

## Category: General

# Module 3: Console Basics

### Who should read this guide?

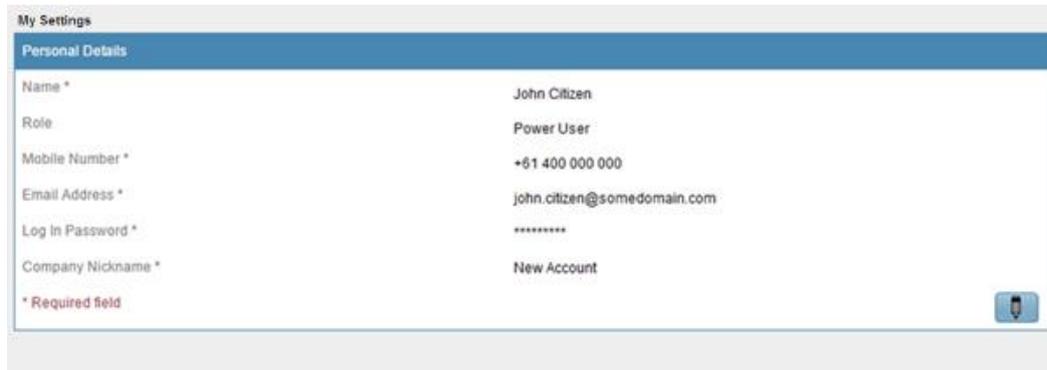
All new Tracertrak users should read this guide when they begin using the system.

This guide covers the basic functions of interacting with Tracertrak, including:

- Configuring your personal account preferences.
- Managing alarms in the Alarms tab.
- Searching for your devices on the Map tab.
- Reviewing past data in the History tab.

### Configuring Your Personal Account Preferences

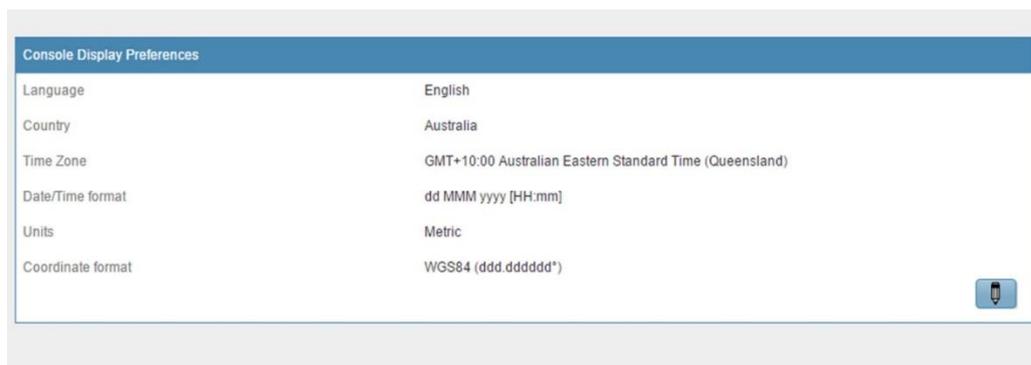
When you log in to Tracertrak for the first time, go to Administer > My Settings to check your personal details are correct. Click the  to edit your Personal Details including First Name, Surname, Mobile Number, Email Address and Log in Password. When editing your Personal Details you will need to confirm your Log In Password as an authentication step that you are authorised to make these change.



Personal Details	
Name *	John Citizen
Role	Power User
Mobile Number *	+61 400 000 000
Email Address *	john.citizen@somedomain.com
Log In Password *	*****
Company Nickname *	New Account

\* Required field 

You are also able to edit your Console Display Preferences. Here you can change your Country, Time Zone, Units (Metric/Imperial) and Coordinate format for GPS data.



Console Display Preferences	
Language	English
Country	Australia
Time Zone	GMT+10:00 Australian Eastern Standard Time (Queensland)
Date/Time format	dd MMM yyyy [HH:mm]
Units	Metric
Coordinate format	WGS84 (ddd.dddddd*)



### Alarms Page

The Alarms page displays the current alarms and recent console alerts for an account. It also provides useful quick links to various areas of the Tracertrak web user console.

**Active Alarms**  Unacknowledged Alarms  Acknowledged Alarms [Click to update automatically](#)

Date/Time Initiated	Name	Alarm or Event	Last Known Location
<input type="checkbox"/> 29 Jan 2016 [13:27]	Dubbo	Device Input 1 (Gate - open)	Burroway Dubbo Road, Brocklehurst NSW, AU [-32.179234, 148.615408]
<input type="checkbox"/> 18 Dec 2015 [11:01]	Meekatharra GW	Device Input 1 (Gate - open)	Meeka Gate [-26.6026, 118.526924]
<input type="checkbox"/> 22 Jul 2013 [12:06]	Dubbo T3	Device Input 2 (Gate - open)	Burroway Dubbo Road, Brocklehurst NSW, AU [-32.179234, 148.615408]
<input type="checkbox"/> 29 Nov 2012 [13:01]	Smart1 Fastwave	Missing Broadcast	[-38.942196, -105.383481]
<input type="checkbox"/> 27 Nov 2012 [10:57]	Switchbox T3	Motion Sensor	Sakha, RU [69.793075, 157.572893]
<input type="checkbox"/> 20 Mar 2011 [19:00]	Mount Isa	Device Input 3 (Gate - open)	11200 Warrego Highway,

