TP Connect for iOS

Using a simple iOS app, TracPlus users can control and configure their RockSTAR or RockFLEET, as well as, send text messages from their iOS device using their Rock7 device's Iridium satellite connection, from any location on Earth.

Contents

Overview

The TP Connect app is designed to be used with our RockFLEET and RockSTAR devices sold since Oct 2014. It uses a Bluetooth connection to talk with the device. Earlier versions of the device do not have Bluetooth and will therefore not work with this app.

Using the app, you can configure your device's settings and use messaging functions. This app allows you to send and receive short messages via email, text message or TracPlus software.

The app is listed in the Apple App Store as 'TP Connect.'

Using TP Connect

Ensure Bluetooth is turned on

First, you must ensure Bluetooth is enabled on your iPhone or iPad. Go into the 'Settings' area, and check that Bluetooth is 'ON.'

The RockFLEET will always have Bluetooth on provided it is attached to external power. For the RockSTAR, go into the menu, got to Bluetooth, and ensure it is turned to 'ON.'

**Connecting to your device initially**
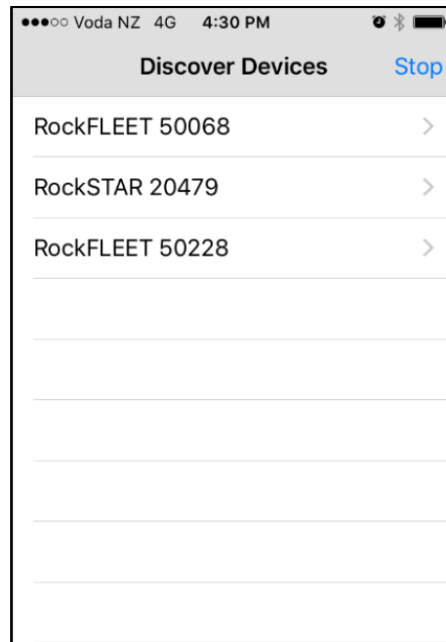
Available Devices

When you first download and open the app, it will ask you to choose a device to connect to. Please tap the 'Start' button on the 'Discover Devices' screen. Devices within range will be listed with their serial numbers, so if you are able to see several units you can ensure you are connecting to the correct one.

Once you have connected for the first time, the app will remember which device you connected to last, and will automatically connect to it next time.

The Pin Number

Once you have chosen your device to connect to, the app will request that you enter a pin to unlock it. This is 1234 by default. Please enter the pin and tap 'Unlock.'

My Device
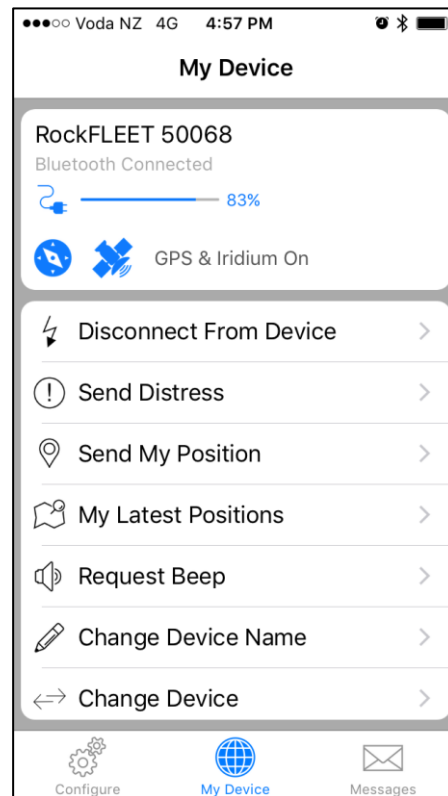
My Device

At the top of the app you will see your device name, the connection status, and the battery charge bar of your device. The battery charge bar will change colour as it charges or drains. It also has icons to represent the activity of your device, whether the GPS and Iridium modems are active and the power state, external power or battery.

Underneath you will see a series of options and functions.

Disconnect from device/Connect to device

This button allows you to disconnect from or reconnect to your device. This is helpful for allowing others to use your device as only one user of TP Connect can be connected to the device at any one time.

