

GENIE® LIFT CONNECT™ TELEMATICS FAQs

FEATURES AND BENEFITS

WHAT IS THE GENIE® LIFT CONNECT™ PROGRAM?

> The Genie® Lift Connect™ program is a full-service telematics program. When a customer receives a unit equipped with Genie Lift Connect telematics, they receive a unit with the hardware and a 3-year subscription to the data. The data can be accessed via the Genie Lift Connect web portal or through an API into an existing system. API stands for Application Programming Interface – it is a standard way to pass data from one system to another.

WHAT BENEFIT DOES GENIE LIFT CONNECT TELEMATICS PROVIDE AND HOW IS THE INFO SHARED WITH CUSTOMERS?

> The Genie Lift Connect system is a full telematics solution. Machine data varies from model to model based on the type of control system the machine has. At a minimum, hours, location and fuel/battery level will be provided. CAN-based controls provide more data such as fault codes and sensor data. Very few differences exist between the factory install data and the retrofit kit data. An example would be that machines in the field do not have fuel level sensors. A retrofit kit will not provide fuel level information, but a new factory fit machine will.

WHAT FREQUENCY IS THE ISO STANDARD REPORTING?

- > The telematics provider can respond to requests as frequently as every 15 minutes, but they can also opt to provide the data less frequently (this is usually based on the cost).
- > The Genie Lift Connect API provides for requests every 15 minutes.
- > The data coming in from the equipment is updated every 15 minutes at the latest, but is not synced with the API frequency.

API

WHAT IS AN API?

- > An Application Program Interface (API) allows two different software programs to communicate with each other.
- > An API will allow the information in the Genie Lift Connect database to be connected to other systems and be used in custom, customer-designed processes. Using an API can remove the need to log into multiple applications to view different data and reports.
- > It is possible to connect machine metrics, via API, to internal systems in order to better manage billing, deliveries, staff organization and assignments, as well as customer relationship or fleet monitoring.
- > Customers will still want to log into the Genie Lift Connect Telematics portal if they will be utilizing the administrative functions: add users, assign/create roles, security groups, and maintenance plans.

IS AN API AVAILABLE?

- > Yes. Customers can have access to all of the data that is provided by ISO/TS 15143-3.

IS THE GENIE LIFT CONNECT API TRACKUNIT COMPATIBLE?

- > Yes. Trackunit has full support for importing ISO 15143-3 (AEMP 2.0) feeds into the Trackunit platform from other telematic providers.

WHO CAN RECEIVE API CREDENTIALS?

- > Any customer with a Genie Lift Connect account.

HOW CAN CUSTOMERS REQUEST API CREDENTIALS?

- > Their internal Genie Lift Connect administrator can request API credentials by emailing.
 - AWP.LiftConnect@Terex.com



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WHAT ARE THE TYPES OF API CREDENTIALS THAT WE OFFER?

Customers have access to all of the data that is provided by ISO/TS 15143-3, but use an API to limit feed to just what they want to see.

> ISO/TS 15143-3

- Header Information
- Last Known Location
- Operating Hours
- Fuel Remaining Ratio
- DEF Remaining Ratio
- Engine Condition
- Digital Input State
- Diagnostic Trouble Codes

From International Organization for Standardization (ISO):

ISO 15143-3:2016 specifies the communication schema designed to provide mobile machinery status data from a telematics provider's server to third-party client applications via the Internet. The data are collected from a mobile machine using telematics data-logging equipment and stored on a telematics provider's server.

Association of Equipment Management Professionals (AEMP)

> AEMP 1.2

- Hours
- Location

Available upon request for customers who do not have ISO capability. We do not provide AEMP documentation. The data available through AEMP 1.2 is either a duplicate of that provided by ISO or not applicable to AWP products.

ARE THE API DATA POINTS THE SAME AS THE GENIE LIFT CONNECT PORTAL?

> Machine data points vary by model according to operating system and engine type. In general, the portal will provide more data points than the API. These are the current API supported data points:

- Cumulative Operating Hours
- Cumulative Idle Hours
- Fuel Used
- Fuel Remaining
- DEF Remaining
- Engine Status
- Distance
- Location
- Fault Code
- Switch Status

WHY CAN I NOT SEE MY MACHINE DATA VIA MY API CALL?

