

## Crash Detection Assistance

The Tracertrak Team is always looking for ways to make Tracertrak a better exception management system to keep you and your team safer when working remotely. With the introduction of Flexible Check-ins in Q2 2019, Tracertrak is able to apply more sophisticated monitoring as it knows when a worker is in need of monitoring and when they are not.

For profiles that use Flexible Check-ins, the 2020-Q1 release can now be configured to use the following alarms:

### Flexible Stationary Alarms

Stationary Alarms were designed for tracking the movement of transport assets, alarming if those assets stayed in the same location for too long. The stationary alarm worked well for these asset tracking devices which would consistently send track points regardless of whether they were moving or not. However, for OH&S devices such as the Iridium 9575, inReach and Spot Gen3 which are only used periodically, the stationary alarm requires constant profile management otherwise false alarms occur. This complication made the stationary alarm impractical and misleading for OH&S devices.

To simplify the use of stationary alarms on Iridium 9575, inReach and Spot Gen3 devices, the stationary alarm now takes into consideration whether a Flexible Check-in schedule is active or not. When a Flexible Check-in schedule is active, the stationary alarm will trigger if the criteria for being stationary is met. When the Flexible Check-in schedule is inactive, the stationary alarm will not trigger. The stationary alarm remains unchanged for Fixed Check-in schedules, triggering whenever the criteria for being stationary is met.

The criteria for determining if a device is stationary has also been improved. The stationary alarm will trigger when all track points (a minimum of two is required) that have been received over the last specified time period are all within the specified distance from one another. The time period can now be configured in minutes, allowing for shorter monitoring windows to be configured.

Triggered by : The Stationary alarm will be triggered when 2 or more successive location reports are received that are all within the specified Distance from each other and have occurred over a longer time period than the Time Period specified. Only location reports with High Quality GPS data are used.

Distance:

Time Period: Last

### Missed Check-in Alarm using Track Points

As the stationary alarm requires a minimum of two consecutive track points to detect a device is stationary, the Iridium 9575, inReach and Spot Gen3 are all limited in their application of the Stationary Alarm as these devices cease sending track points at their specified tracking frequency when they are completely stationary. Without at least two consecutive track points to compare, Tracertrak will not trigger the stationary alarm. For this reason, the option to detect when a device ceases to send track points has been added.

Through the use of a Flexible Check-in schedule, it is now possible to configure the use of all location broadcasts as check-ins. This in turn allows the Missed Check-in Alarm to be used to alarm when a device ceases sending track points. For example, an inReach configured to track every 5 minutes can be configured to use a Flexible Check-in which has been set to use all location broadcasts as check-ins with a check-in frequency of 20minutes. The Missed Check-in alarm can then be turned on and configured to alarm if a missed check-in occurs. The Missed Check-in alarm will now trigger when the Flexible Check-in is active and Tracertrak doesn't receive a location broadcast from the inReach for 20 minutes or more. This equates to missing at least 4 consecutive track points from the device.

While the reason for the device ceasing to send track points is not determinable, it is reasonable to assume that one of the following has occurred:

- the device is completely stationary and has ceased tracking (relevant to Iridium 9575, inReach and Spot Gen3)
- the device has been turned off
- the device has powered off due to low batteries
- the device has been damaged and is no longer able to transmit
- the device is in a position and/or location which prevents the successful transmission of its location
- the satellite network and/or the Tracertrak network has a fault

### Crash Detection

Used together, the improved Stationary alarm and the Missed Check-in alarm, with Flexible Check-ins that utilise all location broadcasts as check-ins, offers the ability to detect when a worker's device has become stationary or is no longer transmitting its location. For a worker who is travelling from point A to point B, both scenarios, stopping and a device that is no longer tracking, are cause for concern and would warrant attempting to contact the worker to verify they are ok. As both of these alarms will only be active when the worker has enabled the Flexible Check-in by pressing the OK button, the user is able to control when the system monitors them, avoiding the issue of false alarms and the need to change profiles when not in use. When the user no longer needs to be monitored, they send a CUSTOM message which disables the Flexible Check-in and also the Stationary and Missed Check-in alarms.

If you have workers who frequently travel remotely and/or by themselves, it is recommended that you consider the use of Flexible Check-ins with these two alarms to help raise the alarm in the event of a car accident or alike.

### Flexible Check-in Status

Thank you to all those customers who have provided us feedback regarding Flexible Checkins. We are pleased to see so many of you converting to Flexible Check-ins and reaping the benefits of simpler profile management and improved check-in logistics. One request we have received from a number of customers is to make it easier to see which workers had active Flexible Check-in schedules. So we have added Schedule Status icons into the Device Configuration page of Tracertrak.

#### Check-in Status Icons

Device	Serial	Worker	Profile	Status
SafeWorker App South	88888800001441	-	Southern Profile Flexible	Flexible Schedule OFF
SafeWorker App East	88888800001433	Julie	Eastern Profile Flexible	Flexible Schedule ON
SafeWorker App North	88888800001425	Eddie	Northern Profile Fixed	Fixed Schedule

## Pivotel Numbers

The BETA release of Pivotel Numbers is going very well and we are in the process of making Pivotel Numbers available for all Tracertrak customers. Pivotel Numbers are a special mobile number for Tracertrak workers that can be used to deliver SMS messages directly to and from inReach devices. When sending a message from an inReach device to a mobile number, Tracertrak will deliver that message from the assigned worker's Pivotel Number. This makes it easier for the recipient of the message to know who it was that sent the message and allow the recipient to respond directly to that SMS message, just like a standard mobile SMS conversation. No longer do you have to have every message from remote workers displayed from the same Tracertrak Number, nor will conversations be limited to single replies authored through a response website.

To contact a worker who is working remotely, you simply send an SMS message directly from a mobile phone to that worker's Pivotel Number and Tracertrak will ensure that the message is delivered to the inReach device that the worker is assigned to. When the worker responds, their reply will be delivered into the same message thread, creating a standard SMS conversation. Pivotel Numbers makes messaging in Tracertrak as simple as SMS messaging between mobile phones.

Pivotel Numbers are applicable to inReach devices, the Tracertrak Safeworker App and other two way messaging devices such as Spot X when they are integrated with Tracertrak.

A notification will be displayed in the Tracertrak Console when Pivotel Numbers can be accessed.

## Looking Ahead: Workers + Users = People

It has long been recognised that the requirement for both Workers and Users in Tracertrak cause unnecessary administrative overheads in the creation and management of user/worker accounts. The Tracertrak team is working towards consolidating Workers and Users into a new classification called People. People will have roles, will be able to login to the Tracertrak console and can be assigned devices.

In the long term, this will make many things simpler in Tracertrak and open up some exciting opportunities to further simplify and enhance the Tracertrak experience. However, in the short term, there will be the small task of consolidating Worker and User accounts. To assist, we will be providing an integrated migration assistant which will identify if a worker is related to a user. Administrators will be able to use the migration tool to blend Worker and User details into a single Person, maintaining any device allocations the worker currently has.

We appreciate this may be a challenging change for some customers and thus we are looking to make every effort to offer a simple and intuitive migration experience.

If you have any concerns or questions about this migration, please contact [michael.roff@pivotel.com.au](mailto:michael.roff@pivotel.com.au)