

## inReach – Device User Guide



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## Device Layout – SE & Explorer



**Antenna:** Keep the satellite communicator antenna pointing up toward the sky and the face of the device pointing away from your body.

**Status Light:** The light flashes green when there is a new message waiting. It flashes red when there is something important for you to see, like low power or a sending message delay.

**Micro-USB Port:** Lift the micro-USB protective cover to access the micro-USB port beneath. Use this port for charging and for updates when notified.

**Power/Enter:** Press and hold for three seconds to power the inReach on. When on, press to select highlighted objects or hold to access keyboard shortcuts when sending messages.

**Directional Pad -** Press arrows to highlight a section on the screen or hold to access keyboard shortcuts when sending messages.

**Quit/Preset Messages Shortcut:** Press to back out of pages or operations. Press and hold to access the inReach Messages shortcut.

**SOS Button Lock:** Slide the SOS button lock to the left to unlock the SOS button in an emergency.

**SOS Button:** Press and hold the SOS button for three seconds to send a distress message to Tracertrak. If you inadvertently activate SOS or need to end an active SOS, press and hold the SOS button for five seconds while in SOS to send a Cancel SOS message to Tracertrak.

## Device Layout – SE+ & Explorer+



**Antenna:** Keep the satellite communicator antenna pointing up toward the sky and the face of the device pointing away from your body.

**Status Light:** The light flashes green when there is a new message waiting. It flashes red when there is something important for you to see, like low power or a sending message delay.

**Micro-USB Port:** Lift the micro-USB protective cover to access the micro-USB port beneath. Use this port for charging and for updates when notified.

**Power:** Press and hold for three seconds to power the inReach on and off.

**Keys:** Directional Pad - Press arrows to highlight a section on the screen. Use the tick button and cross button to select and exit menus.

**SOS Button:** Flip the SOS panel open to expose the SOS button in an emergency. Press and hold the SOS button for three seconds to send a distress message to Tracertrak. If you inadvertently activate SOS or need to end an active SOS, press and hold the SOS button for five seconds while in SOS to send a Cancel SOS message to Tracertrak.

## Getting Started: First Time Use

### First Time Power On

Press and hold the Power/Enter button for three seconds to power on the inReach. The first time you turn on the device it will prompt you to activate it by creating a service account (see figure 1). Tracertrak inReach devices are shipped pre-activated, so all you need to do is select the 'Activate' option and navigate through the remaining screens.

**Figure 1 inReach Activation Screen**



The inReach needs a clear view of the sky to get a good satellite signal and complete the setup process. Go outside and stand in an open area away from tall buildings and trees.

### Overview of Supported Features

inReach is a 2-way Satellite Communicator that can track, locate and communicate from nearly anywhere in the world 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 based personal tracking devices.

inReach and Tracertrak together deliver the world's most advanced, affordable remote worker communications solution. The purpose of this guide is to provide a Tracertrak inReach device 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.

When activated in Tracertrak the inReach supports a range of features which interact with the Tracertrak system.

#### Supported Features:

- Tracking
- Contacts
- Text Messages
- Send Preset Messages
- SOS Activation
- SOS Cancel

#### Unsupported Features:

The following features are included as features within the inReach device, but only function if the device is activated within the consumer inReach portal. These features are NOT supported within the Tracertrak enterprise solution and will be automatically removed from the device (where applicable).

- Post to social media (Facebook, Twitter)
- MapShare
- Earthmate App for Smartphones/Tablets
- Routing

#### Supported Features:

##### Tracking

The inReach 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. If you attempt to alter the tracking interval from the inReach menu, Tracertrak will send a command to your device to reset the tracking interval so that it is in line with the console setting.

**Important Note:** If your inReach is in track mode, powering down your device will end track mode. When you power your inReach back on tracking will be turned off by default unless you have enabled the 'Auto-track when powered' setting in the device.

##### Contacts

The inReach contains a list of Contacts which is stored on the device. The contact list is created by manually typing contact information into the inReach.

To view your list of contacts, select Contacts from the home screen. Your contacts will be listed in alphabetical order by first name. To select a contact, use the directional pad to scroll through and select a name. Press Enter to see a contact's details, like phone number and email address.

#### Create a New Contact

To create a new contact, select Contacts from the home screen, and then select Create New. A keyboard and cursor will appear, prompting you to enter in the new contact information. Use the keyboard to type in the contact details. The keyboard will switch to numbers and symbols automatically when you move your cursor into the SMS Number field. Mobile numbers need to be entered in international format, including the leading '+' (i.e. +614...). When you've finished entering the information, select OK and press Enter.

The inReach automatically attempts to verify the contact information you entered. If the information you input doesn't meet the requirements of a phone number or email address (i.e. there is no "@" in an email), the inReach will notify you that you have made an invalid entry. You can edit by selecting the information. The keyboard and cursor will appear again. New contacts are automatically added each time you send or receive a message from a person who is not already listed in your address book.

