

Category: OHS

Module 3: Messaging & Other 2-way Features

Who should use this guide?


All Tracertrak users who are interested in how to conduct a 2-way conversation with a device holder or those that want to set the tracking interval for a device should read this guide.

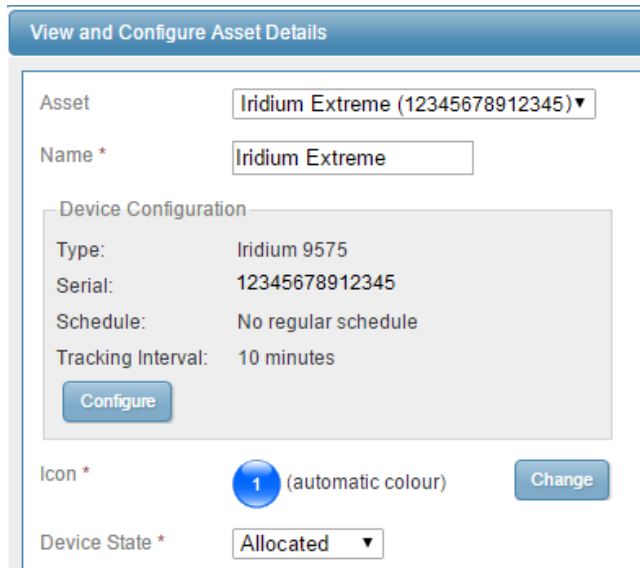
This guide covers:

- Configuring the tracking frequency of a 2-way device.
- Using the Messages tab (threads, composing messages).
- Understanding how messaging between a device and an email or SMS recipient external to Tracertrak operates.
- How to review the Messages history.

Tracking



Devices can send tracking messages to Tracertrak at configured time intervals. The interval at which a device will send tracking messages is controlled by the Tracertrak system (by default tracking is turned off).

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

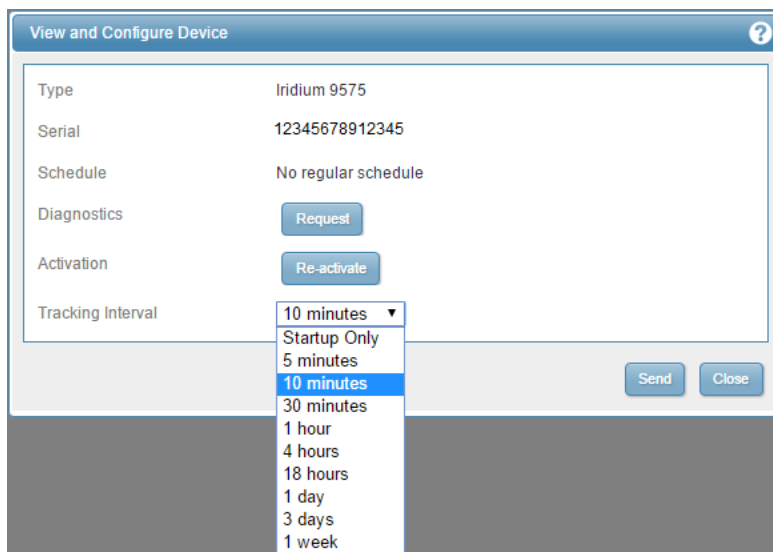


The screenshot shows a 'View and Configure Asset Details' window. It contains the following fields and controls:

- Asset:** Iridium Extreme (12345678912345) ▼
- Name *:** Iridium Extreme
- Device Configuration:**
 - Type: Iridium 9575
 - Serial: 12345678912345
 - Schedule: No regular schedule
 - Tracking Interval: 10 minutes
 - Configure** button
- Icon *:** 1 (automatic colour) **Change** button
- Device State *:** Allocated ▼

Select the  button, which will take you to the View and Configure Device window. To configure the tracking interval, select the drop down box next to 'Tracking Interval'. Choose the desired interval from the available list and then press the  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 configured time interval.





