

Process to Sync your inReach device following a transfer from the Garmin inReach Portal to Tracertrak

After an inReach SE, inReach Explorer, Garmin inReach SE+ or Garmin inReach Explorer+ is migrated from a Garmin Explore service to a Tracertrak service, it is important to ensure the devices firmware is current and the devices settings are synchronised with the Tracertrak account settings for a consistent and intuitive user experience.

To update your devices firmware and settings please follow the steps below.

This process should only be completed after the device has been connected on your Tracertrak account.

- 1) Using a Windows PC, download the inReach Sync firmware updater from: www.tracertrak.co.nz/inreachsync and follow the prompts to install the program. If you already have the inReach Sync program installed on your PC you may skip this step.
- 2) Connect the inReach to the PC using the supplied Micro USB cable.
- 3) Ensure the inReach is turned on and shows at least 50% battery level.
- 4) Open the inReach Sync firmware updater program. If you are prompted to update the inReach Sync program, follow the steps to do so.
- 5) You will be prompted to enter a username/email and password. Enter "Tracertrak" in both fields (not case sensitive).
- 6) Run the firmware update process completely as guided by the inReach Sync firmware updater program.
- 7) Once the firmware update is complete - disconnect your inReach from the PC USB port.
- 8) Your inReach now has up to date firmware and is capable of receiving the correct settings configuration and updates from Tracertrak – it is NOT yet configured correctly for use with Tracertrak.
- 9) On your inReach device – from the menu select 'Settings' then scroll down and select 'Restore Factory Settings' then select 'Reset'. The device will now factory reset.
- 10) Your inReach now has the initial settings as if it were new, and you are now following the standard activation process for a new Tracertrak connected inReach.
- 11) Power your inReach device on – it will run the inReach activation wizard as if it were a new device.
- 12) Ensuring you are outside with a clear view of the sky - keep selecting 'Next' (ignore the prompts about activating the device online) until it runs through 'Acquiring GPS > Sending Activation > Waiting For Confirmation > Finished'. It is NOT yet configured correctly for use with Tracertrak.
- 13) With your inReach outside and in clear view of the sky – within a few minutes of completing the activation process it will receive a 'Configuration Update' message with a prompt to 'Restart Now'. If you have not received this update within 10 minutes use the 'Check' function from the main menu. This will fetch the configuration update if it has not yet been received at the device.
- 14) Select 'Restart Now' – after the device restarts it will show 'Sending Acknowledgement' until a device acknowledgement is sent. Your inReach now has the correct configuration to use with Tracertrak – including correctly formatted pre-set messages, access only to supported menu functions and tracking frequency aligned with the Tracertrak system settings.
- 15) To confirm your settings are correct, from the main menu select the 'Preset' icon. The preset messages in the icon should now show 'OK', 'Help' and 'Custom'.

