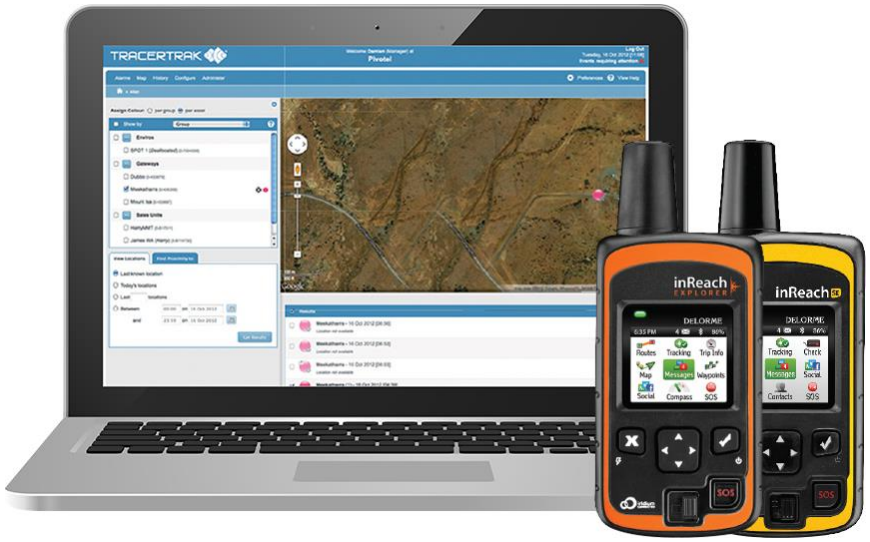
inReach – Console User Guide



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Overview

inReach is a 2-way Satellite Communicator that can track, locate and communicate from nearly anywhere around the globe using the Iridium Satellite Network, the only satellite service with 100% global coverage.

Tracertrak is a powerful monitoring and exception management system that helps organisations achieve the highest standard in remote worker safety compliance utilising satellite or mobile based personal tracking devices.

inReach and Tracertrak together deliver the world's most advanced, affordable remote and lone worker communications solution. The purpose of this guide is to provide a Tracertrak console user with an understanding as to how the various elements of this functionality come together to make Tracertrak an effective tool to maximise your remote worker safety.

Features Overview

Tracking inReach devices can send their GPS location to Tracertrak at regular intervals. The interval can be changed remotely from the Tracertrak console.

Mapping The location of the inReach is presented on the Map screen in Tracertrak. You can also request the current location of an inReach from the map page.

Profiles & Workers Configure sets of business rules that define what will happen when certain conditions occur and assign devices to workers in the system.

GEOS Manage your emergency contacts from within the Tracertrak console (GEOS enabled accounts only).

Alarms & Events Governed by the applicable Profile, Tracertrak will notify users by email or SMS when an Alarm or Event condition arises. Supported alarms include: SOS, HELP, Missed Check-In, Stationary.
Supported events include: SOS Cancel, HELP Cancel, OK, CUSTOM.

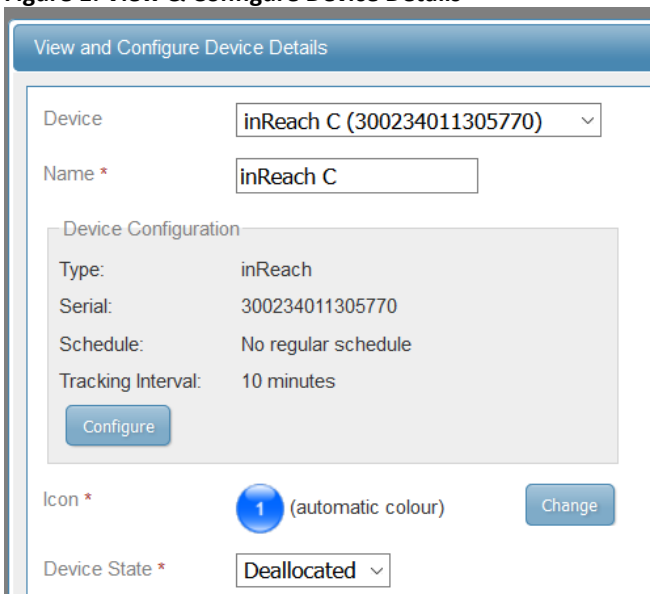
Messaging Configure message permissions to give your users flexibility or restrict certain features to control costs. You can send and receive messages to and from an inReach from the dedicated Messages tab or allow inReach devices to send messages to other inReach devices, email and mobile recipients.

Tracking

The inReach can send tracking messages to Tracertrak at configured time intervals while moving. The interval at which a device will send tracking messages is controlled by the Tracertrak system (by default tracking is turned off). Tracertrak will remotely configure the device's tracking settings to be in line with the console setting.

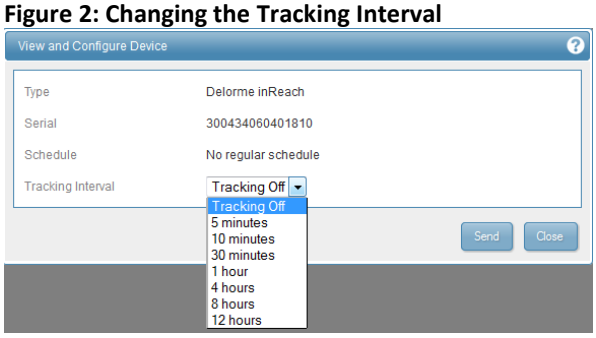
To configure the tracking interval to be used by a device, open the Configure tab - which will display the Configure Devices sub tab by default. On the Configure Devices page, click on the button adjacent to the device you wish enable tracking for. This will open the View and Configure Device Details pop-up, shown in **Figure 1**.

Figure 1: View & Configure Device Details



Select the Configure button, which will take you to the View and Configure Device window shown in **Figure *2***. To configure the tracking interval, select the drop down box next to 'Tracking Interval'.

