TracerTrak Handset User Guide – Iridium 9575 Extreme

The Iridium Extreme is a rugged satellite handset designed to be used in remote areas anywhere on earth using the Iridium satellite network. It combines satellite telephony with GPS tracking and is capable of sending and receiving messages by SMS or directly to TracerTrak using Iridium's Short Burst Data Service (SBD).

When used with TracerTrak, the Iridium Extreme provides a "go anywhere" solution for personnel communication and safety. TracerTrak has been specifically designed to maximise the functionality of the Iridium Extreme in an OH&S monitoring environment, making it simple to manage the safety of groups of remote workers.

This guide is intended as a supplement to the Iridium Extreme User Manual to provide a new TracerTrak handset User with an understanding of how the various functions of the handset work with TracerTrak to provide an effective tool to maximise remote worker safety.

TracerTrak system Users should refer to the 'TracerTrak Console User Guide - Iridium Extreme'.

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Figure 1 – Iridium Extreme Handset Layout

Activate your Iridium Extreme for use with the TracerTrak System

Activating the phone to operate with TracerTrak is a simple process controlled by the TracerTrak system (refer to the 'TracerTrak Console User Guide - Iridium Extreme'). This process would generally be completed by your Account Administrator. Once active, all handset settings that are required to support inter-operability with TracerTrak are controlled by the TracerTrak system and downloaded to the handset remotely. All messages between the handset and TracerTrak use the SBD service.

Handset 'Portal Status'

The following are the possible states which the Iridium Extreme handset can be in with regard to TracerTrak (the 'Portal').

To check 'Portal Status' at any time enter *#578# in the handset, followed by the green key. This will display the handset's current Portal Status along with the contact number for Customer Care.

- Registered: The handset has successfully registered with the TracerTrak system.
- Unregistered: The handset has not yet been registered with TracerTrak and will not allow communication with the system.
- Unconfirmed or Error: Each time the phone is powered on it requests confirmation of its Portal Status from the TracerTrak system. If the handset does not receive this confirmation (i.e. the handset is indoors and cannot register on the network) it will retry up to 3 times at 15 minutes intervals. If the handset does not receive confirmation after all 3 retries it will enter the Portal Status of 'Unconfirmed or Error'. While in this status, the handset cannot communicate with the TracerTrak system.

To return to the 'Registered' status, restart your phone and ensure you are able to register the handset on the network. Once you receive a pop-up notification that reads "Registered with TracerTrak" you will be able to resume regular operation of the handset with the TracerTrak system.

Overview of Supported Features

When activated in TracerTrak the Iridium Extreme handset supports a range of additional features which interact with the TracerTrak system:

1. SOS/Emergency
2. Tracking
3. Check-in
4. Canned Messages (HELP, HELP CANCEL, CUSTOM)

SOS/Emergency

When your Iridium Extreme 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. The handset will also send an SMS to the 'Emergency Message Recipients', if configured.

Important Note: When used with TracerTrak, your Iridium Extreme will not automatically place a call on loudspeaker to the Emergency Call Recipient upon entering SOS Mode.

Tracking

Tracking in the Iridium Extreme handset is controlled in the TracerTrak system by your Account Administrator, who chooses the frequency at which the handset will report its location to TracerTrak. Your handset will report its location at the defined frequency as long as it is registered on the Iridium network. If you attempt to change the tracking frequency in the handset menu, the TracerTrak system will remotely reset the frequency.

Check-In

Sharing your location by "Check-in" will send an OK/Check-in message to TracerTrak, as a "SKED" (scheduled Check-In). Your Check-In schedule is controlled by your Account Administrator in the TracerTrak system.

Important Note: If you do not send a Check-In message at the scheduled time, a 'Missed Check-In' Alarm may be raised. Please check with your Account Administrator for your schedule.

To Check-In:
1. Press the 'Convenience Key' on the right hand side of the handset (shown in Figure 1).
2. This will bring up the 'Current Location' screen
3. Use the left soft key to select 'Share'.
4. Use the Navi-key to scroll down to "Check in" and use the left soft key to 'Select'.
5. You will be presented with the option to "Update location first?" - it is recommended to select 'Yes' with the left soft key.
6. The handset will now acquire your current GPS location and send the Check-In message to TracerTrak. It will display the message "Portal Check in message sent" once complete.

Messaging

You can use your Iridium Extreme handset to message to and from the TracerTrak system.

Within the Messages menu (Menu=> Messages) you can:
1. Compose a message to TracerTrak.
2. Read messages received from TracerTrak.

Composing your message to TracerTrak

In the 'Messages' menu, you are able to 'Create message' which allows you to input free form text using the alpha-numeric keypad. Using the 'Options' menu you can also insert symbols and/or your current location. When choosing to 'Insert location', the handset will attempt to acquire your current GPS location automatically. If GPS can be acquired successfully, your location coordinates will be added as text within the current message being composed.

Note: inserting your location as text in a Message will not result in your position being mapped in TracerTrak.

Selecting where to send your message

When you have finished composing a free form text message, you then have the option to select a recipient. You can:

- Elect to send to a 'New Recipient' and then enter a valid mobile number to send the message by SMS.
- Select the desired recipient from your stored Phonebook
- Select 'TracerTrak', which will send your message to the TracerTrak system where it can be viewed and replied to by Users logged into the TracerTrak system.

Messages received from TracerTrak will be displayed in the same way as an SMS message. A prompt will display that there is a new message in the handset, which is stored in the 'Inbox'.

Sending a Canned Message

Once successfully Activated with TracerTrak, your Iridium Extreme handset will have three Canned Messages stored. Sending a Canned Message follows a similar process as sending a free form text Message to TracerTrak, except for a few key differences.

- Instead of selecting 'Create message' from the Messages Menu, select 'Canned message'.
- You will be presented with the options of:
    1. HELP
    2. HELP CANCEL
    3. CUSTOM
- Select the appropriate Canned Message - you will not be able to edit the text component of the Message. From this point, send your Message to TracerTrak in the same fashion as a free form text Message.

HELP – 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 your Account Administrator. They may choose for the Help button to indicate "Mechanical support required" or "Recovery Vehicle Required" for example.

HELP CANCEL – Intended for notifying TracerTrak when you are no longer in need of assistance, following a HELP Message. Recipients will be notified as configured in the TracerTrak system by your Account Administrator.

CUSTOM – This button is used to send a single customer formatted message to specified recipients as configured in the TracerTrak system by your Account Administrator. They may choose for the CUSTOM Canned Message to indicate "Supplies required" or "Support vehicle required" for example.

Note: Each Canned Message (HELP, HELP CANCEL and CUSTOM) is an optional function in TracerTrak. Please consult with your Account Administrator as to whether they have enabled these features.