- > You may be using an AEMP 1.2 API, which has basic data points.
- > Some API calls are pagged; that means they will show 50 to 100 assets per each group queried.
- > It's possible that the assets you are looking for are not included in that query page and would not be downloaded until a second call is made (i.e.: go to the next page).
- > The information is available, but the API may not currently be structured to provide those details.

ACCOUNT ACCESS AND PRODUCT ACTIVATION

IS THERE A GENIE LIFT CONNECT APP?

- > The Genie Lift Connect portal is optimized for mobile devices. There is also the "Onei3 Near Me" app available in the Apple and Google Play stores. This is a more scaled down version of the full site that provides the machines within x radius of you, and their status. The same credentials work with this app.

HOW CAN I ACCESS MY ACCOUNT ON THE GENIE LIFT CONNECT PORTAL?

- > Contact your internal Genie Lift Connect administrator for access.

I'M THE COMPANY GENIE LIFT CONNECT TELEMATICS ADMINISTRATOR; HOW DO I GET ACCESS TO MY ACCOUNT?

- > You should have received an access email from **no-reply@liftconnect.onei3.com**. It contains a link that must be used to create a password. This step completes set-up, and provides access to the Genie Lift Connect portal.

HOW DO I ACTIVATE GENIE LIFT CONNECT TELEMATICS ON MY EQUIPMENT?

- > If you are a direct Genie customer and the machine was purchased with Genie Lift Connect telematics, it will be activated into your account upon invoice. No additional action is required.
- > If you are a retail customer and purchased equipment from a Genie dealer, please contact your Genie dealer for assistance.
- > If you have installed a retrofit kit, please register your machine for activation at: <https://www.genielift.com/en/lift-connect-reg>

WHY CAN'T I SEE ALL OF THE ASSETS IN MY ACCOUNT?

- > Check with your Genie Lift Connect administrator to confirm that you have been assigned access to view all assets. Contact the Genie Lift Connect team (see contact information on page 3) if you are not able to see all assets that are available to your viewing permissions.



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RESOURCES AND TROUBLESHOOTING

WHO CAN I CONTACT FOR HELP OR MORE INFORMATION?

> AWP.LiftConnect@Terex.com

WHERE CAN I GO FOR TROUBLE-SHOOTING ASSISTANCE?

> See our **Resources page**, <https://www.genielift.com/en/genie-lift-connect-resources>, for a link to the **Troubleshooting Guide**.

WHERE CAN I FIND PIN OUT INFORMATION?

> See our **Resources page**, <https://www.genielift.com/en/genie-lift-connect-resources>, for a link to the 8 pin and 12 pin manuals.

WHERE DO I FIND THE M7, LIFT CONNECT SERIAL NUMBER?

> It's found on the top and bottom of the module, identified as the ESN on the label.



REPLACEMENT PARTS AND RETROFIT

MY GENIE EQUIPMENT DOES NOT HAVE GENIE LIFT CONNECT TELEMATICS. CAN I INSTALL IT ON MY MACHINES?

- > Machines from 2015 and newer that were built with telematics ready connector are compatible to retrofit. Telematics ready became a standard feature on the majority of our self-propelled models in 2015. Machines with EE rating are not compatible with telematics and would not be eligible.
- > Genie Lift Connect telematics is not compatible with GRJ, material lifts, and AWP's.
- > Retrofit kits and harnesses for all self-powered models are now available to order through our Parts department. Kits include hardware, telematics module, labels, and three years of data.
- > Contact Genie Parts for price and availability.
 - AWP.LiftConnect@Terex.com

WHAT IS THE REPLACEMENT PART PROCESS?

- > Genie Lift Connect system follows the standard warranty process. All individual components are available through aftermarket parts.
- > After replacement, send product registration for M7 replacement (<https://www.genielift.com/en/lift-connect-reg>), and our team will associate your machine to the new device.

WHAT IS THE GPS ACCURACY WITH LIFT CONNECT?

- > With good cellular, the accuracy is within 5 meters (16.4 feet).
- > In the absence of good cellular coverage, the telematics device will store data and offload when equipment is in reach of improved cellular coverage.



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ACCESS MANAGER

WHAT IS ACCESS MANAGER?

- > Access Manager (AM) is Genie's answer to access control. Adding an Access Manager keypad to your Lift Connect enabled machine gives you the ability to prevent unauthorized use and track user access.