**Figure 2 Contacts**



### Edit a Contact

To edit an existing contact, select Contacts from the home screen, and then select the contact you would like to edit. When the contact's details appear on screen, select the field you would like to edit. The keyboard will appear, allowing you to type in edits. When you have finished updating the contact, select OK and press Enter.

### Delete a Contact

To delete an existing contact, select Contacts from the home screen, and then select the contact you would like to delete. When the contact's details appear, highlight the Delete button at the bottom and press Enter. The inReach will prompt you to confirm that you want to delete the contact. Select Delete and press Enter.

### Text Messages

The inReach can send and receive text messages to and from Tracertrak console users, and if allowed, other inReach users and external parties.

### Read Messages

To read messages received from the Tracertrak system, select Messages from the home screen and press OK. The number of unread messages is indicated at the top of the page. Your messages are listed chronologically starting with the latest sent or received message. Unread messages will have a green dot in front of them. Once you have read the message, the green dot will disappear. To read a message, select it using the directional pad and press OK. The text of the message will appear. Use the directional pad to scroll through the entire message.

### Send Messages

All devices may send messages to the inbox in the Tracertrak Messages tab by sending a message to <AccountName>@tracertrak.com.au. The configuration in the Tracertrak system controls whether messages are permitted to be sent between inReach devices and/or to external email or SMS contacts. If you do not have permission to send a message to an inReach, email or SMS contact you will receive an error message from Tracertrak. Tracertrak also controls whether external recipients can reply to messages.

An internal inReach messaging address is created when an inReach device is assigned to a person 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:  
<personnel\_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 an inReach allocated to John Citizen.

### Sending a message to another inReach device on your account

The user generated message is sent to another inReach device using the internal messaging address of the intended recipient. In this example, Jane Citizen is sending to John Citizen using John's internal messaging address.

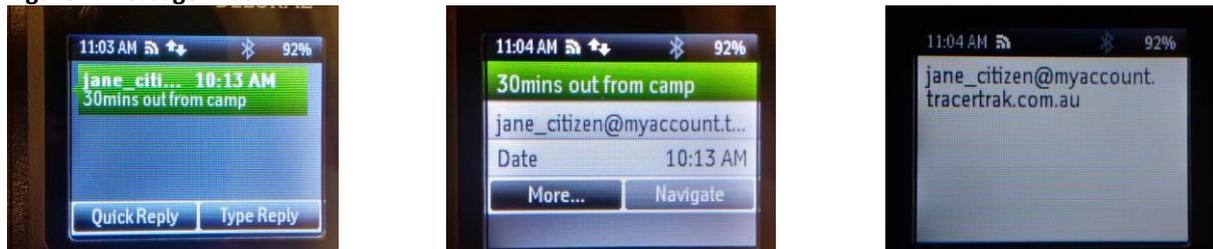
Figure 3 inReach Message



### Receiving a message from another inReach device on your account.

A message received from another inReach device will show the sender address in the internal messaging format. This example shows John Citizen receiving the message sent to him from Jane Citizen.

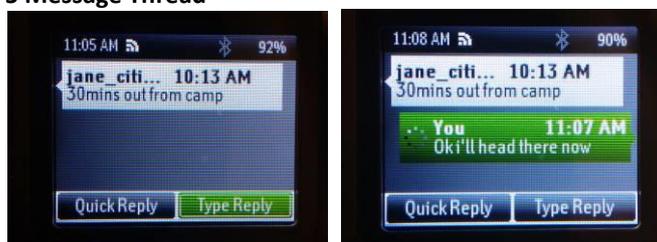
Figure 4 Message Inbox



### Replying to a message from another inReach device on your account

A reply to another inReach device is sent in the same way as any other message reply. The recipient address is picked up from the message that is being replied to. In the example shown here we see John Citizen using the "Type Reply" button to send a reply to Jane, letting her know that her message was received and that he too is heading back to camp.

Figure 5 Message Thread



### Sending a message to a contact

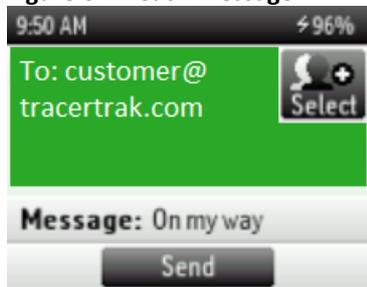
To send a message to a contact, select Messages from the home screen and press Enter. On the next screen, select New Message and press Enter.