Figure 2: Changing the Tracking Interval



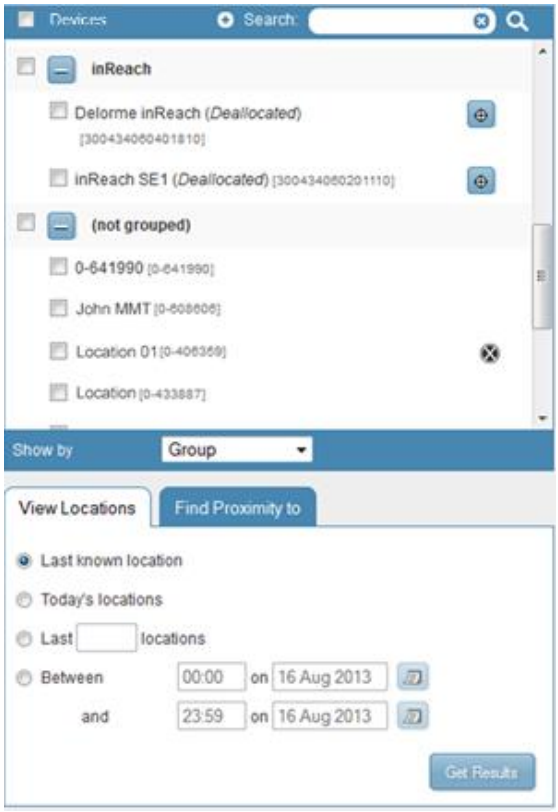
Choose the desired interval from the available list (tracking frequency options may differ by plan) and then press the Send button. The selected tracking interval will then be sent to the device. If the device is currently turned on and in clear view of the sky the tracking interval will be reconfigured over the air. If the device is turned off, the configuration will be changed when the device is turned back on (and in clear view of the sky). Once the configuration is received by the device, it will commence sending tracking messages to Tracertrak at the chosen time interval.

Note: If a device is in track mode when it is powered off, it will not automatically resume tracking upon power on unless you have enbabled the 'Auto-track when powered' setting in the device.

Mapping

The location of the inReach is presented on the Map screen in Tracertrak when it sends a tracking message. Tracertrak will also map the location sent with other message types, such as: preset messages, standard text messages, and SOS messages.

Figure 3: Device Selection & Search Panel



To view the locations of an inReach device, navigate to the Map tab. Select the device/s you wish to search for using the Device Selection panel shown in **Figure 3**. After you have selected one or more devices, choose the desired search parameters and select the Get Results button. For example, you may select the most recent location or locations based on date and time parameters.

Devices shown on the map will be marked by a specific icon which shows the current state of the Device and any active Alarms. A full list of icons is available by clicking on the i icon on the Map page.

You can request the current location of an inReach by selecting the icon adjacent to the inReach in the Device Selection & Search Panel.

Remote Worker Safety Functionality

Tracertrak, when used with the inReach device, allows organisations to track movements and respond to field situations such as SOS, HELP and pre-defined customer specific events. Tracertrak's advanced business rules engine defines a set of responses for when these events do or do not occur. Tracertrak also supports 2-way communications between console users and Workers using inReach devices.

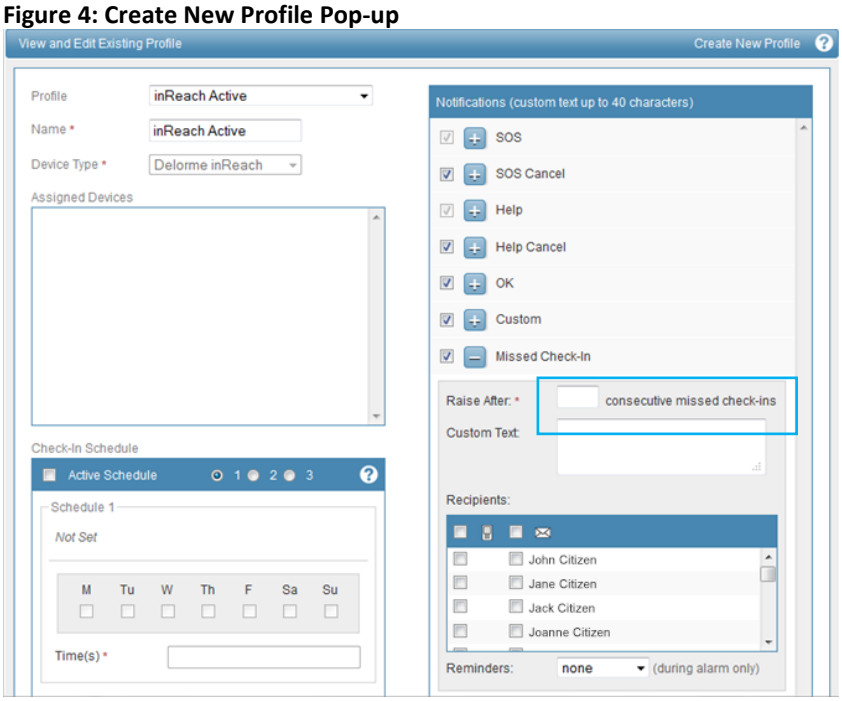
Profiles & Workers

A profile is established in a Tracertrak account and provides a set of business rules that defines what will happen when certain conditions occur. This includes when an SOS, Help and OK/Check-In message is received and when scheduled OK/Check-In messages are not received. A Tracertrak console user can establish Profiles to ensure an appropriate response to each given situation.

Creating Profiles

To create a new Profile, open the Configure tab and then select the Profiles sub tab. Click on the 'Create New Profile' button at the bottom of the screen, this will open the Create New Profile pop-up, as shown in **Figure 4**.

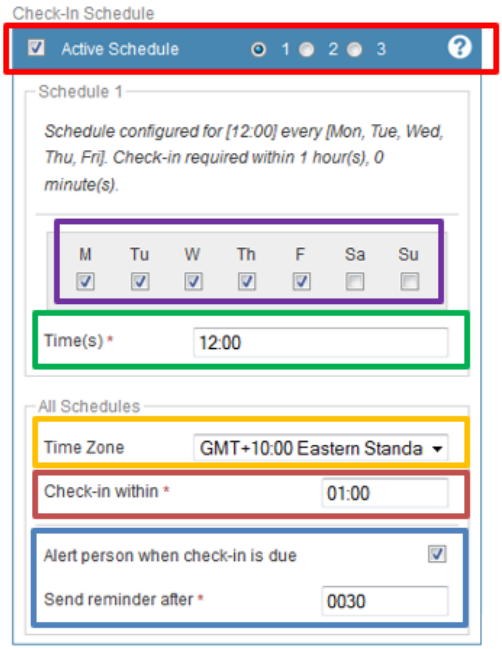
Figure 4: Create New Profile Pop-up



To Create Your New Profile:

1. Enter a name for your Profile (this will appear later when allocating your Profile to various Devices)
2. Select the device type as Delorme inReach from the drop-down list
3. Define a Check-In Schedule (optional) which defines a time frame during which the users of assigned devices are expected to send a Check-In message (see **Figure 5**). You can define up to 3 independent schedules which can be allocated to different days of the week. For example, you may allocate one Check-In schedule to weekdays and another to weekends.

