trackZEON
User Manual
www.trackzeon.com.au

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INTRODUCTION

Welcome to trackZEON; Zeon Digital's online GPS tracking application that lets you keep track of your team and your business!

Designed exclusively for customers of Zeon Digital, trackZEON lets you enjoy the experience of using a single device for both communications and tracking, the knowledge you are doing so using highly sophisticated digital architecture, and the security and privacy you need to keep your team and business safe.

Using an intuitive and convenient web site, trackZEON shows you where all of your radios are at a glance. Key advancements include:

- Clear, easy-to-read maps.
- Detailed information about the radio's status including:
    - o Time and date of the radio's last known GPS location.
    - o Time and date of the radio's last known Zeon Digital network status.
- The comfort of knowing that any radio with GPS coverage that triggers the emergency button can be detected and tracked by trackZEON.
- The ability to instantly replay a radio's movements from within the past month.
- Another level of communication using text messaging including an automated record of all messages sent and received.
- Quick and simple street searching.
- Map tagging to mark important and/or frequently visited locations to customise your maps.

It is about giving you the right information, for the right person, at the right time.

SYSTEM REQUIREMENTS

The following hardware and software requirements will ensure you enhance trackZEON performance:

Web Browser and Applications

- trackZEON may perform significantly better using Safari than other internet browsers. Safari 3.1.1 can be downloaded from http://www.apple.com/safari/download/.

  Please refer to the following instructions to establish a shortcut to operate trackZEON using Safari.

  Start this process at the location you wish to establish your shortcut link to trackZEON e.g. your desktop.

  1. Right click on the desktop.
  2. Select New -> Shortcut.
  3. In the dialogue box that appears, select BROWSE. Find the location where you have downloaded Safari to your computer and select. The default location is: C:\Program Files\Safari\Safari.exe.
  4. Click NEXT.
  5. Label the shortcut e.g. trackZEON.
  6. Click FINISH.
  7. Right click on the newly created shortcut and select PROPERTIES.
  8. In the dialogue box that appears, find the target field. By default it will read:
     "C:\Program Files\Safari\Safari.exe"
  9. Add the following text to the end, so that the target field reads:

     "C:\Program Files\Safari\Safari.exe" -url http://www.trackzeon.com.au

     N.B. Ensure a space is left before you add the additional text.
  10. Select OK to finish.

  Clicking this shortcut will automatically navigate to the trackZEON login page using Safari, without interfering with the internet browser you may use for other applications.

- Alternative internet browsers to run trackZEON include Internet Explorer or Firefox.
- MS Excel 2003 or later.

Internet Connectivity

A connection to the Internet is required to access the service, preferably a high-speed broadband connection. At a minimum, high-speed dial-up connectivity is required. Proxy servers must not strip off unknown http headers.

Computer Requirements

Pentium III processor-based personal computer or later with:
- 256 MB of available RAM.
- 200 MB of available hard-disk space.

USER ACKNOWLEDGEMENT

Zeon Digital provides the trackZEON service on an 'as is' basis. Zeon Digital does not warrant or guarantee:
- the accuracy of any location provided through the service;
- the accuracy or timeliness of any event reported through the service;
- the accuracy, completeness or currency of any map on the service;
- the timely or secure delivery of messages sent through the service;
- the performance, availability or security of the service; or
- the suitability of the service for any purpose.

Zeon Digital will not be liable for any loss, damage, claim, expense, cost (including legal costs) or liability arising in any way (including from negligence) from your use or non-use of the service or your reliance upon location, event or map information obtained through the service.

NOTES

Notes are used throughout the user manual to emphasise important information.

> Notes will be highlighted in yellow to indicate information that is of high importance.

LOG IN

A unique user name and password is given to all trackZEON customers to provide you with exclusive web based access to track the location of your Zeon Digital radios. Your unique user name and password will be provided to you by your Zeon Digital dealer.

> trackZEON will have improved performance in Internet Explorer or Firefox.
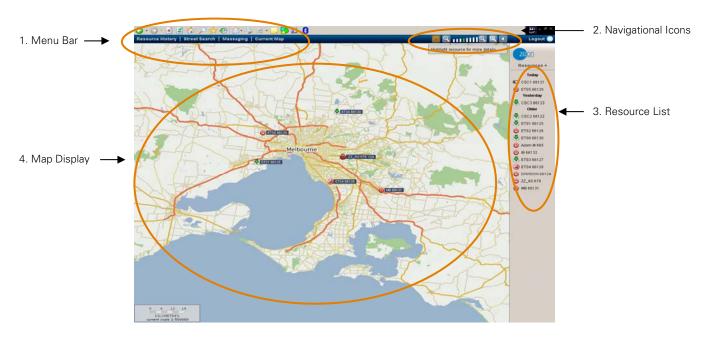> Be aware that the "Back" button in your browser will log users out of trackZEON.