The screenshot shows a 'View and Configure Device' window with the following details:

- Type: Iridium 9575
- Serial: 12345678912345
- Schedule: No regular schedule
- Diagnostics: **Request** button
- Activation: **Re-activate** button
- Tracking Interval: 10 minutes ▼ (dropdown menu is open showing options: 10 minutes, Startup Only, 5 minutes, 10 minutes, 30 minutes, 1 hour, 4 hours, 18 hours, 1 day, 3 days, 1 week)
- Send** and **Close** buttons

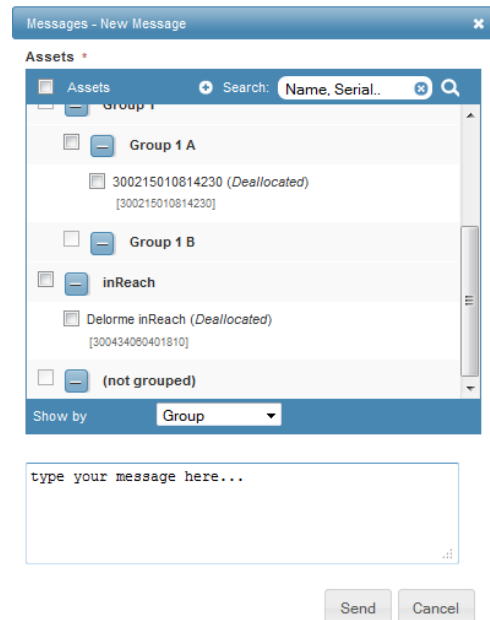
If the user of the device tries to change the tracking interval from the device menu, Tracertrak will send a command back to the device to reset tracking to the interval chosen in the Tracertrak console.

Compose a New Message to a 2-way Device

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

Select recipient/s from the available list, type your message text in the dialog box provided and press the  button. If you select multiple recipients, Tracertrak will send the same message to all of the chosen recipients.

Messages sent from the Messages tab will show in the device as from your <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.

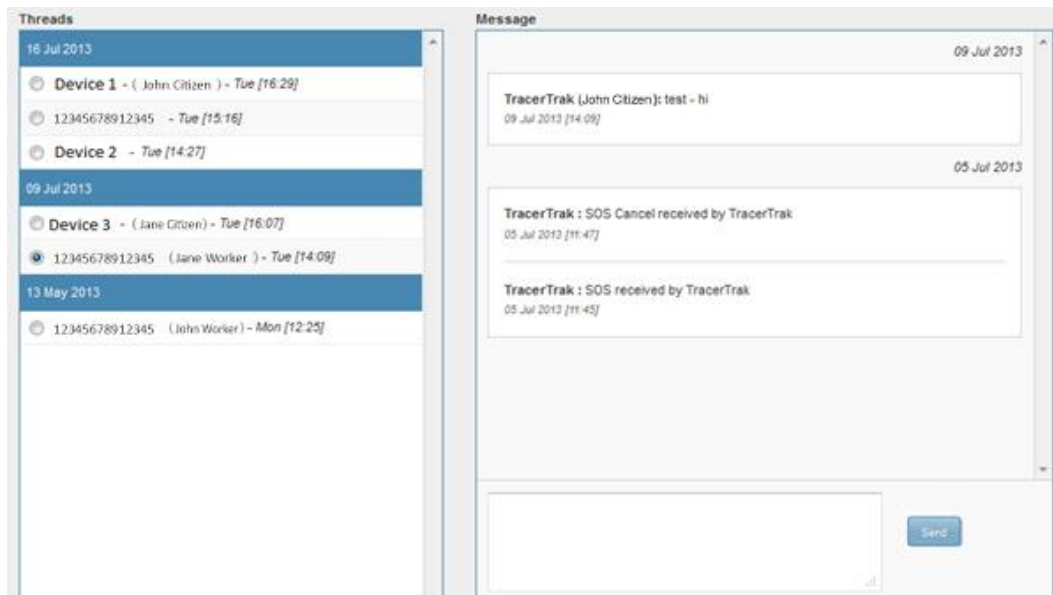


Read & Receive Messages from a Device


When messages are received from a device, they are displayed in time/date order on the left hand side of the Messages tab, under 'Threads'. A thread consists of messages to and from the same Worker 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.