Send Distress

This allows you to quickly send an emergency message to TracPlus which will alert within the TracPlus software, alert your SMS emergency contacts immediately and also alert the TracPlus 24/7 emergency call center staff.

Send My Position

Marks your current GPS position and sends it over Iridium to be displayed within the TracPlus software.
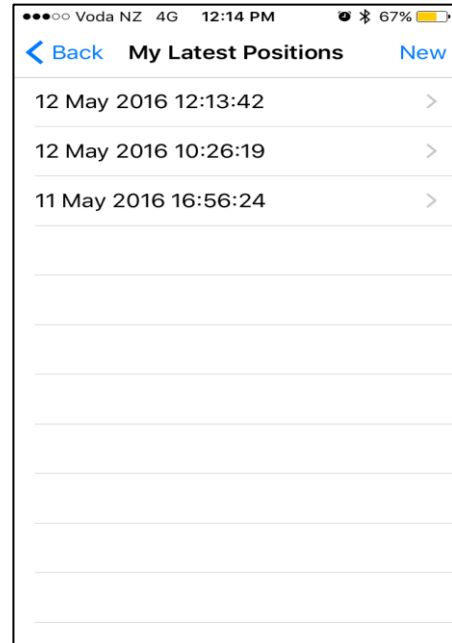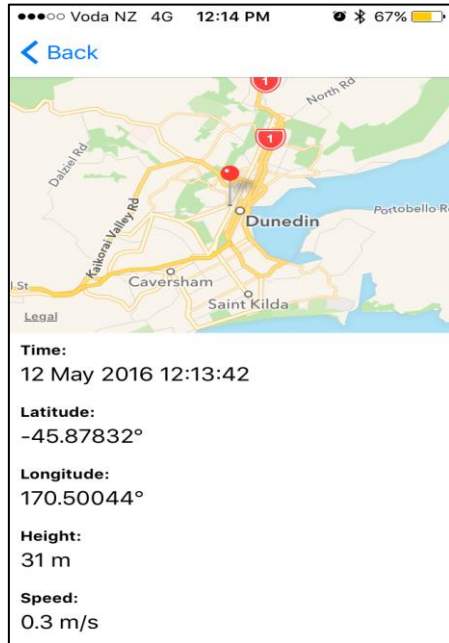
Position Reports

My Latest Positions. A small map with markers and text log of your most recently logged and transmitted positions. Please note that this log contains only positions sent while the TP Connect app was connected to your device. Click the individual positions to view it on the map and the position information.

Request Beep. Forces your device to beep. This helps users with multiple devices identify exactly which device they are connected to.

Change Device Name. This allows you to personalise the name of your device as it appears within the TP Connect app. The name is personal to your iOS device and is not displayed anywhere else in TracPlus. This is to make it easier for users with multiple devices to identify which one they are connected to or which is assigned to which asset.

Change Device. Allows you to disconnect from your current device and search for other devices to connect to.

Enable Messaging

When you connect to your device for the first time, it may not be setup to allow messaging. You need to activate this feature by selecting the 'Messages' function. This will automatically contact our servers over the internet to provision your Rock7 device for messaging. Please note this must be done while within cellular/wifi coverage.

During this process the app will disconnect from the device and restart the connection.You may also wish to restart the TP Connect app to help finish the process.

Once you have provisioned your device for messaging you can now access the text messaging functions.