You have two options for selecting your recipient(s):

1. Select the To: field and type out the recipient's full contact information (i.e. email address or SMS number) and press Enter. If the inReach contacts list contains existing contacts, the inReach will suggest matching names from the contacts as the name is typed.
2. Use Select to access your Contacts and press Enter. Choose the desired recipient(s) and press Enter.

To compose a message, select the Message field. The keyboard will automatically appear again. Write out your message or use Select to pick from Quick Text messages. When you're finished, press Enter. To send the message, select Send and press Enter.

Figure 6 inReach Message



### Send Preset Messages

Preset Messages are fixed messages that are used to trigger pre-defined events in the Tracertrak system.

There are 3 Preset Messages in an inReach device:

1. OK
2. HELP/HELP Cancel
3. CUSTOM

To send a preset message that is synched with your Tracertrak account, press and hold the X (Quit) key or the Lightning (Shortcut) key on + models. Select the message you wish to send, and press Enter. Alternatively, you can access the preset messages from the inReach home screen. The preset message will be automatically sent to Tracertrak and handled as per your profile configuration.

### Preset Message 1 (OK)

Preset Message 1 (OK) will send an OK/Check-in message to Tracertrak, as a scheduled Check-In. Your Check-In schedule is controlled by your Account Administrator in the Tracertrak system and will be sent as a message to your inReach when it is configured or changed. Alternatively, check with your Account Administrator for your schedule.

**Important Note:** If you do not send a Check-In message at the scheduled time, a "Missed Check-In" Alarm may be raised by the Tracertrak system.

### Preset Message 2 (HELP/HELP Cancel)

Preset Message 2 (HELP) will send a HELP message to Tracertrak. A HELP message is used to indicate you need non-critical assistance and will notify pre-determined recipients for HELP as configured from within the Tracertrak system.

Upon receiving a HELP message, Tracertrak will send a confirmation message to your device. You will also receive a message when a user in the Tracertrak system acknowledges or ends the HELP alarm.

Sending a second HELP message while your original HELP alarm is still active in the Tracertrak system will be treated as a HELP Cancel event and notify pre-determined recipients for HELP Cancel as configured from within the Tracertrak system.

### Preset Message 3 (CUSTOM)

CUSTOM Messages are user definable Preset Messages configured within Tracertrak. Sending a Preset CUSTOM Message will invoke a response in accordance with the configuration in your Tracertrak account.

### SOS Activation

When your inReach is used with Tracertrak, SOS situations are handled by the system. Tracertrak will send Alerts by email and/or SMS to Users that are pre-defined in the system by your Account Administrator. 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.

There are multiple ways to activate SOS:

- From the home screen, select SOS and press Enter.
- If the inReach is turned on, press the SOS button on the inReach device. Make sure you have unlocked the SOS button first.
- If the inReach is turned off, press and hold the SOS button for three seconds. The device will automatically turn on and send the SOS signal.

A screen will appear where you will confirm that you are in a real emergency. Select Emergency and press Enter. A screen of instructions will appear prompting you to compose a message for your emergency responders. Select Compose SOS and press Enter.

**Figure 7 SOS Screen**



A message screen will appear with a keyboard with a default text that reads, “I have an emergency, please send help.” This text will display in the Messages tab in the Tracertrak system and will also be sent to GEOS if your account is GEOS enabled. You can change the default text to describe the details of your emergency as shown in **Figure 7**, or leave it as is. Select Send and press Enter. Any responses received from the GEOS International Emergency Response Co-ordination Centre will also appear in the emergency thread.

A 20-second countdown screen will appear. If at any time during the countdown your situation has changed, press X (Quit) to cancel the SOS message. When SOS is active, the inReach will begin tracking and sending your location. You will not be able to stop the inReach from tracking.

Upon receiving a new SOS, Tracertrak will send a message back to your device confirming a system receipt of the message. You will also receive a message when a user in the Tracertrak system acknowledges or ends the SOS alarm.

### **SOS Cancel**

When the SOS situation has been resolved, either through appropriate emergency response or a change of conditions, an 'SOS Cancel' needs to be performed to return the inReach to normal operation. Failure to do so, may result in triggering a new SOS alarm on Tracertrak if the original alarm is 'Ended' while the inReach is still in "SOS IN PROGRESS" mode.

There are multiple ways to cancel an active SOS:

- From the home screen, select SOS and press Enter. Navigate across to the 'Cancel SOS' button and press Enter, select Yes and press Enter again.
- Press and hold the SOS button for five seconds. Select Yes at the Warning screen.

"SOS CANCELLING" will be displayed until the SOS Cancel message has been sent. The inReach must be outside with a clear view of the sky to ensure that the SOS Cancel message is delivered to Tracertrak.

If the inReach is unable to send the SOS Cancel message straight away, it may queue additional SOS Cancel messages depending on the amount of time that it is unable to connect to the satellite network. Once a network connection is acquired, any buffered messages will be delivered.