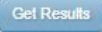
When you select a Thread from the list on the left hand side it opens the Thread of messages between users in the Tracertrak system and the individual in the field.

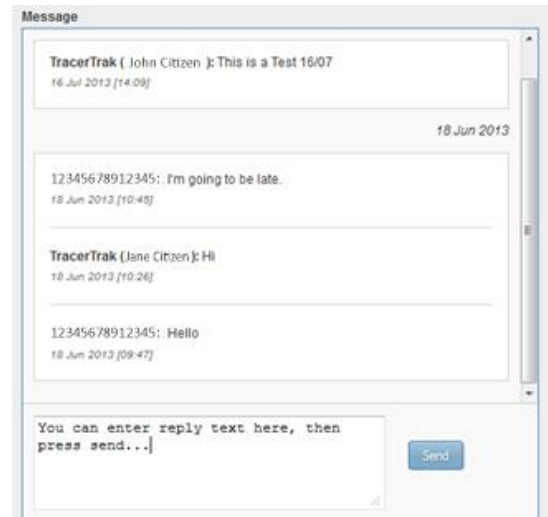


Reply to a Message Based on an Existing Thread

To reply to a Worker in the field within the original message Thread. Enter the desired text at the bottom of the Message view, then press the  button.

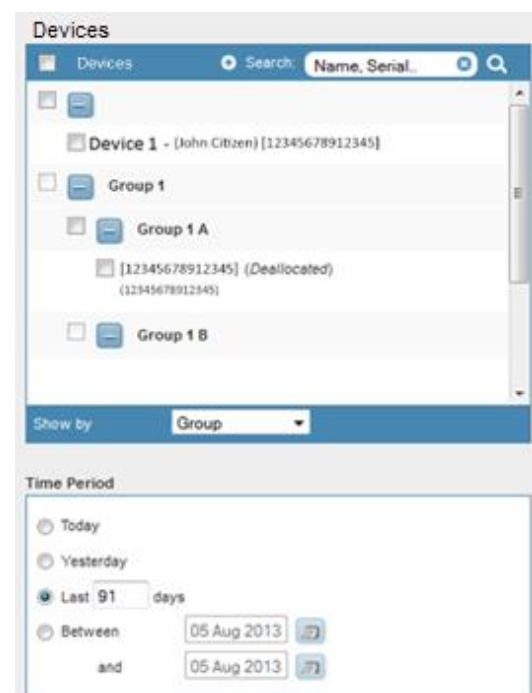
Filter View

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  at the bottom of the page.



External Messaging

If external messaging is allowed in the profile, device holders will be able to send a direct message to any nominated email and/or SMS recipient. If replies are also enabled, those recipients will be given the ability to reply back to the message they receive. They are sent a web URL in the message that takes them to a dedicated web page. Here they are presented with the message text and a web form to type a response and select 'Reply' (if permitted). A recipient can only type one reply per message. After sending a reply message the web reply form is no longer available. Messages sent from the Message Reply web page are only shown in the Messages tab under 'Private' if the user's registered mobile or email address was the recipient address.



Messages History

A user can search the message history by navigating to History > Messages. When you 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.

Devices: Search the messages of one or more devices from the Devices table list in the top-left corner of the Messages page.

Time Period: Define the time period for which you want to retrieve messages.

Mode: Choose whether you wish to retrieve messages delivered by Email, SMS or Console by having the appropriate option(s) ticked. Console mode includes messages sent between a device and logged in console user, plus messages sent to a device from an external sender.

Search Results: Results are returned in chronological order, with the most recent at the top of the list. Results include messages sent or received by the selected devices.

Result Column	Description of Field
Date/Time	The date and time the message was sent.
Sender	Who or what device sent the message.
Mode	Identifies how the message was delivered. Either "Email", "SMS", or "Console".
Content	The content of the message.
Recipient(s)	Who or what device the message was sent to.
Result	Either "Sent" or "Failed" to send.