Figure 5: Active Schedule



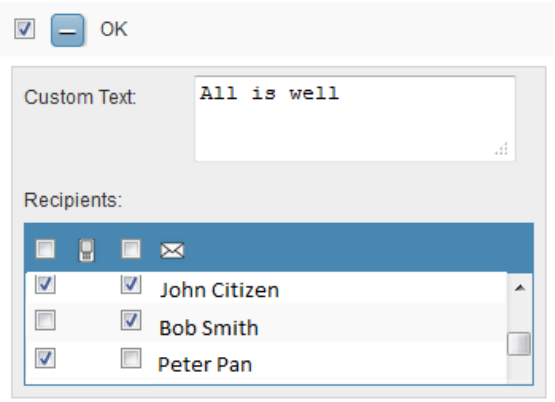
4.

a. Select the schedule 1, 2 or 3 and tick the 'Active Schedule' check box.
b. Select the days of the week you wish the currently selected Active Schedule to apply to.
c. Enter the local time that you wish your remote workers to Check-In.
d. Select your time zone.
e. Select the number of missed Check-Ins that you wish to allow to occur before Tracertrak sends an alert to the selected recipients (see Figure 4).
f. Entering a time value in the 'Check-In within' dialogue box establishes the grace window during which Check-Ins may arrive. The minimum "Check-In within" for an inReach is 10 minutes.
g. By enabling "Alert worker when Check-In is due" (Optional), Tracertrak will send an automated reminder to a device that a Check-In is due. The "Send reminder after" value determines how long after the Check-In time expires Tracertrak sends the reminder. For example, if your Check-In schedule is set for 10am and the "Send reminder after" value is 20 minutes – Tracertrak will send a reminder at 10:20am if it has not received a Check-In after the 20 minutes has expired. The "Check-In within" value must be at least 20 minutes after "Send reminder after" time to allow sufficient time for a device to receive the reminder message.

Example of A Working Check-In Schedule:

Bob is scheduled to Check-In at 12pm each weekday, Monday to Friday AEST. A 'Check-In within' value of 1 hour (01:00) is set with a 'send reminder after' value of 30 minutes (00:30). If Bob sends a Check-In message between 12:00 and 12:30 no action will be taken. If Bob does not send a Check-In message by 12:30, a Check-In reminder message is sent to Bob's device to remind him to send a Check-In message. If Bob does not Check-In by 13:00, a missed Check-In Alarm will be raised in the Tracertrak system and the selected recipients will be sent an alert by email and/or SMS.

Figure 6: Configure Alert Notification



5. In the profile, you can define which events will generate e-mail and/or SMS Alerts and to which system users. Select the tick box next to the alert that you wish to enable. Then pressing the + symbol will expand the configuration field for eligible recipients. Select the appropriate tick box next to the individual user's name to select alert by email, SMS or both. You may enter up to 40 characters of customised text which will be sent with any alert, as shown in **Figure 6.**

   Alerts available for an inReach are:

   a. SOS – When an SOS message is received from a device. The account administrator is a mandatory recipient of SOS Alerts by email and SMS
   b. SOS Cancel – When an SOS Cancel message comes in from a device.
   c. HELP – When a HELP message comes in from a device.
   d. HELP Cancel - When a HELP message comes in from a device and there is already an active HELP alarm.
   e. OK - When an OK message comes in from a device.
   f. CUSTOM – When a CUSTOM message comes in from a device.
   g. Missed Check-In - When one or more messages are not received as per the schedule a "missed Check-In" Alarm is activated.
   h. Stationary – When a device has not moved the required distance over the specified time period.

Once a profile is created it can be allocated to one or many inReach devices. This means many remote workers can hold inReach devices that have the same business rules without creating many profiles.

Workers

Workers are people to whom Devices are allocated. These will be the remote workers whose safety is being monitored. A worker can be configured with various personal details including name, job title, contact number, department, office or custom definable details.

Workers can be configured in the Tracertrak account and then Devices can be easily and quickly allocated to Workers so that system users can easily see who is associated with a specific alarm or event.

To create or Edit Workers in your Tracertrak account first open the Configure tab on the right of the system screen and then select the Workers sub tab. Full online help for configuring Workers is available here.

Workers & Profile Allocation

Once a Profile and a worker are created (see
Profiles & **Workers**), they can be allocated to a device. When a device is allocated to a worker, it is necessary to assign one of the available Profiles to the device-worker pair. A device, worker and profile have a 1:1:1 relationship, however, the same Profile can be allocated to one or many device-worker pairs.

Multiple devices can have Workers and Profiles allocated quickly and simply in the Device Allocation screen. This means that a fleet of devices may be easily shared between a larger group of remote workers. Go to the Configure Tab, select the Devices sub-tab and then click on the Device Allocation button at the bottom right of the page.

Full online help relating to device allocation is available here.

GEOS

If your organisation has opted to use GEOS Emergency Response, there will be additional settings to be configured in your Tracertrak account. Tracertrak supports the management of your GEOS emergency contacts from within the Tracertrak console in the Administer -> My Settings tab.
Full online help relating to managing GEOS emergency contacts is available here.

Alarms & Events

Tracertrak follows the business rules defined in the Profile that govern what needs to be done, and by whom, when an Alarm or Event condition arises. Alarms are events that demand a certain organisational response, depending on the Alarm severity. Events that are not Alarms convey information of a non-critical nature about the Workers to whom the handset is allocated.

Alarms

Alarms that relate specifically to the inReach operate as follows:

SOS Alarm

An SOS Alarm is mandatory on every inReach profile and has a Mandatory recipient – the Account Administrator. An SOS Alarm can only be ended in the console (or by two-way SMS) by an account administrator or a user with appropriate console permissions. If an SOS Cancel message is received from the device this will show in the system and recipients will be notified in line with the profile but it will not end the SOS Alarm in Tracertrak.

Upon receiving an SOS, Tracertrak will send a message to the device holder confirming receipt of the message. If your organisation has opted to use GEOS Emergency Response when setting up your Tracertrak account, the GEOS International Emergency Response Co-ordination Centre will be notified of the emergency and will respond as laid out in the Terms and Conditions on the Tracertrak GEOS Response form completed by the account administrator. Also see the
GEOS section of this document.

Help

A HELP Alarm is mandatory on every inReach profile. The Account Administrator is enabled as a default recipient, but this can be changed to be any recipient/s of choice.

