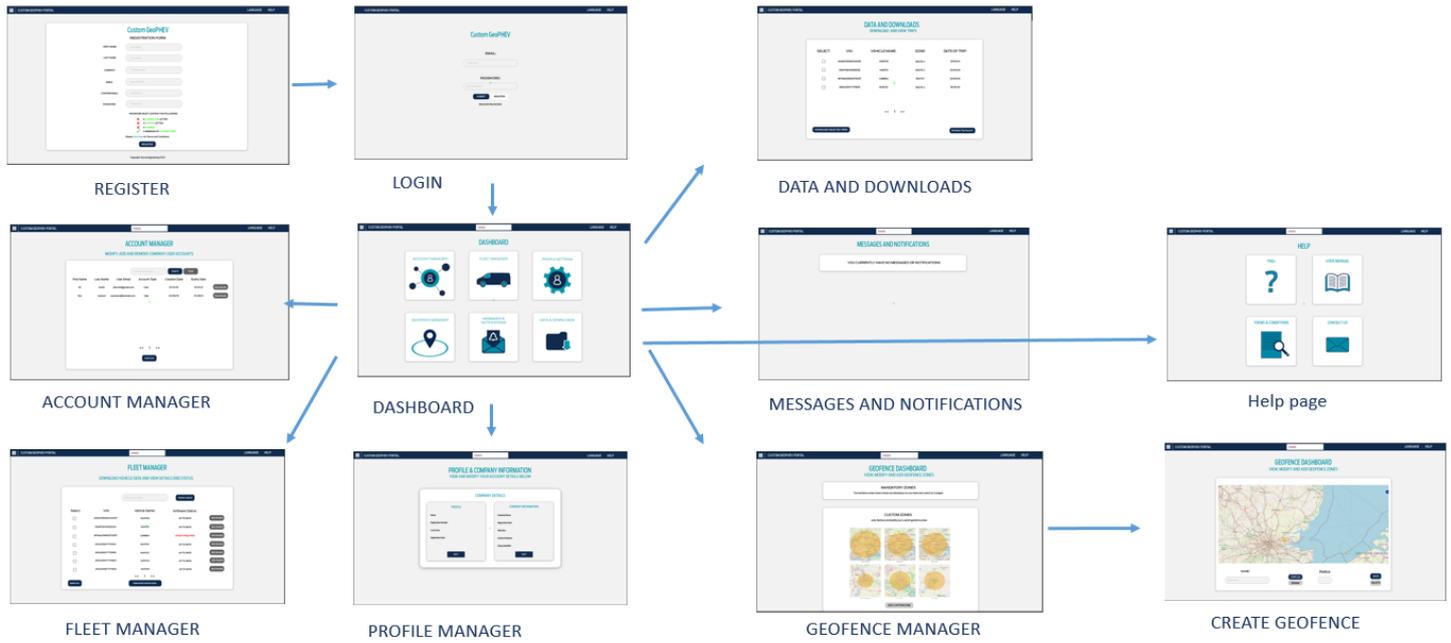
For further information and queries go to the help page on the web site: <https://www.customgeophev.com/help/>



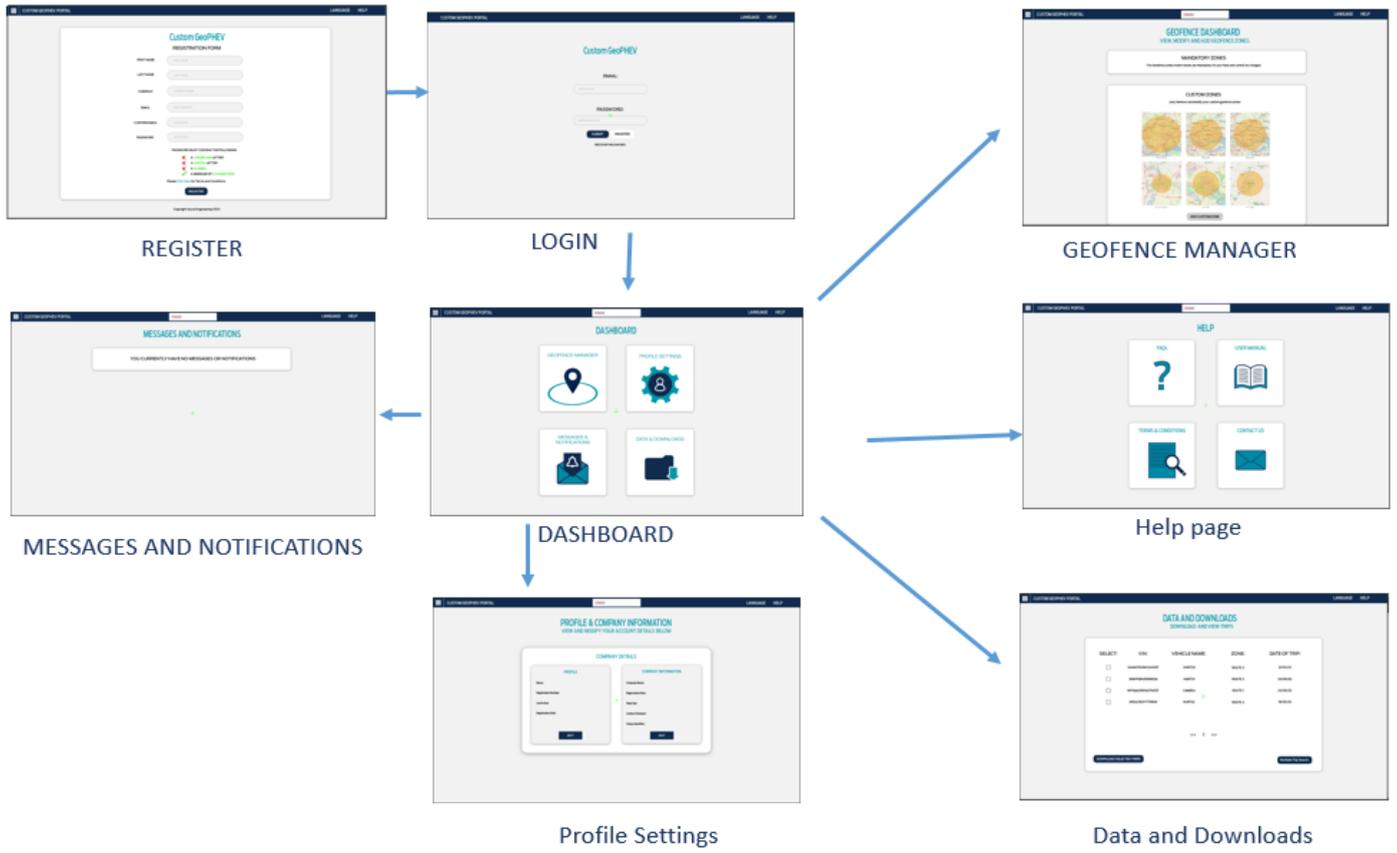
You can contact us at: [mobile@azura-engineering.com](mailto:mobile@azura-engineering.com)

**9 Appendix**

**9.1 [www.CustomGeoPHEV.com](http://www.CustomGeoPHEV.com) Overview for Fleet managers**



9.2 [www.CustomGeopHEV.com](http://www.CustomGeopHEV.com) Overview for Users



9.3 "Custom GeoPHEV" Overview