HOW DO I ADD AN ACCESS MANAGER KEYPAD TO MY MACHINE?

- > For new machines, add the option to your Lift Connect enabled machine order. The option includes the Access Manager keypad and 1 year of data service. Service extensions are available in 1- to 4-year terms.
- > For Lift Connect enabled machines already in your fleet, retrofit kits and hardware are available. Once the keypad is installed on a machine, email us to complete the payment and activation of the service. You will need to supply the machine serial number to complete the transaction.

IS THE ACCESS MANAGER KEYPAD FIT FOR OUTDOOR USE?

- > The access manager keypad has an IP69 durability rating and is made to last in rugged work environments.

IS AN OPERATOR ABLE TO EASILY ACCESS AND USE THE KEYPAD?

- > Keypads are conveniently placed for easy access. Colored LEDs communicate check in/out status without having to read the machine controls. Tactile response buttons make the keypad ready for the jobsite operator.

HOW DO I ASSIGN ACCESS CODES?

- > User access is managed from the Lift Connect portal by a Keypad Administrator.
- > The Keypad Administrator(s) can assign users with access codes using custom or randomly generated pin, an IPAF License Number, Access Manager RFID card (sold separately), or any combination of the listed options.

CAN I BULK ASSIGN OPERATORS AND MACHINES?

- > Yes, by downloading the bulk upload operator template, you can complete and upload the form directly to the portal to load a batch of operators and assign preferred codes.

HOW MANY CODES CAN I ENTER FOR A MACHINE?

- > You can add up to 1000+ operators per machine.

ARE THERE ANY ACCESS MANAGER REPORTS AVAILABLE?

- > Yes, there are two interactive dashboards that supply insights into usage when the Access Manager option is used.
 - Fleet Usage by Day:** Supplies insight on fleet usage by time of day, displays operator check in/check out date and time, total check in duration and usage hours. Allows user to view the dashboard by operator or by asset.
 - Single Asset Usage:** Supplies insight on usage for a single asset at a time, displays operator check in/check out date and time, total check in duration and usage hours. Displays 30-day view of the asset showing over, under and best use.

CAN I MOVE THE AM KEYPAD BETWEEN MACHINES?

- > Yes. Each machine will require an equipment harness installation that the keypad connects to and an active Access Manager data subscription.
- > For ease of use, we recommend having a dedicated keypad per machine.

WILL OPERATORS AUTOMATICALLY BE CHECKED OUT?

- > As protection against unauthorized access, an automatic timeout occurs after 10 minutes with the machine in the stowed position. Down function will remain available.

WHAT DO I DO IF MY KEYPAD BECOMES DAMAGED?

- > Replacement keypad, 1296895GT, can be ordered at parts.genielift.com (Standard warranty policies apply).

WHAT IF I DON'T HAVE CELL SERVICE AND WANT TO USE AM?

- > Cell service is needed to assign new operators to an asset. The codes are then stored by the M7 and can be used while outside of cell coverage. 1000+ codes can be assigned to a single asset. We recommend setting up operators and assets prior to the equipment leaving your facility.



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REMOTE LOCKOUT

CAN I TURN EQUIPMENT OFF REMOTELY WITH THE GENIE LIFT CONNECT SYSTEM?

- > You can now remotely lockout your software-controlled equipment by using the remote lockout function. Remote lockout commands are sent via the commands tab in the asset details view of your Lift Connect account. Re-enabling equipment is managed from the same screen.
- > Selecting “lockout” sends a signal to the machine that will not allow it to re-start the next time it is powered off. Down functions are always available regardless of lockout status.
- > Machine software update may be needed. Equipment controls will require the latest software version for successful remote lockout function.
- > Mechanically controlled equipment can receive equivalent functions by retrofitting with Access Manager.
- > For a complete list of applicable models contact your Lift Connect administrator.

HOW DOES CELL SERVICE IMPACT REMOTE LOCKOUT?

- > To send new commands, your equipment will need cellular service.

HOW WILL AN OPERATOR KNOW THE MACHINE HAS BEEN LOCKED OUT?

- > When a machine has been remotely locked out the machine controls will display Diagnostic Trouble Code C077, “DISABLED BY OWNER.” The DTC (Diagnostic Trouble Codes) code will not display on proportional lift scissors until the next software revision is released in late 2022.



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