A HELP Alarm can only be ended in the console (or by 2-way SMS) by an account administrator or a user with appropriate console permissions. If a HELP Cancel message is received from the device this will show in the system and recipients will be notified in line with the profile but it will not end the Help Alarm in Tracertrak. Upon receiving a HELP Alarm, Tracertrak will send a message to the device holder confirming receipt of the message.

Missed Check-In

A missed Check-In Alarm begins when a scheduled Check-In is not received within the parameters configured in the Profile. A missed Check-In Alarm is ended when a new OK/Check-In message is received from the device or the Alarm is ended by a user in the Tracertrak system.

Stationary

A stationary Alarm is raised when Tracertrak has not received at least 2x GPS locations (with good GPS quality) from a device within the specified time frame that are not further than the required distance apart.

Alarms – General Notes

All active Alarms in the Tracertrak system will be ended if the profile is changed. The system user is given a warning when changing the Profile. To view and manage current Alarms go to the Alarms tab on the right of the system screen, full online help relating to Alarms is available here.

Events

The following messages can be configured within each profile to send user customised email or SMS Alerts to one or more recipients. These messages are considered events and not Alarms and as such, there is no requirement to acknowledge or end them.

SOS Cancel

An SOS Cancel event occurs when the inReach user cancels Emergency Mode in the device. The Alert recipient/s for this event will receive an email and/or SMS. A special icon is displayed on the map to indicate a SOS Cancel. **Note:** An SOS Cancel event does not end the SOS Alarm.

HELP Cancel

A HELP Cancel event occurs when the inReach user sends a HELP message from the device when there is already an existing HELP alarm. The Alert recipient/s for this event will receive an email and/or SMS. A special icon is displayed on the map to indicate a HELP Cancel. **Note:** A HELP Cancel event does not end the HELP alarm.

OK

An OK event occurs when the inReach user checks in. The Alert recipient/s for this event will receive an email and/or SMS. A special icon is displayed on the map to indicate an OK.

Custom

A CUSTOM event occurs when the inReach user sends a CUSTOM message. The Alert recipient/s for this event will receive an email and/or SMS. A special icon is displayed on the map to indicate a CUSTOM message.

Messaging

Tracertrak allows you to configure message permissions to give your users flexibility or restrict certain features to control costs. You can send and receive messages to and from an inReach from the dedicated Messages tab, making it simple to manage messaging between workers in the field and users in the Tracertrak system.

The Tracertrak system allows you to:

- Configure messaging permissions
- Compose a new message to an inReach (or a group of devices)
- Read/receive messages from an inReach
- Reply to a message based on an existing message 'Thread'
- Filter messages for easy viewing
- Search message history

Configure Message Permissions

Configuring message permissions enables you to give your users flexibility or restrict certain features to control costs. With message permissions, you can allow device users to:

- Send a message to any contact they choose
- Send a message to a contact, but only if the contact is a registered Tracertrak user
- Send a message to the Tracertrak console, only viewable in the Messages tab to logged in users (with permission to view the Messages tab)

Message permissions are configured on a "per profile" basis and are applied when devices are allocated to the profile. This allows you to have varying levels of permissions by creating multiple profiles.

Selecting the icon on the configure profiles sub tab (**Figure *7***) will bring up the 'Configure Message Permissions' pop-up shown in **Figure *8***. All devices may send messages to the inbox in the Tracertrak Messages tab by sending a message to **<AccountName>@tracertrak.com.au**. This is the default configuration, with no external messaging allowed. You can enable additional permissions by ticking the relevant checkboxes. A dynamic text summary of your configuration is presented to guide you as you change the settings.

Figure 7: Configure Profiles Tab

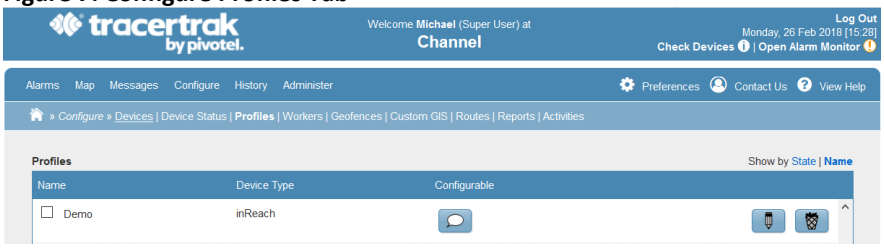
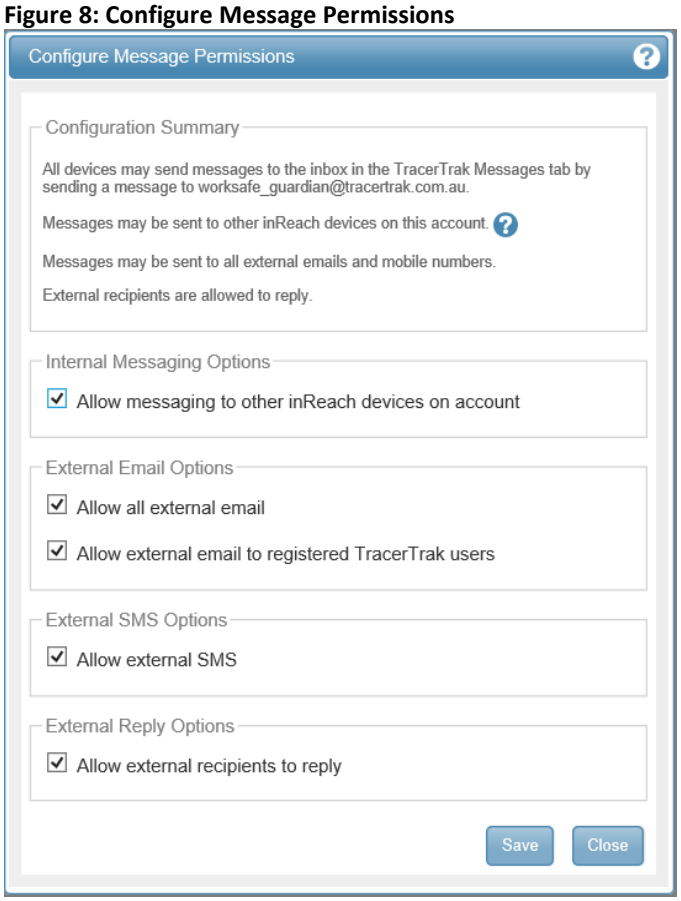


Figure 8: Configure Message Permissions



External Email Options

- Allow all external email: allows emails to be sent to all external emails addresses.
- Allow external email to registered Tracertrak users: allows emails to be sent to external email addresses of registered Tracertrak users.