Messages

Tap the 'messages' icon to enter the messaging area of the app. From the messages screen you can see your message history, send new messages to your email or mobile contacts or send messages directly to the TracPlus servers to be displayed within all of the TracPlus software.
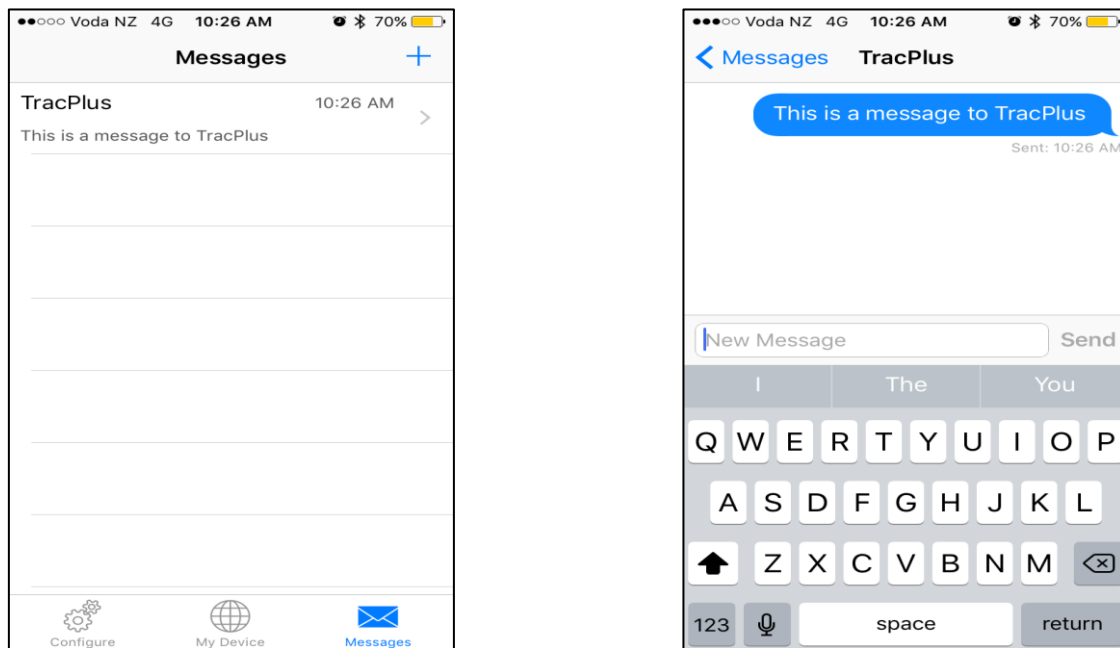
Messages

Tap the '+' symbol to access your iPhone contacts list and choose a contact. Search for your desired email or phone contact and once chosen, type your message and press 'Send.' This will send your message to your device which will in turn try to send it over the Iridium satellites and to it's final destination. Ensure your unit has a good view of the sky to make this as seamless as possible.

All outbound messages will be sent to the TracPlus software and your chosen contact. Currently, due to SMS and email limitations on privacy and security, you can only receive inbound messages from the TracPlus software.

All messages to and from a RockFLEET or RockSTAR will be displayed within the TP Connect app.

Satellite Airtime Usage

The TP Connect app uses Iridium SBD to transmit and receive text messages using your satellite device. As such, there are costs associated with these transmissions. For longer text messages you will be charged for a minimum message of up to 30 bytes size and any extra bytes used over this are charged at an equivalent per byte rate.

Configure Device

If you are confident of changing your settings, this option will allow you to configure all of the options – such as tracking frequency, alert settings and more. Any changes you make in this screen will take effect straight away.