- Access trackZEON at www.trackzeon.com.au
- Type in your user name and password.
- trackZEON will display your Zeon Digital radios on screen.
    - The map will automatically zoom to the appropriate level that encompasses all of your Zeon Digital radios with GPS lock.
    - Each radio will display its last known location including status, date and time stamps.

INTERFACE

trackZEON uses a concise interface that includes:

1. Menu Bar
2. Navigational Icons
3. Resource List
4. Map Display

1. Menu Bar →

2. Navigational Icons

3. Resource List

4. Map Display →

1. Menu Bar

The menu bar includes four headings, each providing different functionality to navigate the site. Each of these headings is explained in greater detail later in this user manual.

Resource History | Street Search | Messaging | Current Map

2. Navigational Icons

The navigational icons allow you to move the map as required. These are:

Navigate Map	Zoom Out	Zoom In	Rubber Zoom	Return to Previous Map
This function allows the user to "slide" the map in any direction.	Click for a wider view of the map.	Click for a closer view of the map.	The rubber zoom allows you to select a specific area you wish to zoom in to.	When you select this icon, the map will automatically re-centre and adjust its zoom level to the previous map view.
Click on this icon, then move your cursor on to any part of the map. Click and hold to move the map in the desired direction. The map will repaint each time you stop or start a new "slide".	Each time you click on Zoom In or Zoom Out, the zoom level (below) will move one space. The active zoom level is indicated by the green bar. You can also jump to your desired zoom level by clicking directly on any bar in the zoom level (below).		Select this icon and place the cursor over the map. Click and hold to draw a square around the area you wish to zoom in to. The map will automatically centre on this area and zoom to the lowest level available, depending on the size of the square you have drawn.	

1:5000000 to 1:5000
Zoom Out to Zoom In

3. Resource List

The resource list is a summary of the Zeon Digital radios you have assigned to your trackZEON account.

- Icons are assigned to each radio to indicate the status of the radio. See Status Icons over the page.
- Radios are listed alphanumerically.
- Radios are categorised according to the radio's most recent activity being either Today, Yesterday or Older, to identify active radios at a glance.

Clicking on any radio in the Resource List will produce an information box to provide more detailed information about the location and status of the selected radio.

4. Map Display

The map display refers to the graphical display of your radios on the map.

OPERATIONAL INFORMATION

Events and Status Icons

A Zeon Digital radio with GPS lock will send location information to the trackZEON system as the following 'events' occur:

- Time: every 10 minutes.
- Distance: every 1 kilometre.
- Emergency being initiated.
- Radio being switched off.
- Transmit Inhibit being enabled or disabled.

These events affect what is referred to as the 'status of the radio'.

- Each event is displayed on screen using identifiable icons to make it easy for you to know what 'status' the radio is in.
- Each event is listed with a time and date stamp for a precise indication of when that event occurred.
- Each event automatically updates trackZEON, refreshing the web page every 20 seconds, to ensure the latest information is shown.
- Each event is stored by trackZEON for up to one month allowing audit trails to be displayed on the map, replayed, and/or exported to Excel to provide a permanent record of your team's movements. (Audit trails are explained later in this user manual).

"Last Known", Location and Status

Because GPS coverage is not always available due to loss of satellite signal, the radio going undercover, or a number of other factors external to the radio itself, it is important that trackZEON users understand the information presented on the trackZEON web site is defined as being 'last known'. The time stamp should always be referred to for confirmation of when the radio's location was last updated.

Additionally, the time and date stamp of the last known *location* may not always be in sync with the time and date stamp of the last known *status*.
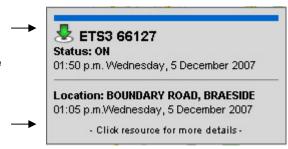
The *location* can only be updated when a radio is within sight of GPS satellites and is therefore capable to obtaining GPS lock to confirm its location.

The *status* can be updated even if the radio does not have GPS lock, as the Zeon Digital network is capable of detecting that a radio is 'on' and communicating within the network.

For example,
A courier driver delivers a package to a building. He is detained within the building for some time, waiting for his receipt. As he is still within coverage of the Zeon Digital network, his radio status remains as 'on' and the corresponding time and date continue to update accordingly.

When he entered the building however, he did lose sight of GPS satellites and therefore lost GPS lock on his radio. The location (address), time and date show the location, where and when the radio last had GPS lock to indicate the *last known* location.