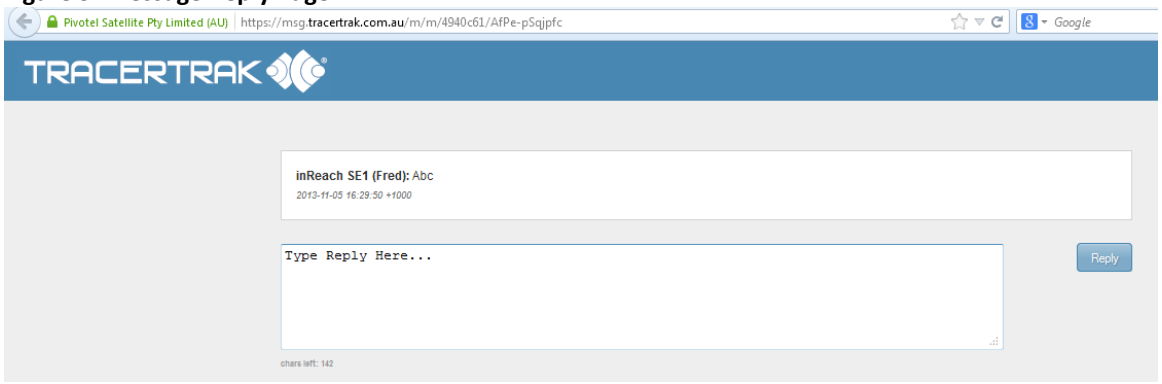
External SMS Options

- Allow external SMS (selectable once an external email option is enabled): allows SMS to be sent to mobile numbers in addition to email addresses. If all external email is enabled, all SMS recipients are permitted. If external email to Tracertrak users is enabled, then SMS will only be permitted to Tracertrak users.

External Reply Options

- Allow external recipients to reply (selectable once an external email option is enabled): provides external message recipients with the ability to reply to the message they receive. When external recipients are permitted to reply, they are sent a web URL in the message that takes them to a dedicated web page shown in
- **Figure *9***. Here they are presented with the message text and a web form to type a response and select 'Reply'. Messages sent from the Message Reply web page are not shown in the Messages tab - these are searchable in Messages History. A recipient can only type one reply per message. After sending a reply message the web form is no longer available.

Figure 9: Message Reply Page

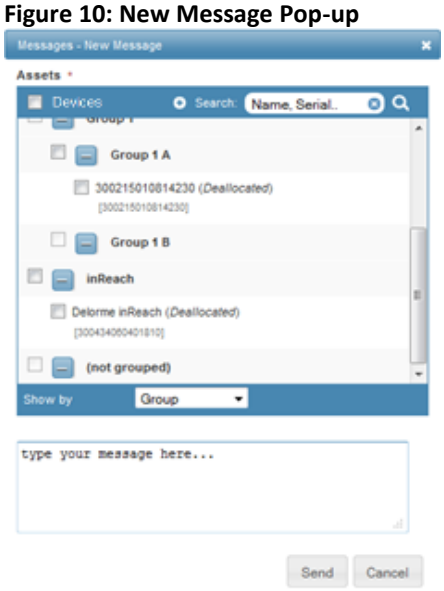


Compose a New Message to an inReach

To send a new message to an inReach, click on the 'Create New Message' button in the Messages tab. This will bring up the 'New Message' pop-up window. You can choose to sort the list of recipients by Group, Name, Geofence, Worker or Profile.

Select recipient/s from the available list (as shown in **Figure 10**), type your message text in the dialog box provided and press the Send button. If you select multiple recipients, Tracertrak will send the same message to all selected recipients. Messages sent from the Messages tab will show in the device as being from <AccountName>@tracertrak.com. When device users reply or send any message to the <AccountName>@tracertrak.com email address, these will be shown in the Messages tab.

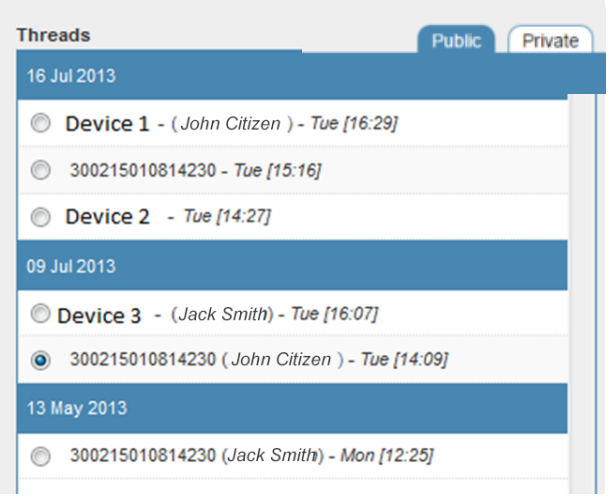
Figure 10: New Message Pop-up



Read/Receive Messages from an inReach

When messages are received from an inReach, they are displayed in time/date order on the left side of the Messages tab, under 'Threads'. A thread consists of messages to and from the same Person in the field. It displays the latest message thread at the top. When a new message is received, the latest thread is displayed in bold to indicate that the thread contains an unread message, shown in **Figure 11**. A 'Public' thread is a conversation between the worker in the field and the generic console inbox. A 'Private' thread is a conversation between the worker in the field and the email and/or mobile number of the user currently logged in to Tracertrak.

Figure 11: Message Threads



When you select a thread from the list on the left side it opens the thread of messages between users in the Tracertrak system and the individual in the field, as shown in **Figure 12.**

