

# inReach Support Center

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## Enabling Team Tracking for inReach Enterprise

David Jones - 2016-03-30 - 0 Comments - in How-To

Team tracking is a new feature for the Earthmate app on Apple iOS and Android. It allows an app user to see other inReach users from the Earthmate app. This will allow you to keep track of your teammates while also being in the field yourself.

This feature is currently only available for inReach Enterprise users.

Please note that you must read this document from beginning to end in order to understand how the feature works and to understand the data costs that are involved as well.

# How to Use Team Tracking for inReach

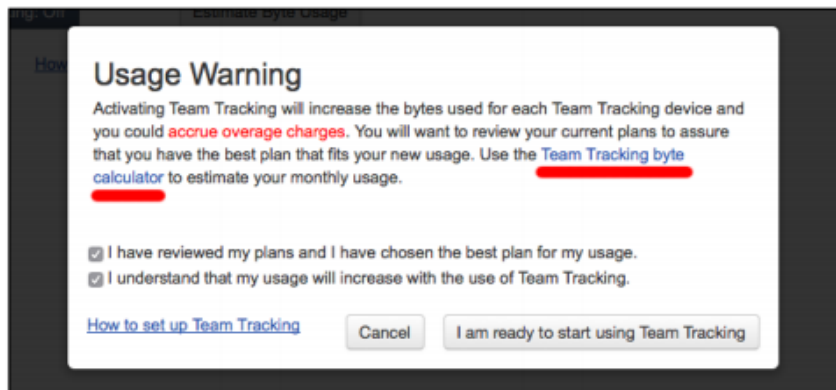
## Activation

Log into your enterprise.delorme.com account to activate Team Tracking. Only enterprise account administrators are allowed to turn on this feature.

1. Go to the 'Settings' tab, and then the 'Team Tracking' sub-tab.
2. Team Tracking will be turned off by default. To turn on Team Tracking, click the button that says 'Team Tracking: Off'.



3. A window will pop-up to confirm your selection. Please read the warning carefully, and make sure you fully understand the byte usage associated with Team Tracking. Here, there is a link to the Team Tracking Byte Calculator. This tool will give you an estimate on total byte usage per month, per user, with Team Tracking. This will help you select the most appropriate data plan level to avoid costly overages. To use this tool, select 'Estimate Byte Usage'



4. The byte calculator will allow you to enter in several pieces of information, including number of users, hours spent tracking, preferred tracking intervals, and the average length and frequency of text messages sent per day. The 'Tracking Only Devices' are those that only contribute to Team Tracking. 'Team Tracking Devices' are those that contribute and receive Team Tracking messages.

The screenshot shows a web-based calculator titled "Team Tracking Byte Calculator". It includes input fields for "Team Size" (6 member(s)), "Hours of Tracking Per Day" (6 hour(s)), and "Days per Month Tracking" (6 day(s)). Below these are two columns of settings: "Tracking Only Devices" and "Team Tracking Devices". The "Tracking Only Devices" column has a "Tracking Interval" of 2 minutes, "Text Messages per Day" of 0, and "Preset/Quick Text Messages per Day" of 0. The "Team Tracking Devices" column has a "Tracking Interval" of 30 seconds, "Text Messages per Day" of 10, and "Preset/Quick Text Messages per Day" of 20. At the bottom, it displays "Estimated Total Bytes per Device Per Month" as 11700 Bytes for Tracking Only and 288300 Bytes for Team Tracking. An "OK" button is located at the bottom right.

Settings	Tracking Only Devices	Team Tracking Devices
Tracking Interval (Packet Size 13 bytes)	2 minutes	30 seconds
Text Messages per Day (with average message of 63 chars)	0 messages(s)	10 messages(s)
Preset/Quick Text Messages per Day (with average packet size of 15 bytes)	0 messages(s)	20 messages(s)
<b>Estimated Total Bytes per Device Per Month</b>	<b>11700 Bytes</b>	<b>288300 Bytes</b>

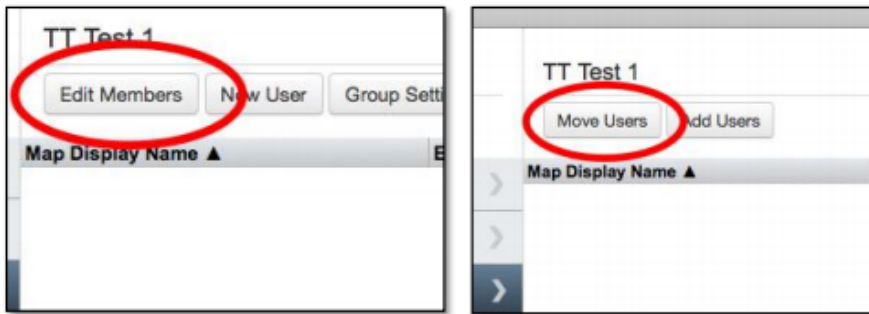
**NOTE: The calculator provides the estimated Total Bytes Per Device, Per Month. This is the amount that ONE user will use in one month.**