[Map](#) [Acknowledge](#)

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**Console Alerts**

29 Jan 2016 [15:51] john.citizen@somedomain.com has logged into the TracerTrak Console.

29 Jan 2016 [15:46] Asset Status Report Weekly Asset Status at 2016-01-29 15:46 AEST+1000 was sent.

### Active Alarms

This table lists the latest alarms and broadcast events in chronological order with the most recent alarm displayed at the top. Each row displays specific details such as the device that is in the alarm state, the type of alarm or event, date/time, and the last known location. You can action these alarms and events by selecting the checkbox on the left-hand side of each row and clicking the Map or Acknowledge buttons directly beneath the table. Refer to the table below:

Map	Click to view the last known location for the selected device/s on the map.
Acknowledge	Click to acknowledge the selected alarms and suppress reminder alerts.

In addition, certain alarms can also be ended by a Tracertrak user. An alarm that can be ended will display a button on the right-hand side of the row. Click this icon to end the alarm.

You can customise the alarms table through the checkboxes at the top of the table, filtering the table to only display acknowledged or unacknowledged alarms.

### Console Alerts

In this table various console actions and alerts are displayed. Priority alerts are accompanied by a preceding , with highest priority alerts displaying a symbol.

### Map Tab

To search and view your devices on the map, select the Map tab. Tracertrak can retrieve and display device locations from the last 90 days for one or more devices. Up to 200 locations per device can be shown at the same time on the map, with results ordered from most recent. To conduct a search, select the device/s you would like to view from the device selection pane and then specify the search criteria to be used.

### Location Search

Last known location	The last location reported for the selected Device(s).
Last x locations	The last 'x' locations reported for the selected Device(s). Valid entries between 1 and 200.
Today's locations*	All the locations reported for the selected Device(s) for the current date.
Between*	All the locations for the selected Device(s) between a start date/time and an end date/time. The date can be selected from a pop-up calendar. Times must be entered in the format 'hh:mm' in 24 hour time (e.g. 14:30 for 2:30pm).

\*Should more than 200 results exist for a device, only the 200 most recent locations will be displayed.

### Proximity Search

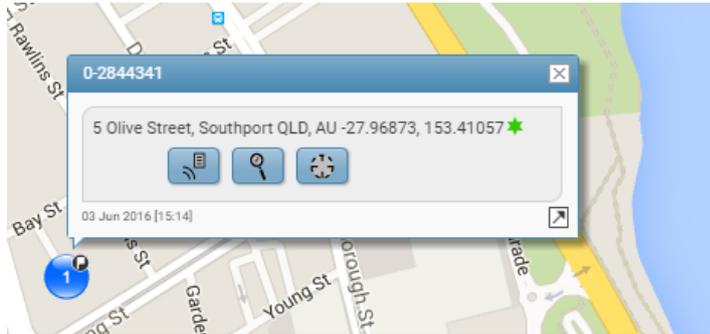
Use the “**Find Proximity to**” search option to map one or more devices from closest to furthest from a specified location. There are 4 ways to define the location, which are explained in the table below. The last known location for each selected device is used by default.

New address	Define an address by entering the address details. At a minimum, a suburb is required.
Previous address	Select from a list of the last 10 'new addresses' that were mapped.
Company location	Select a Company Location that has been defined in the account. (See “Module 4 – Custom Map Features” for more information).
Coordinates	Define an address by entering the WGS84 (GPS) coordinates. Both the latitude and longitude are required, e.g. -26.4766,152.952.

Once you have completed your search selection click  at the foot of the selection panel or click the  symbol on the map screen. The results of your search will now be displayed on the map and in the results panel at the bottom of the map.

### Map Device Location Pop-up

When a location point from a device is displayed on the map, you can click on the location point to generate a pop-up. The pop-up displays the device name and identifies the time and location where the device is mapped. If an address is shown, a match accuracy is shown as a visual representation of how close the address match is located to the GPS coordinates sent by the device. The coloured stars following the GPS coordinates reflect the street address accuracy level.