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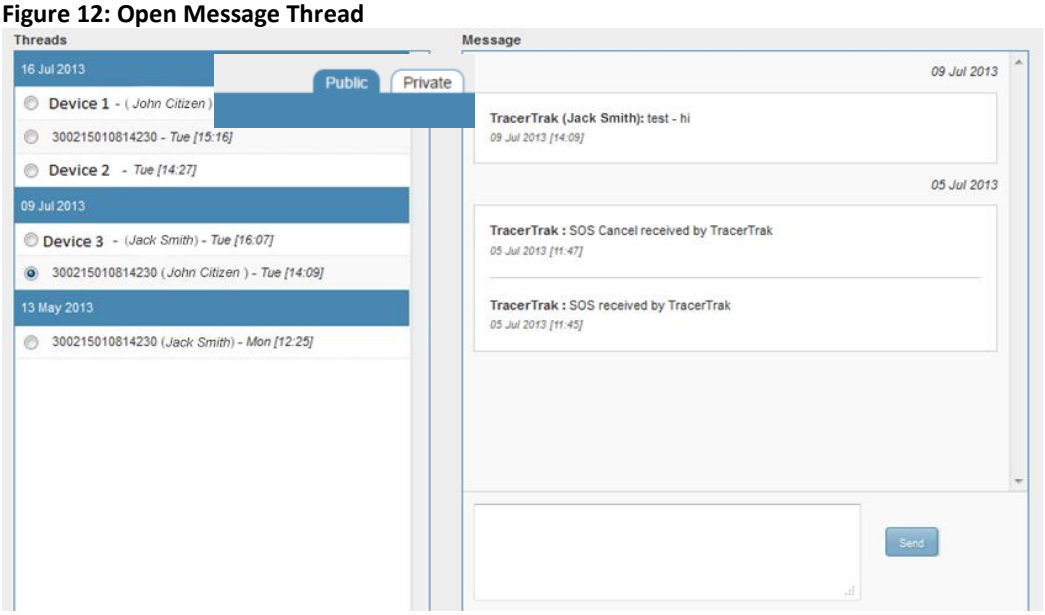
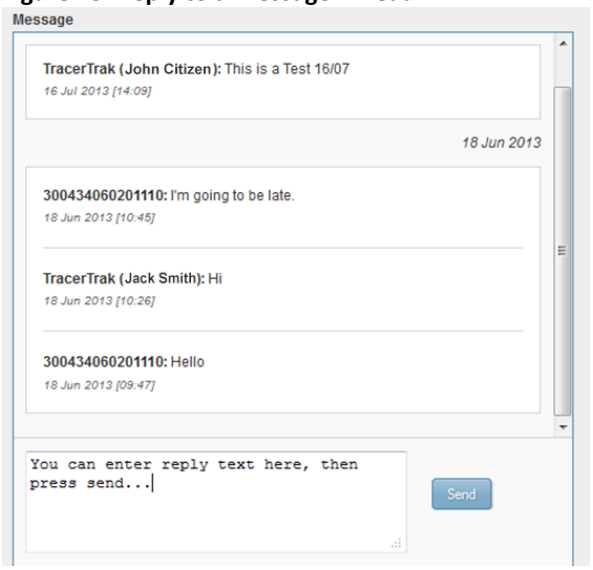
Figure 12: Open Message Thread



Reply to a Message based on an Existing Thread

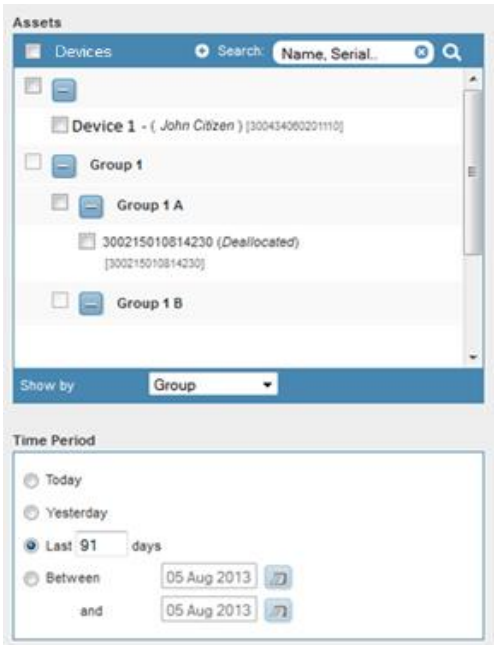
To reply to a Person in the field within the original message thread, enter the desired text at the bottom of the Message view, then press the Send button, as shown in **Figure 13**.

Figure 13: Reply to a Message Thread



Filter View

Figure 14 Filter View



There are different ways to filter the Messages view to make the information shown easier to manage. You can choose which messages you see based on Group, Name, Geofence, Worker or Profile. You are also able to restrict the view based on time period. Once you have chosen the desired filters, select 'Get results' at the bottom of the page as shown in **Figure 14**.

inReach to inReach Messaging

Users of inReach devices now have the ability to send messages to, and receive messages from other inReach device users on the same Tracertrak account.

An internal messaging address is created when an inReach device is assigned to a worker on the account. The internal messaging address looks like an email address but it can only be reached by another inReach device on the same account. It cannot be accessed from any external email address.

The internal email address follows the format:

<worker_display_name>@<accountname>.tracertrak.com.au.

As an example, a worker configured with the display name *John Citizen* on a Tracertrak account named *MyAccount* would have the internal messaging address of john_citizen@myaccount.tracertrak.com.au . This is the recipient address another inReach on the same account would use to send a message to the inReach allocated to this worker.

When enabled in the Configure>>Profiles>>Message Permissions, the address format definition is shown by clicking on the help icon.

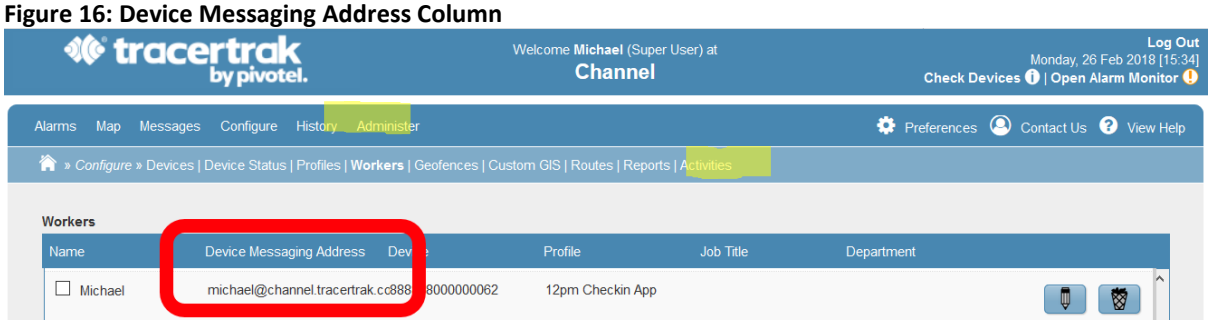
Figure 15: Messaging Address Definition Help

Messages can be sent from inReach devices on this profile to any other inReach devices on this account using internal messaging addresses. The internal messaging address format for allocated inReach devices on this account is <personnel_display_name>@myaccount.tracertrak.com.au (spaces should be replaced with underscores), e.g. an inReach allocated to a person with a display name of John Citizen would have an internal messaging address of john_citizen@myaccount.tracertrak.com.au

Display Device Messaging Address

Tracertrak now displays the Device Messaging Address for each worker who has an inReach assigned to them in a new column in the Configure>>Workers table. This address is only displayed for Workers that have been assigned an inReach device. For other users, this field will be blank.