5. After selecting both check boxes to confirm that you have the most appropriate plan, select 'I am ready to start using Team Tracking' to enable the feature. The 'Team Tracking Off' button should now be Green and read: 'Team Tracking: On'

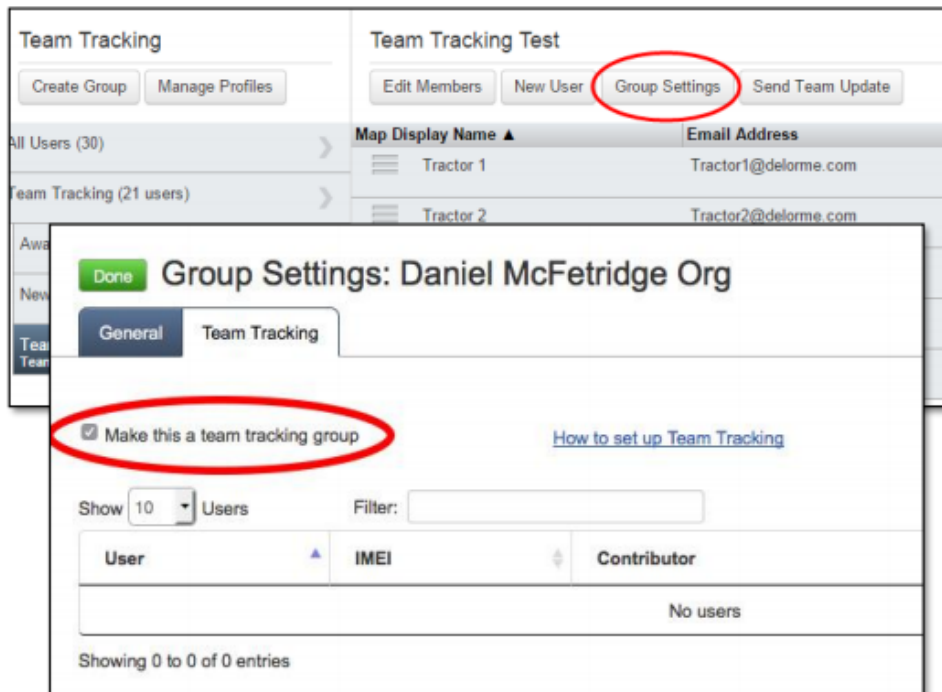
The screenshot shows a "Usage Warning" dialog box. It contains the following text: "Activating Team Tracking will increase the bytes used for each Team Tracking device and you could accrue overage charges. You will want to review your current plans to assure that you have the best plan that fits your new usage. Use the Team Tracking byte calculator to estimate your monthly usage." Below the text are two checked checkboxes: "I have reviewed my plans and I have chosen the best plan for my usage." and "I understand that my usage will increase with the use of Team Tracking." At the bottom, there is a link "How to set up Team Tracking", a "Cancel" button, and a button "I am ready to start using Team Tracking" which is circled in red.

## Group Setup

1. Create a new group by selecting the 'Groups & Users' tab, and clicking on the 'Create Group' button.
2. Add members to the group that will be part of Team Tracking by selecting 'Edit Members' and then 'Add Users'. When you are done, select 'Done' in the upper-right corner.



3. To make this group a Team Tracking group, go to 'Group Settings' and select the 'Team Tracking' tab. Select the box reading 'Make this a team tracking group'.



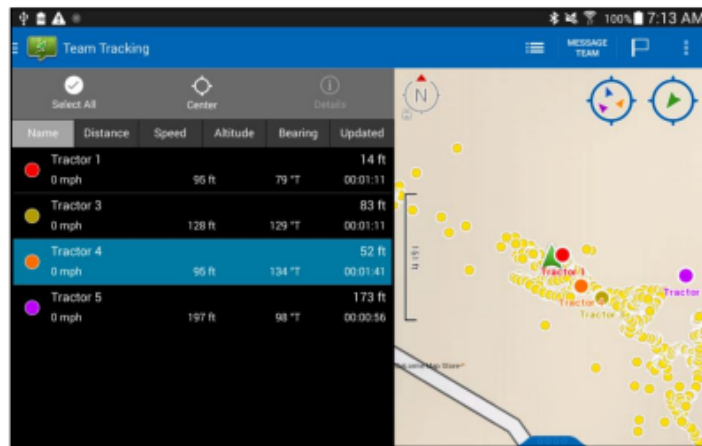
- You are now able to set roles within the group. Select which group members will be contributing to the Team Tracking and which will be receiving. Users can contribute and receive, just contribute, or just receive.
- When the inReach devices start tracking, all users will receive the Team Status message which contains the makeup of the team. This will enable all group members that are set to receive Team Tracking messages to view their team's location on a map and navigate to them, send them messages, or monitor their progress.