Status Icons

Status Icons

Green Arrow: the default icon to display the location of a radio on the map. Indicates the radio is ON.

Emergency: Triangle with an exclamation mark, flashing alternately between red and yellow. This icon displays when the radio's emergency button is pressed, and persists until both the radio user and the trackZEON operator have cleared the emergency state.

Universal Off symbol: This icon is presented each time a radio is turned off.

TXI. This icon displays each time a radio has Transmit Inhibit Mode enabled.

Additional Status Icons (that indicate a radio status but is not triggered by an event as per the above)

Low Battery: This icon presents itself when the radio's battery level goes below 10%.

Message: Indicates that an unread message has been sent by this radio to trackZEON.

Out of Coverage: this icon is presented if a radio loses GPS lock for longer than 10 continuous minutes.

At all times the radio must have GPS lock to update its location on trackZEON.

RESURCE HISTORY

trackZEON provides you with the ability to create an instant action replay of a radio's movements.

Selecting Resource History in the menu bar will create a drop down menu containing the following parameters:
- Units (drop-down menu containing the list of available radios).
- Date (default is today's date).
- Time Span (hour and minute options to refine results; default is ALL which will produce all results within the date specified).
- "Go" will initiate the query based on the unit, date and time span parameters specified. A graphical audit trail will display on the map.
- "Export" will produce the query results in text format using Excel to assist with record keeping and reporting.
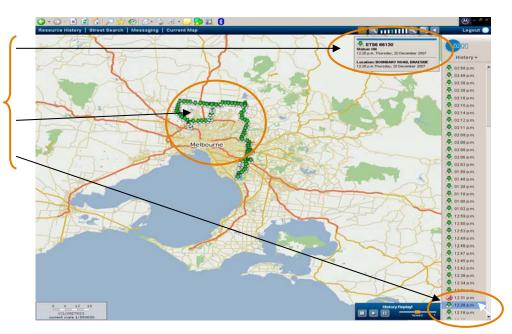

Graphical display of resource history
Clicking "Go" will display the query results graphically on the map as shown below.

The History column (on the right hand side) will display the times associated with each location shown within the audit trail. Placing your cursor over the time within the History column will highlight its associated location on the map.

Placing your cursor over the time within the History column will highlight its location on the map.

The information box will also show the date and radio's status.

History Replay
The History Replay toolbar in the bottom right hand corner enhances the graphical audit trail by allowing you to 'replay' the radio's movements on screen. You may choose to view a segment or the entire period of history as each event occurred.

- Play will start the history journey from the beginning, showing a snail-trail as the replay progresses.
- Stop will stop the replay and display the entire audit trail on the map.
- Pause will freeze the replay.
- Speed slider can control the speed of the replay. Sliding the yellow indicator left will decrease speed, sliding right will increase speed.

Text format of resource history in Microsoft Excel™
trackZEON gives you the flexibility to export query results into Excel™ for reporting and record keeping.

Clicking "Export" in the Resource History dialogue box will transpose the data into Microsoft Excel using the following fields:
- Time
- Event (radio status)
- Address
- Latitude and Longitudinal Data

Example
Exported data for ETS1 66125 on the 17/12/2007

Time	Event	Address	Longitude	Latitude
11:45 AM	OFF	BOUNDARY ROAD, BRAESIDE	145.107498	-37.995144
11:44 AM	LOCATION	BOUNDARY ROAD, DINGLEY VILLAGE	145.109543	-37.98592
11:43 AM	LOCATION	BOUNDARY ROAD, DINGLEY VILLAGE	145.111496	-37.974449
11:42 AM	LOCATION	BOUNDARY ROAD, DINGLEY VILLAGE	145.112137	-37.970562
11:40 AM	LOCATION	HEATHERTON ROAD, CLAYTON SOUTH	145.121826	-37.958675
11:38 AM	LOCATION	WESTALL ROAD, CLAYTON SOUTH	145.136719	-37.959946
11:37 AM	LOCATION	WESTALL ROAD, SPRINGVALE	145.138626	-37.950005
11:35 AM	LOCATION	CENTRE ROAD, SPRINGVALE	145.143509	-37.931618
11:33 AM	LOCATION	SPRINGVALE ROAD, MULGRAVE	145.156235	-37.931747
11:31 AM	LOCATION	SPRINGVALE ROAD, MULGRAVE	145.156555	-37.93013
11:30 AM	LOCATION	WELLINGTON ROAD, MULGRAVE	145.158768	-37.918556
11:28 AM	LOCATION	SPRINGVALE ROAD, GLEN WAVERLEY	145.161606	-37.902508

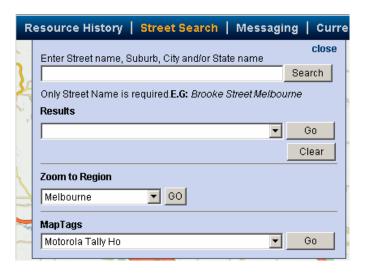Saving the file to your computer will ensure you retain a permanent record of the radio's audit trail.