Figure 16: Device Messaging Address Column



The Recipient Address for inReach to inReach device messaging will be displayed in the Configure>>Worker>>View/Edit popup window.
A valid address will only be displayed if the worker has an inReach device currently assigned to them.

Figure 17: Recipient Address – inReach Device Assigned

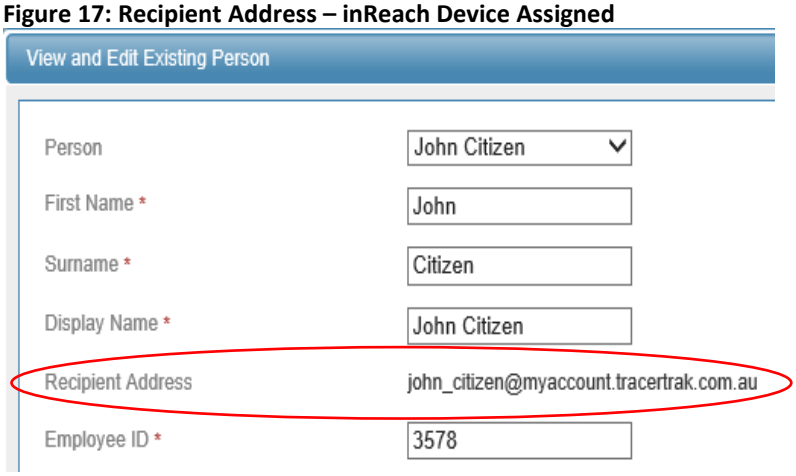
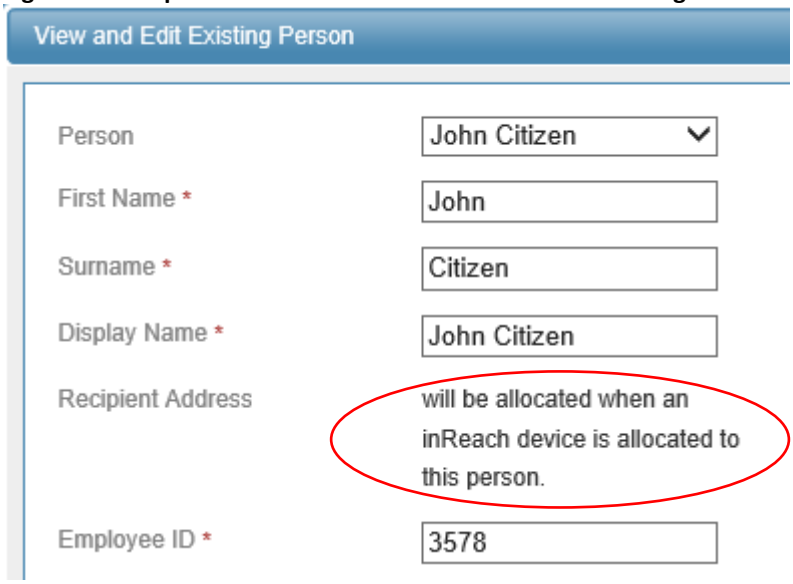


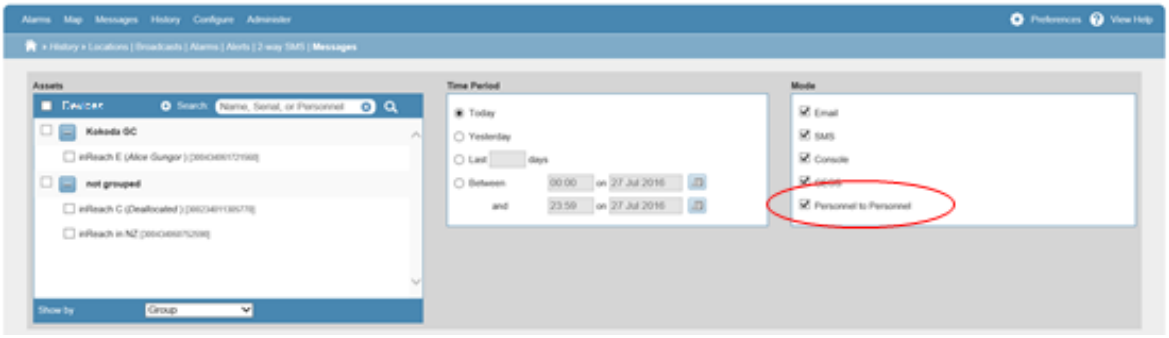
Figure 18: Recipient Address – Non-inReach Device or Unassigned



Search Worker to Worker Messages in History Messages

Worker to Worker messages are searchable within History>>Messages and can be specifically included or excluded from the search criteria filters.

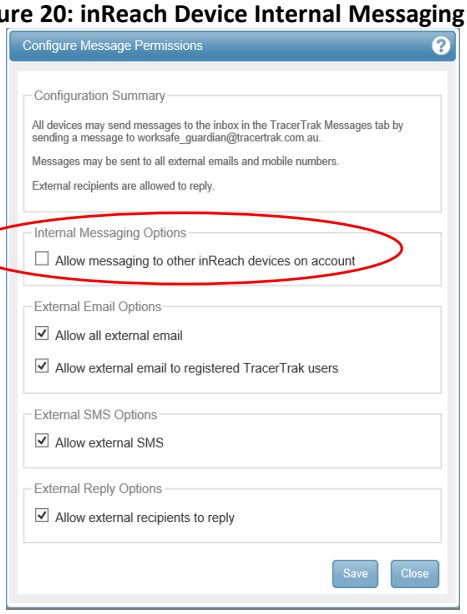
Figure 19: Message History Search – Worker to Worker

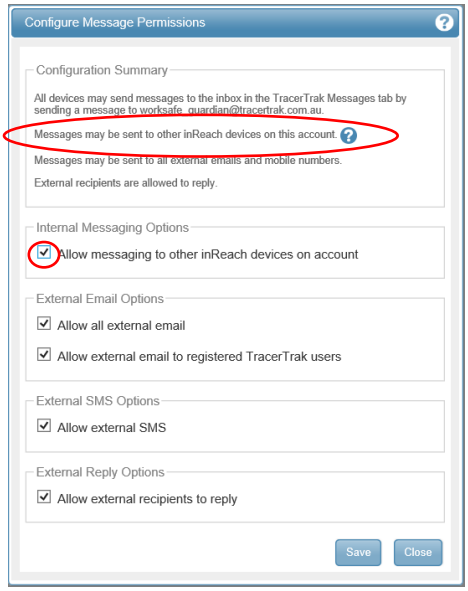


Configure Internal Messaging Options for inReach Profiles

Tracertrak provides the account Administrator, or other users with suitable permissions, to determine whether inReach to inReach messaging is allowed. This is set at a Profile level along with other Messaging Permissions, and is controlled via the Configure Message Permissions popup for each inReach device profile.