We recommend you do not change these settings unless you are confident you know what you are doing or have contacted TracPlus Support for assistance.
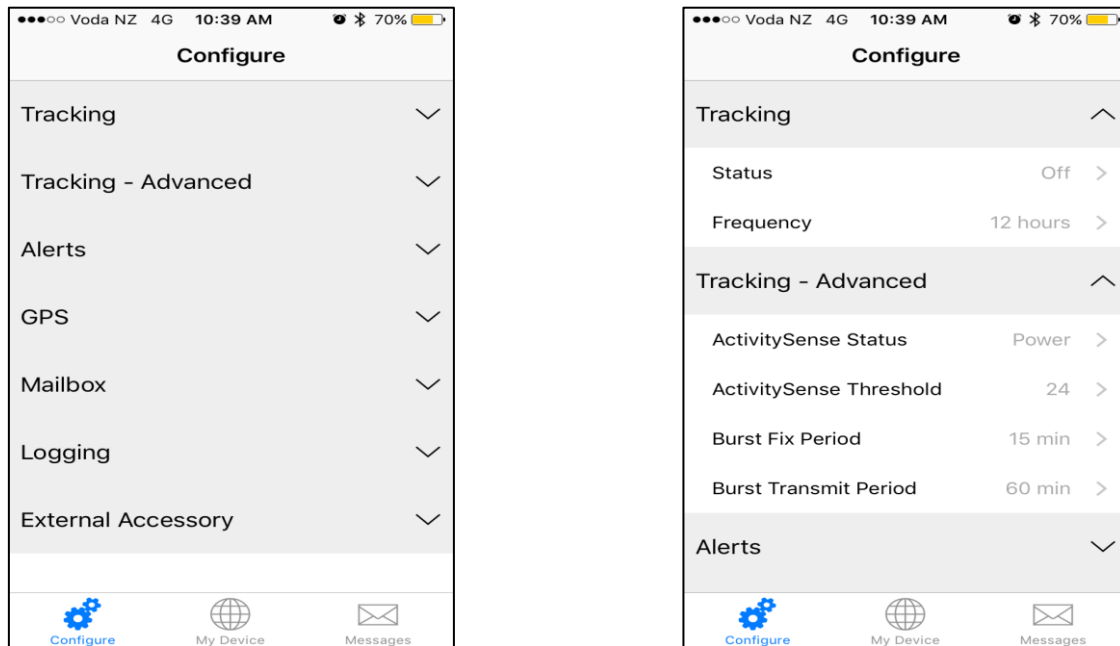
Configuration

Tracking.

Status on/off. Choosing this option allows you to turn the automatic position reporting on or off. When turned on, the device will automatically obtain a GPS fix and transmit it at a set frequency.

Frequency. Using this menu option, you can view and set the frequency of the automatic position reporting. Options range from 'Continuous' which will obtain and send reports as quickly as possible, to once every 12 hours, allowing for two automatic reports per day. There is also a 'burst' mode in the advanced tracking section.

Tracking – Advanced.

Burst mode and the activity sense allows the device to collect many GPS reports, in order to get more accurate tracking information, but to send them as a batch in order to keep airtime costs down. For example the device can collect a GPS fix every 30 seconds and transmit those position every 2 minutes. You can use Burst mode as your standard tracking frequency or you can use it in combination with activity sense.

ActivitySense Status. Allows you to turn activity sense on and choose an activity sense profile: Power, Bump, GPS or Bump + GPS. Turning activity sense on will set the tracker to switch from normal 'tracking frequency' to burst tracking settings when moving, vibration or power detected.

Activity sense can be useful if you want to automatically switch your tracking rates with power, speed or movement as the trigger. This is particularly useful for tracking vehicles or aircraft.

Activity Sense Threshold. There are sensitivity levels within the activity sense menu which are useful to tweak when the device thinks it is 'moving' – this will depend on your exact situation, but we have found that setting this option to '24' is a good start, and works for most situations.

Burst Fix Period. This is the rate that your device will take GPS positions and store them to be sent in a batch on the transmit cycle.

Burst Transmit Period. This is the rate that your device transmits the batch of stored GPS fixes. This will display within TracPlus as a usual position report and will have breadcrumbs attached to it, which are your batch of burst GPS fixes.
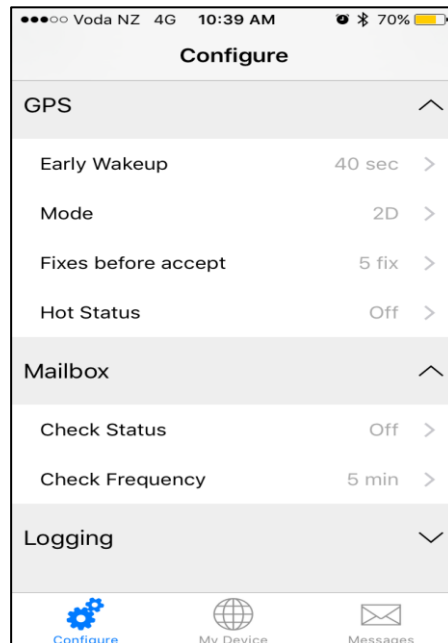
Alerts
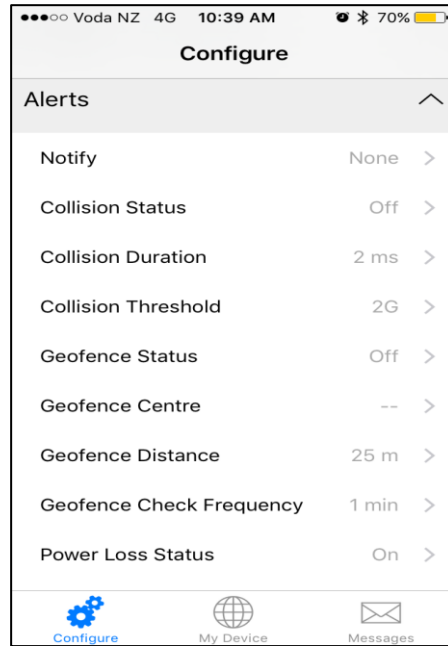
Configuration Information