### Address Accuracy

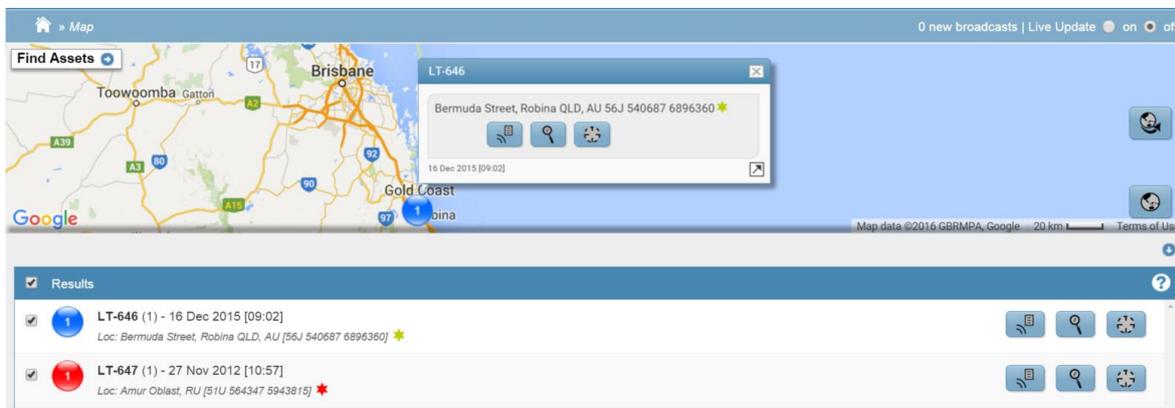
When an address can be matched to the GPS coordinates received, the address will be displayed in the Results panel, map device location popup and broadcast detail popup. The accuracy of an address match is determined by comparing the straight-line distance from the location coordinates to the matched address. Address accuracy is represented by the following icons.

	Address match more than 10km from reported location.
	Address match more than 1km, but less than or equal to 10km from reported location.
	Address match more than 100m, but less than or equal to 1km from reported location.
	Address match less than or equal 100m from reported location.

### Interacting with the Search Results

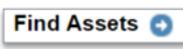
The Search Results are displayed beneath the map and summarise all the location points shown on the map. Device location points can be hidden or shown on the map by selecting and deselecting the checkbox in the left-hand column. The following table explains the functions of the buttons shown alongside the device location information.

	Display a pop-up containing active alarm information and management for the device.
	Display a pop-up containing additional information provided in the device report.
	Zoom the map to this device location.
	Initiates a 'Find Proximity to' search using this device location.
	Acknowledges an device's unacknowledged alarm(s).
	Display a pop-up containing the content and recipient of a user message sent from the location.
	Zoom the map area to fit the selected devices.
	Zoom the map area to fit the selected geofences.



### Map Control Panel

The map can expand to fill any available space in the web browser. This space is also occupied by the 'View Locations' and 'Find Proximity to' options to the left of the map and the Results panel beneath the map. The table below displays the controls to show or hide the 'Find' and 'Results' panels to enable a larger map area.

	Open asset selection and search options		Hide asset selection and search options
	Open text results		Hide text results

There are a set of function buttons that appear on the right hand edge of the map area. The table below identifies what actions these common map buttons perform.

	Get or refresh results for the selected devices and properties.
	Open a pop-up map legend.
	Show/hide company locations.
	Show/hide Geofences. (See “Module 4 – Custom Map Features” for more information).
	Show/hide Custom Map Layer (KMZ file). (See “Module 4 – Custom Map Features” for more information).
	Enable/disable Icon Clustering.
	Show/hide device Paths.

### Request Device Location

Locations can be requested on demand for 2-way devices. Select the ‘Map’ tab, locate the "Request Device Location" button  next to the 2-way device you wish to locate. Pushing this button will send a request location command to the device. The resulting location will appear in a future mapping request once Tracertrak has processed the responding device report.

### History Tab

Tracertrak maintains a history of events for 90 days, after which the data is no longer accessible from the Tracertrak Web Console. The History tab contains the following search subjects accessible via secondary menu links.

**Locations:** Search the history of locations broadcast by the account's devices. Any alarm that was active at the time a location was broadcast is also identified.

**Broadcasts:** Search the history of broadcasts sent by the account's devices. View the broadcast broken down to its various fields of information.

**Alarms:** Search the history of alarms triggered by the account's devices. See which devices have triggered alarms and when, when the alarms ended and who, if anyone, acknowledged the alarms.

**Alerts:** Search the history of alerts sent to the account's users by Tracertrak via SMS, the alerts window in the Console and email.

**2-way SMS:** Search the history of SMS requests made by the account's devices and users. The SMS requests include requests for the location of devices, lists of current alarms and alarm acknowledgements.

**Messages:** Search the history of messages sent to and from the account's devices. The results include date/time, sender, recipient, content, and the mode it was delivered by.

Once you have selected your search type and input your search criteria, select the  button at the bottom right of the page. The results will be displayed at the bottom of the page and can also be exported to print or CSV file using the buttons at the bottom left.

**Southern Containers**

- Container 3 [0-617311]
- Container 4 [0-608606]

Show by Group

**Display as**

- Location and alarm information
- Raw GPS data

Date/Time	Asset (Serial Number)	Location [WGS84 Coordinates]	Information
Page Result Size: 4			
15 Feb 2016 [16:34]	Dubbo (0-1281053)	Burroway Dubbo Road, Brocklehurst NSW, AU [-32.179213, 148.615408]	
15 Feb 2016 [11:04]	Meekatharra GW (0-1284054)	Meeka Gate [-26.602589, 118.526945]	
15 Feb 2016 [10:55]	Dubbo (0-1281053)	Burroway Dubbo Road, Brocklehurst NSW, AU [-32.179245, 148.615408]	
15 Feb 2016 [07:37]	Dubbo (0-1281053)	Burroway Dubbo Road, Brocklehurst NSW, AU [-32.179234, 148.615408]	




Get Results
Clear Results