

# Tracertrak Quick Start Guide

## SPOT Satellite GPS Messenger



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### Introduction & Scope

The SPOT GPS Satellite Messenger (SPOT) is a handheld satellite worker safety and tracking device, designed to be used in remote areas covered by the [Globalstar Simplex Network](#).

When used with Tracertrak, SPOT is an ideal tool for monitoring the safety of remote workers. Tracertrak has been specifically designed to maximise the functionality of SPOT in an OH&S monitoring environment, making it simple to manage groups of remote workers, and monitor for missed check-ins as well as User notified emergencies and “help” situations.

The purpose of this guide is to provide a new Tracertrak account 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.

### SPOT Device Functionality

SPOT has 6 buttons with the following functions:

#### Power On/Off

Switches SPOT on and off. If switched off whilst any message function is currently operating the function will be terminated. Press and hold the on/off button until the button blinks green.

#### OK Button

Press and hold the OK button until the button flashes green. This button will generate a single OK message to the Tracertrak system, including GPS location details.

For maximum reliability your SPOT will send the message to the SPOT Satellite network 3 times over a 20-minute period. The message may be received by the Tracertrak system between 1 and 30 minutes after the button is pressed. If the SPOT cannot get a GPS signal it will not send a check-in/OK message.

The OK message is used for the scheduled check-ins in Tracertrak and may also be used for ad-hoc check-in/OK messages.



### Custom Button

Press and hold the Custom button until the button flashes green. This button is used to send a single customer formatted message, including GPS location details, to specified recipients as configured in the Tracertrak system by the user.

The user may choose for the custom button to indicate “Supplies required” or “Support vehicle required” for example. For maximum reliability your SPOT will send the message to the SPOT Satellite network 3 times over a 20-minute period. Your message may be received by the Tracertrak system between 1 and 30 minutes after the button is pressed. If your SPOT cannot get a GPS signal it will not send a custom message.

### Track Button

Press and hold the Track button until the button flashes green. This button is used to send a track message, including your GPS location, every 10 minutes for 24 hours while moving, or until it is cancelled.

**Note:** UNLIMITED AND EXTREME TRACKING subscription plans allow for a SPOT3 to track at 2 ½, 5, 10, 30 or 60 minute intervals for as long as your SPOT is powered on or until the batteries run out – SPOT3 only, requires plan change and device firmware update.

If your SPOT cannot acquire GPS it will not send that particular waypoint, but will attempt to send the next scheduled waypoint. Your track progress can then be displayed on a map in the Tracertrak system.

### Help Button

The Help button is covered to prevent accidental or unintended use. Lift the cover and press and hold the Help button until the light blinks green. Your SPOT will send the message and current GPS location every 5 minutes for one hour for maximum reliability and redundancy.

The Help button may be used for non-emergency situations where non-urgent assistance is required. Recipients will be notified as configured in the Tracertrak system by the User. The User may choose for the Help button to indicate “Mechanical support required” or “Recovery Vehicle Required” for example. If your SPOT cannot get a GPS fix it will still attempt to send a message without a GPS location.

### SOS Button

The SOS button is covered to prevent accidental or unintended use. The SOS button may be used for emergency and critical situations where urgent assistance is required. Lift the cover and press and hold the SOS button until the light blinks green.

Your SPOT will send the message and current GPS location every 5 minutes until cancelled or the batteries run out. If your SPOT cannot get a GPS fix it will still attempt to send a message without a GPS location. Recipients as configured in your Tracertrak account will be notified by e-mail and/or SMS in line with the profile configuration that is allocated to your device.

As a minimum the account Administrator will be notified of an SOS Alarm by SMS and e-mail. 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 you. Also see the [GEOS](#) section of this document.

### Message Indicators

INDICATOR	BLINKING GREEN	BLINKING RED
GPS	Searching for GPS signal	GPS location fix failed, move to a new location
Message Sending	Message transmission schedule in progress	Last message was not sent
Check-in or Custom Message	Message sequence in progress	Message sequence has been cancelled
Help	SPOT in Help/SPOT Assist mode	Help/SPOT Assist has been cancelled
SOS	S.O.S. is engaged	S.O.S. has been cancelled
Tracking	SPOT in Track mode	Track sequence has been cancelled
Power	On	Low Battery

### SPOT GPS Satellite Messenger – General Notes

Your SPOT needs a clear view of the sky to obtain a GPS signal and provide the most accurate location. It is not reliable indoors, in a cave or in dense woods.