STREET SEARCH

trackZEON has the ability to search for specific streets to make it easier to dispatch jobs and provide directions.
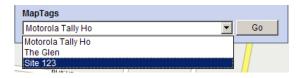
Selecting Street Search in the menu bar will create a drop down menu containing the following parameters:
- Street Name (required) and Suburb (optional). "Search" will initiate the query.
- Results will display "Searching…" as trackZEON processes your street/suburb request, before automatically changing to a drop down menu containing any successful results that match the query. Select the desired street from this list.
- "Go" will highlight the desired street on the map.
- "Clear" will clear all fields to easily enable the entry of new data.

> If trackZEON is unable to find the street or suburb name requested, you will be advised:
> "No Results Found".

- "Zoom to Region" provides a shortcut to change the mapping region you wish to view.

- "Map Tags" provides a shortcut to any specific locations you have 'tagged' on the map.

Inserting a Map Tag
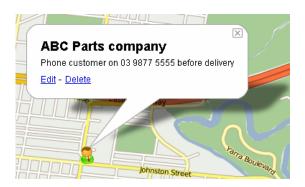1. Right click on the location where the map tag is to be placed.

2. Select "Tag Map Here". The map tag configuration box will open:

3. In the Title Field, enter the name of the map tag (e.g. customer name, address, etc)

4. In the Description field enter information relating to the tag that you want to display when the tag is highlighted later (e.g. "enter the warehouse from the rear" or "ph customer at 03 9877 5555 before delivery")

5. Click "OK".

- The map tag is now entered into the system and can be searched for using the Street Search function.
- When the mouse is placed over the map tag, the tag's description will display.

MESSAGING

trackZEON enables you to send text messages of up to 140 characters to radios subscribed to trackZEON. Radios are capable of responding to any text message received via the trackZEON web site.

> trackZEON messaging is limited to individual recipients only.
>
> Group messaging to Zeon Digital radio users is available through **mercuryNOTES**, an instant PC-to-radio text messaging software available from your Zeon Digital dealer.

Selecting Messaging in the menu bar will open a new page. The new page will display a messaging menu bar as well as a default view of the most recent messages that have been sent or received from each unit. These menu bar headings are:

- Send Message
- Message History
- Current Map (returns user to default mapping page)
- Logout

Messaging Menu Bar →

Default Messaging view displaying most recent messaging activity. →

Send Message

trackZEON provides you the ability to send messages to your radios. Selecting Send Message in the menu bar will create a drop down menu containing the following fields:

- Radio List: a drop down menu to select the radio you wish to message.
- Text box: 140 character limit.
- "SEND" will send the typed message to the radio selected.

Message History

trackZEON also retains a complete history of messages sent and received. Selecting Message History in the menu bar will create a drop down menu with the following parameters to define the historical messaging information you wish to retrieve:

- Select Resource.
- "From" date & "To" date.
- "Show History" will initiate the query.

trackZEON will list in reverse chronological order the selected radio's messages for the selected date and time range.

Return to Map from Messaging

To return to the mapping function from the Messaging Page, select Map in the menu bar. trackZEON will automatically revert to displaying the latest locations for each radio on the map.

CURRENT MAP

Resource History | Street Search | Messaging | Current Map

Selecting Current Map in the menu bar at any time will revert trackZEON to the mapping page with completely updated information on the location and status for each radio, including time and date stamps.

RESOURCES LIST

trackZEON provides a list of all radios in the right hand column. These are listed alphanumerically using the radio alias and ID and categorised according to the radio's most recent activity being either Today, Yesterday or Older.

This list not only helps you to determine the radios that are active at a glance, but also demonstrates their status by the icon listed next to the radio ID.

Clicking on the plus (+) sign next to the word Resources within the column header will expand the column to include the last known location information (street and suburb) for the resources.
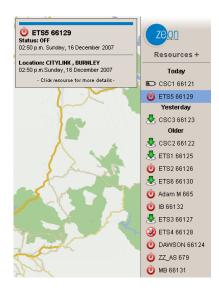

Clicking on the minus (-) sign will collapse the column to the default position and hide location details.

