



Frequently Asked Questions

PowerBox™ FAQ

Q: What is PowerBox?

PowerBox is a wireless vehicle management system (VMS) for fleets of industrial equipment (forklifts, tow tractors, etc.) that focuses on the core functional elements that every fleet needs for optimization: vehicle access control, safety checklists, impact management, preventative maintenance (PM) controls, and utilization analysis.

Q: What other functions are available with PowerBox?

PowerBox delivers all of the essential elements that have proven—through 15 years of deployment experience—to provide the best investment value for you. With unique tools for access control, checklists, impact sensing, maintenance controls and utilization analysis, PowerBox will reduce your fleet capital and operating costs, improve compliance with your safety policies, and increase your material handling productivity. So no additional, optional functions are needed.

However, if you want to integrate vehicle management with your existing Wi-Fi network, or use your existing operator ID cards, or implement advanced functions—like tracking asset location or operator time per cost center—you can simply choose our PowerFleet™ system, which is built on the same technology platform as PowerBox.

Q: How big or small does my fleet need to be to justify PowerBox?

PowerBox can provide economic value for fleets as small as 10 vehicles, and there is no limit to how big the fleet can be. PowerBox can handle an unlimited number of vehicles and operators. For fleets of less than 10 vehicles, you should consider a simple non-wireless solution for driver identification and impact sensing, like our didBOX™ system.

Q: What makes PowerBox different from other vehicle management systems?

1. PowerBox is designed and built by I.D. Systems, which, for more than 15 years, has successfully deployed wireless asset management technology on hundreds of thousands of assets for the world's leading manufacturers, distributors, retailers, airlines, and government agencies. So you can trust what you're getting.
2. Engineered with I.D. Systems' unique expertise, PowerBox is extensively pre-configured, so it is the easiest system of its kind to install and launch, and quick to generate benefits for you—right out of the box.
3. PowerBox functionality for vehicle access control, safety checklists, and impact management is patented, with effective, best-practice tools to manage your fleet.
4. PowerBox is a hosted system, with a browser interface and automatic reporting, so you do not need any complicated IT support or extensive training to implement and run the system. You can focus on the benefits from day one.
5. PowerBox is billed monthly as a simple subscription service, like your mobile phone; it does not require any upfront cash outlay, so you don't have to go through a capital purchase justification, and you can "save as you go," with the system more than paying for itself every month.

Q: What does the PowerBox subscription cover and what is the term?

Everything: hardware, software, support, extended maintenance, hosting, and cellular communications—for the entire subscription term of 36 or 60 months.

Q: What happens at the end of the PowerBox subscription term?

You can continue using the system for a substantially reduced subscription fee, at the then-current rate, to cover nominal hosting, licensing and cellular communications costs. Or, you can upgrade to an entirely new system, with state-of-the-art technology, at the then-current full subscription rate.

Q: Is PowerBox easy to install on vehicles, and how long does it take?

PowerBox is the easiest system of its kind to install. A graphically illustrated Quick Start Guide—plus a unique installation Wizard embedded in the vehicle hardware itself—make it as simple as can be to install the system in as little as one hour.

Q: Can PowerBox be installed on any vehicle, and moved from one to another?

Yes. I.D. Systems' hardware has been installed on more than 2,000 different types of vehicles, and can be moved easily between vehicles. (Typically, after a system proves that a fleet can be reduced by 10-15%, customers retire their excess vehicles, remove the hardware from those vehicles, and re-deploy that hardware at other sites.)

Q: How can we ensure PowerBox vehicle hardware is installed correctly?

PowerBox's intelligent vehicle hardware provides automatic validation of successful installation and verification that data readings are accurate. If any aspect of installation is incorrect, PowerBox provides automatic self-diagnostics and directs the installer on what to do to correct the situation. (Most other systems do not have this intelligence and can therefore be undermined by improper installation and false data recordings.)

Q: What software installation does PowerBox require?

PowerBox is accessed through whatever ordinary browser you use (typically Internet Explorer, Firefox, or Netscape) after installing a Citrix ICA client plugin or a Java plugin, both common off-the-shelf tools. PowerBox can also be accessed through iPads using the Citrix app.

Q: How does PowerBox affect my facility's wireless network?

PowerBox has ZERO impact on wireless local area networks and requires ZERO local IT support. However, if you prefer to run your VMS over your existing wireless network, simply choose our Wi-Fi PowerFleet system instead of PowerBox.

Q: Does every vehicle with PowerBox incur mobile data communications costs?

No. All vehicles communicate for free with a Wireless Asset Manager (WAM) via an FCC-approved radio frequency (similar to a cordless phone) that is guaranteed not to interfere with your existing wireless systems. Only the WAM uses a cellular network and incurs data communication costs. The WAM is mounted at a point in your facility where vehicles often go (such as a battery or fueling station), and where cellular coverage is good.

Q: What type of cellular communications coverage does PowerBox require?

The Wireless Asset Manager (WAM) in the PowerBox system incorporates cellular data communications technology from a major service provider with excellent coverage in most areas. On rare occasions when a facility has insufficient cellular signal reception, customers can simply choose our PowerFleet system instead of PowerBox.

Q: How does PowerBox provide vehicle access control "out of the box," without the extensive system configuration and user training that other systems require?

PowerBox comes with pre-configured iButtons for operator access control. Just hand out the iButtons and you can start using the system! Later, at your leisure, you can use the browser-based software to easily define operator names and access control groups.

Q: How does PowerBox avoid the false impact alarms that plague other systems?

PowerBox's impact sensor works universally with all vehicles, and an automatic "learn mode" sets individual vehicle impact thresholds based on real data. Thresholds can also be refined remotely without touching vehicles. In addition, PowerBox responds to impacts in different ways, based on severity, which eliminates unnecessary, disruptive alarms.