Orienting your SPOT so that the SPOT logo is facing up towards the sky will improve the performance as the antenna is located under the logo. Further and specific device instructions are available in the SPOT User’s Guide that you received with your SPOT.

### SPOT 1 – Legacy Device

Tracertrak also supports the first-generation SPOT Personal Tracker (SPOT 1). The button functions on this device function slightly differently. Specifically, the SPOT 1 has no Custom button and OK and Track share a single button. Please refer to the User’s Guide that you received with your SPOT 1.

### SPOT 2 – Legacy Device

Tracertrak also supports the second generation SPOT Satellite GPS Messenger (SPOT 2). There is a different button layout and some functions of this device may differ. Please refer to the User’s Guide that you received with your SPOT 2.

### OH&S Functionality in Tracertrak

There are specific elements in the Tracertrak system, that interact to provide the most effective OH&S and Remote Worker monitoring with your SPOT devices.

### Profiles

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 SOS, Help, Custom and OK messages are received and when OK/check-in messages are not received within a defined schedule.

In the profile you can define which events will generate e-mail or SMS alerts and to which console users. This includes customised messages for each of SOS, SOS Cancel, Help, Help Cancel, Custom and OK messages as well as missed check-in messages. In the profile you may also determine a check-in schedule. When one or more messages are not received as per the schedule a “missed check-in” alarm is activated.

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

To create or edit Profiles, go to the “Configure” tab and then select the “Profiles” sub tab.

Full online help for configuring Profiles is available [here](#).

## Alarms & Events

Tracertrak allows a set of business rules to be created 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 field Workers to whom the SPOT device is allocated.

All Alarms are able to be acknowledged by a user with suitable permission rights. Acknowledging an Alarm does not end the Alarm – it merely shows other system Users that the Alarm has been attended to by someone, and ends Alert reminders if they are set. Some Alarm types can be ended by a user with suitable permission rights.

Alarms that relate specifically to SPOT devices operate as follows:

### SOS Alarm

An SOS Alarm is the only Alarm type that is mandatory on every profile. Similarly, it is the only Alarm type that has a mandatory recipient – the Account Administrator.

An SOS Alarm can only be ended by a user in the console. If an SOS Cancel message is received this will show on the console and recipients will be notified in line with the profile but it will not end the SOS Alarm in Tracertrak.

### Help Alarm

A Help Alarm can only be ended by a user in the console. If a Help Cancel message is received this will show on the console and recipients will be notified in line with the profile but it will not end the Help Alarm in Tracertrak.

### Missed Check-in Alarm

A missed check-in Alarm is only ended when a new OK/check-in message is received from the SPOT device. It cannot be ended by a User in the Tracertrak console.

### Low Battery

A Low Battery Alarm is only ended when a new message is received from the SPOT device with a good battery reading. It cannot be ended by a User in the Tracertrak console.

### Alarms – General Notes

All active Alarms on any device will be ended if the profile is changed. The User is given a warning when changing the profile. To view and manage current Alarms go to the Alarms tab.

Full online help relating to Alarms is available [here](#).

Events that relate specifically to SPOT devices are as follows:

#### **OK Messages & Custom Messages**

OK and Custom 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 them.

#### **Motion Sensor**

Motion Sensor messages can be configured within each profile to send user customised email or SMS Alerts to one or more recipients when a SPOT3 device resumes tracking after being stationary for more than 5 minutes. These messages are considered events and not Alarms and as such there is no requirement to acknowledge them.

#### **Workers**

Workers are people to whom SPOT devices are allocated. These will be the remote workers whose safety is being monitored.

Workers can be configured in the Tracertrak account and then SPOT devices can be easily and quickly allocated to the Workers so that console Users can easily see who a condition or event relates to. The Workers configuration tool in Tracertrak allows organisations to enter key information including name, job title, contact number, department etc.

To create or edit Workers in your Tracertrak account first go to the “Configure” tab and then select the “Workers” sub tab.

Full online help for configuring Workers is available [here](#).

#### **Worker & Profile Allocation**

SPOT devices can have Profiles and Workers (optional) allocated quickly and simply in the Device Allocation screen. This means that a fleet of SPOT devices may be 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 foot 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](#).