Figure 20: inReach Device Internal Messaging Configuration





Direct SMS Messaging

A Tracertrak user may initiate a new message or send a reply to a 2-way device directly by using the 2-Way SMS command interface. The Tracertrak 2-Way SMS number is **+61 424 218 725.**

The SMS MESSAGE syntax is:

<Account Nickname> *MESSAGE* <Device Name> OR <ESN> OR <PERSONNEL>: <message>
e.g. To: +61424218725

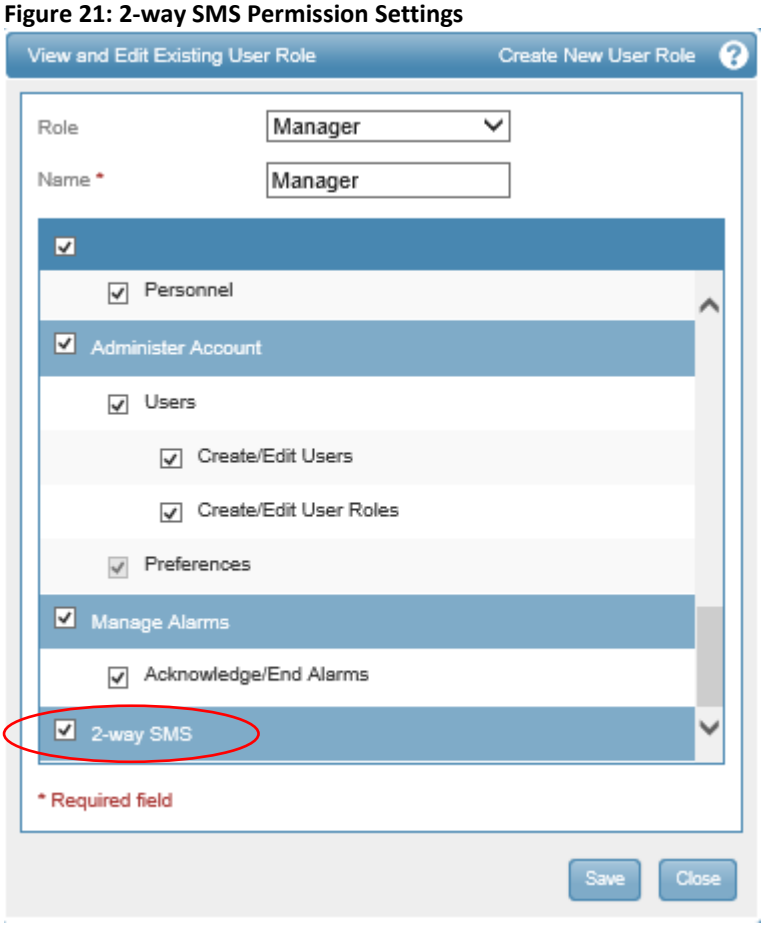
- MESSAGE Device 1: I'm going to be late. Jane OR
- MESSAGE John Citizen: I'm going to be late. Jane OR
- AccountName MESSAGE Device 1: I'm going to be late. Jane

(<Account Nickname> is only required where the user is a member of multiple accounts.)

The command syntax is not case sensitive.

MESSAGE <Device Name> : <message>	Replace <Device Name> with the name of the required Device as created via the Tracertrak Console.
MESSAGE <ESN> : <message>	Replace <ESN> with the serial number (ESN) of the required Device as created via the Tracertrak Console.
MESSAGE <WorkerName> : <message>	Replace <WorkerName> with the name of the worker assigned to the device.
<Account Nickname> MESSAGE insert as above...	If you are a User that belongs to multiple accounts, please provide the account nickname you wish to find Devices from. Enter the account nickname before the 'MESSAGE' command. This applies whether using an Device name, serial number (ESN) or Worker.

Figure 21: 2-way SMS Permission Settings



A user's permission to send an SMS message to a 2-Way Device is defined at the User Role level. If the sender does not have initiate message permission, the sender will receive a failure response of "Insufficient privilege to initiate message by SMS" when attempting to send a SMS.

Any SMS message sent from a 2-way device to an external SMS recipient will be delivered with the Tracertrak 2-Way SMS Number, +61424218725, as the sender. The recipient can only reply directly using the SMS MESSAGE syntax if they are using the mobile registered under their Tracertrak user profile.

If the recipient is not a Tracertrak user then they can only reply to the SMS via the web link if one is included in the received message. If the user has messaging and 2-Way SMS permission, the message will be sent to the device with the sender's SMS number as a private message. The message will also be kept in Tracertrak under the Private tab in Messages and can only be seen by the user when they are logged in to the Tracertrak console.

To Send or Reply to an SMS Message from an inReach

In the example below, a message has been received from the device “inReach E” and it was delivered from the number +61424218725.

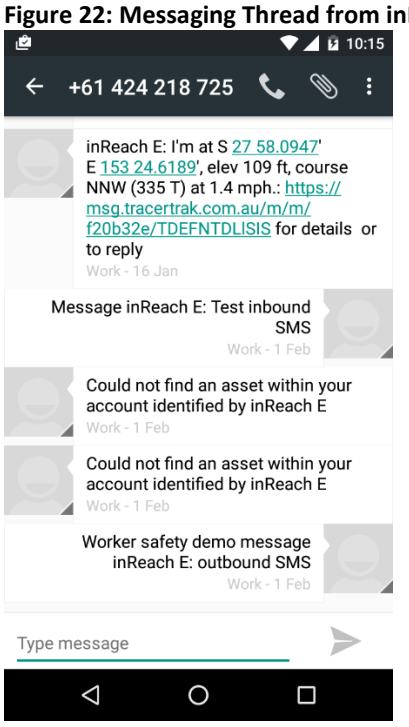
The recipient has two options to reply to this message.

1. Follow the embedded http link to the web based reply form.
2. Reply directly to the received message using the 2-way SMS MESSAGE syntax.

The reply below shows the message “Test inbound SMS” being sent back to “inReach E” using the MESSAGE syntax. Normally, this would be all that is required but in the example given, the user is a member of two Tracertrak accounts and has received an error response from each account.

The <Account Nickname>, “Worker safety demo” had to be defined to successfully deliver the message to inReach E.

Figure 22: Messaging Thread from inReach E



An SMS message sent from an external user will be seen on the device as being sent from that user’s mobile number. The sender’s number may resolve to a contact name if that sender is a member of the device’s contacts list.