Placing your cursor over any radio within the resource list will provide additional details about the radio in an information box, including:

- Radio alias.
- Last Known Status.
- Time and Date of Last Known Status.

_____

- Last Known Location.
- Time and Date of Last Known Location.

Clicking on any radio within the resource list will provide additional interaction with the radio in an information box, including:

- Centre on Resource
- View Latest History
- Poll Resource
- Messaging

Centre on Resource
Centre on Resource will automatically adjust the map to centre on the radio. This feature is useful to quickly determine the last known location of a radio as well as to assist with driving directions.

View Latest History
View Latest History will create an audit trail of the radio's most recent activity. This feature is useful to quickly determine the radio's last activity, particularly if you are unsure of the date the radio was last active.

Poll Resource
A GPS poll is a manual "refresh" of the information
and status displayed for any given radio. Selecting Poll Resource will cause trackZEON to check the radio and to confirm its location and status in real time. When the poll has been sent, a message box will pop up alerting you that the poll has been sent.
- If the radio is within GPS coverage, the information displayed on screen for that radio will be updated.
- If the radio is not within GPS coverage and the poll is therefore unsuccessful, a pop-up box will alert you that there is "No poll response from unit. It is off or out of GPS range".

Messaging
Messaging within the information box provides the ability to send and receive simple messages directly to a radio, without the overhead of using the Messaging link in the menu bar.

Sending a message
To send a message, simply type your message in the white box provided, up to 140 characters. A counter in the top right hand corner will track how many characters you have used. At the 141st character, the message text box background will become red in colour to alert you that you have exceeded the 140 character limit.

"Send" will issue the text message to the selected radio.

If the message is not successful, if the radio is off or out of range, the message will go into the message queue and will only be forwarded to the radio once it is again within coverage of the Zeon Digital network.

Receiving Messages
trackZEON users will be advised of any incoming messages from a radio in two forms:
- A pop-up box in the lower right hand corner of the map will appear with the message: *"You have received a new message from <Radio ID>"*.
- An envelope icon will appear next to the sending radio in the resource list to indicate that a message from that radio is unread.
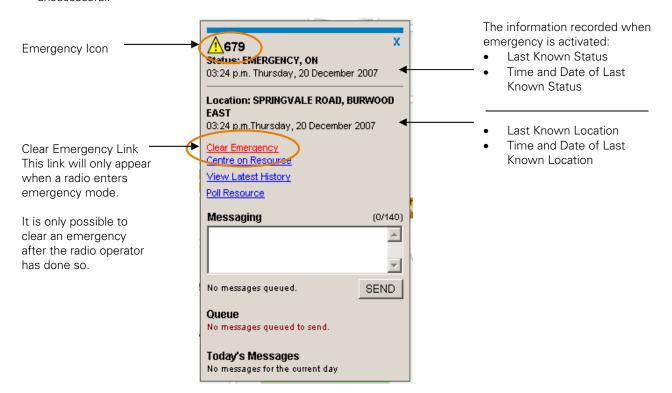
EMERGENCY

The single-push emergency button on each Zeon Digital radio is an important safety feature. Combining this feature with trackZEON presents an excellent tool to improve the safety of your staff and your ability to respond to critical situations.

Activating emergency mode on radios subscribed to trackZEON will prioritise all resources to focus on the critical radio. The map will automatically adjust to centre on the distressed radio's location, emphasised by a flashing red and yellow icon. This icon will not alter until it is firstly cleared by the radio operator and secondly by the trackZEON user. Any attempt to clear the emergency icon before the radio operator has done so, will be unsuccessful.

Emergency Icon →

The information recorded when emergency is activated:
- Last Known Status
- Time and Date of Last Known Status

Clear Emergency Link
This link will only appear when a radio enters emergency mode.

It is only possible to clear an emergency after the radio operator has done so.

- Last Known Location
- Time and Date of Last Known Location

⚠ 679
Status: EMERGENCY, ON
03:24 p.m. Thursday, 20 December 2007

Location: SPRINGVALE ROAD, BURWOOD EAST
03:24 p.m.Thursday, 20 December 2007

Clear Emergency
Centre on Resource
View Latest History
Poll Resource

Messaging   (0/140)

No messages queued.   SEND

Queue
No messages queued to send.

Today's Messages
No messages for the current day

LOG OUT

Selecting Log Out from the upper right hand corner of the menu bar will log users out of trackZEON. The system will automatically revert to the trackZEON log in page for the next user.

Motorola Australia Pty. Limited
10 Wesley Court Tally Ho Business Park
East Burwood VIC 3151
Tel +61 3 9847 7700   Fax +61 3 9847 7752

zeondigital@motorola.com   www.zeondigital.com.au