**NOTE: inReach 1.5 can contribute to the Team Tracking message, but cannot receive the message.**

**NOTE: inReach needs to be in tracking mode in order to receive any Team Tracking messages.**

## Download and Connect Earthmate

- Go to the Apple Store or Google Play store and download the latest version of Earthmate. Every inReach comes with a free subscription to Earthmate.
- Pair the inReach to the smartphone or tablet through Bluetooth. Instructions for pairing an Android can be found [here](#). Pairing instructions for iOS can be found [here](#).
- If the user is in a Team Tracking group, a Team Tracking option will automatically appear in their Earthmate menu.
- Here is an example of what Team Tracking looks like in Earthmate on an Android device:



- The  icon will automatically pan and zoom the map to include all users.
- The  icon will automatically pan and zoom the map to the individual users' location.
- Selecting, or multi-selecting, users and pressing the Center button will automatically center the map on the selected users.

8. The Details button will give the location, speed, and direction of travel for the selected user.
9. The Updated column shows how long it has been since an update has been received from that selected user.
10. To send a message to the entire team, select the Message Team button.

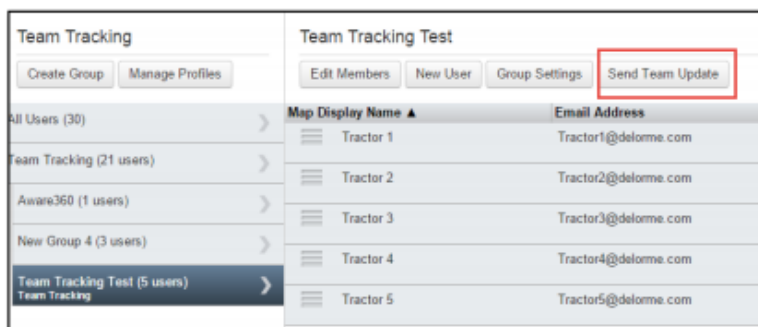
**NOTE: Always verify that users have the latest version of Earthmate and the latest firmware downloaded.**

**NOTE: It is important that mobile devices have the correct time and is in the same time zone as the users. Incorrect times can cause inaccurate figures in the Updated column.**

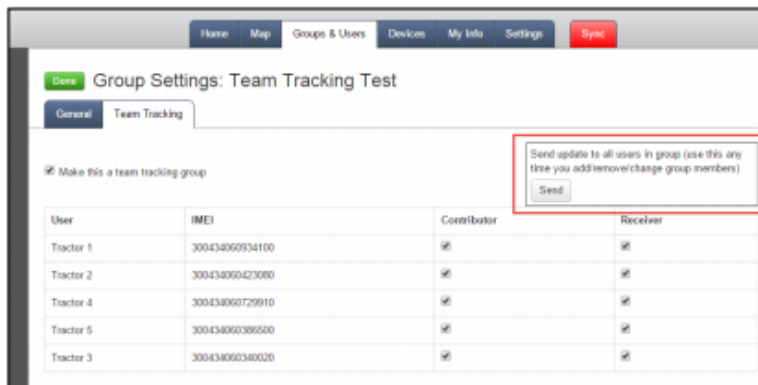
### Changing Group Membership

After any changes or updates are made to a Team Tracking group, such as adding or removing members or changing names, a Team Update message must be sent. This can be done in two ways:

1. Select the Send Team Update button from the Groups page.



2. Or select Send Team Update from the Group Settings page.



## Troubleshooting

### **Why am I seeing myself in the team tracking list?**

The inReach needs to know who you are, which would be set automatically during activation. To fix the issue, reset to factory settings and reactivate.

### **My Updated Time is always wrong. I am getting negative numbers for time differences.**

Make sure the clock on your tablet or smartphone is accurate and in the correct time zone.

### **The users in my list are incorrect.**

Send a team message update to ensure all recent changes are applied to the group.

### **My team is not updating.**

- Check group settings to see if users are selected to receive the Team Tracking message.
- Check Bebop to see if the group members are receiving the Team Tracking message.
- Make sure all inReach devices have a clear view of the sky and can connect with the satellites.
- Make sure tracking is turned on for all inReach devices.
- Do any users have a rest interval that is longer than their moving interval? This can prevent messages from being sent.
- Check the Bluetooth connection
- Restart the inReach and re-pair with the mobile device.

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### Attachments

- [Team\\_Tracking\\_Help.pdf \[786.77 KB\]](#)

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### Related Pages

- [Managing Profiles for inReach Enterprise](#)
- [Sync Earthmate for Android with Explore portal](#)
- [Sync Earthmate for Apple iOS with Explore portal](#)
- [Pairing inReach \(Original\) to Android](#)
- [Pairing inReach \(Original\) to iPhone, iPad, iPod](#)
- [Pairing inReach SE & inReach Explorer with iPhone, iPad or iPod](#)