The device can be set to sent automatic alerts for a variety of situations. We recommend you consult the manual for your device for a full explanation of exactly how each alert can be triggered or configured. All manuals can be found at https://www.tracplus.com/support/downloads/
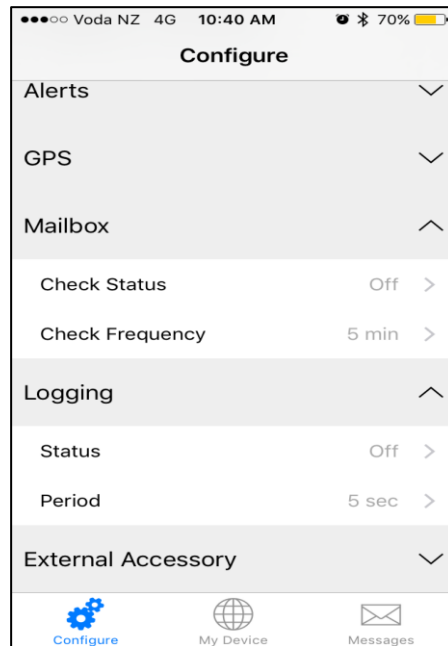
GPS

Additional Configuration Information

Set your GPS quality, early wakeup, hot status and usage settings here. Please consult your manual for best practices but TracPlus recommends an Early Wakeup of 40 seconds, Mode = 3D and 10+ fixes before accepting a valid position.

Mailbox

This setting can be used to force your device to check Iridium for text messages awaiting delivery to your device. It is off by default**.**

Be aware, mailbox checks use Iridium data just like position reports. A normal tracking report from your device will also automatically check your mailbox for free, so you DO NOT need both tracking and mailbox checking set to on.

Logging

Your device can create a log file of GPS positions independent of your tracking settings. These files are stored locally on your device and can be exported in GPX format. Use your USB cable connected to a PC to access these GPX log files.

External Accessory

For future use.

For Best Results

All satellite devices need to be able to see the sky to work properly. The better view of the sky they have, the quicker they will be able to transmit and receive messages, and the better your experience will be. The battery will also last the longest this way.

Units will work with a partial view of the sky such as on window sills, glareshields and vehicle dashboards. However this can lead to slower transmission times or messages getting queued. In our experience the Rock7 devices perform better than any other product we have tested in limited visibility conditions.

Troubleshooting and Support

Troubleshooting

If something isn't working correctly, power down the device, wait until the green light has stopped flashing and then switch it on again.

Ensure the unit is fully charged.

If none of the above work, then please get in touch with the TracPlus support team, using the details below.

Support Details

For assistance, please contact the TracPlus support team by emailing support@tracplus.com or call +64 (3) 477 8656. Please be ready to provide the following information:

- Name and contact number
- Serial number of the device (see serial number label)
- Symptoms of the issue
- History of action taken to attempt to rectify the issue

Please remember that the more information you can give us, the better we'll be able to help you. A simple 'it doesn't work' isn't enough – please be as descriptive as you can, and we can then get you up and running again as quickly as possible.