Track Commander
User Manual

by

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I. Overview

The 'Track Commander' Android application is typically used in conjunction with the 'Incident Commander Pro' software program to track the field locations of SAR personnel. Track Commander is used to track personnel field movements via GPS and sends these location coordinates back to 'Incident Commander Pro', which plots them on a map. In this way 'Incident Commander Pro' can keep real-time track of personnel locations during search and rescue missions.

II. Installation

To install Track Commander' onto your Android device you can either:
1. Save the *TrackCommander.apk* file to your Android device.
   Locate the file using a file manager and then tap to install, or
2. Open the link to *TrackCommander.apk*, download the file, and then tap to install.
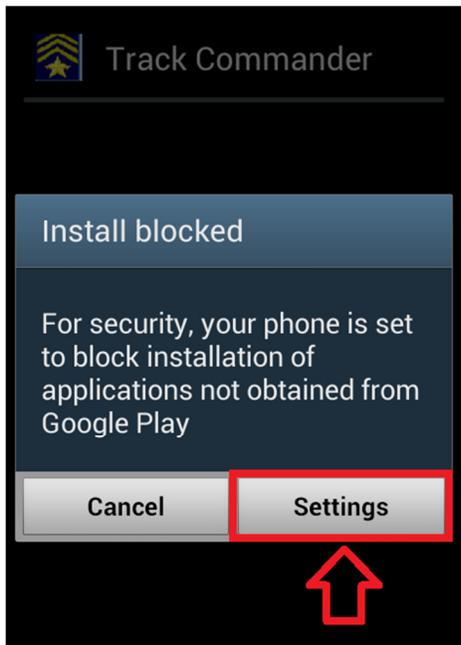
During installation a pop up may inform you that your phone is set to block installation of applications not obtained from Google Play. Press 'Settings' to change the permission.
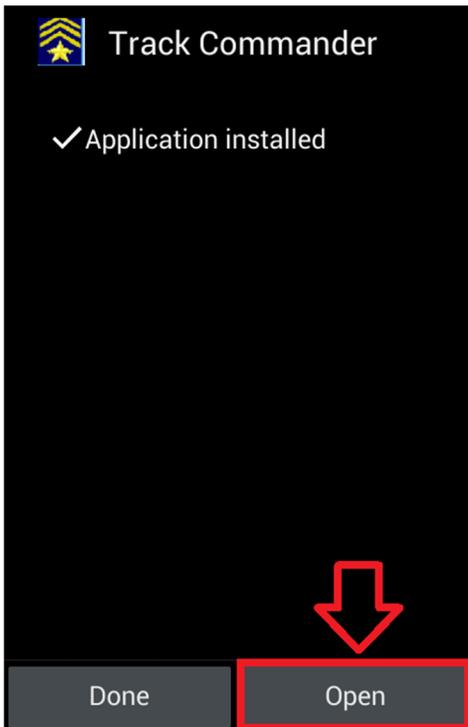

Under the Device administration section, select the checkbox beside Unknown Sources to allow installation of apps from sources other than the Play store.
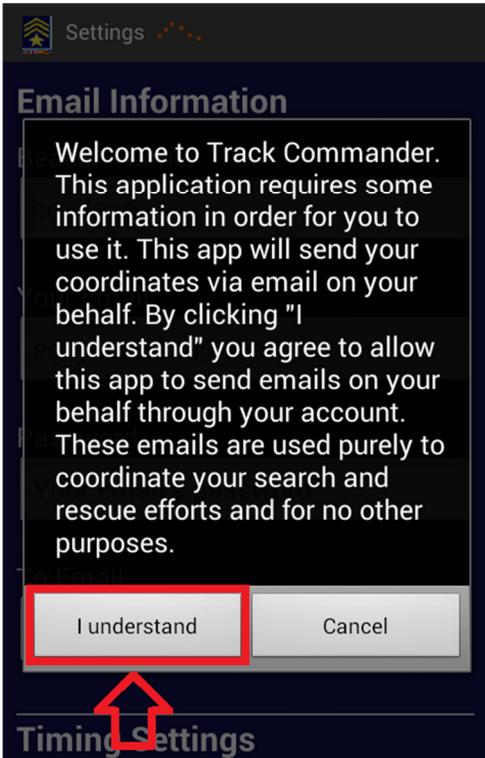
Press OK to confirm.
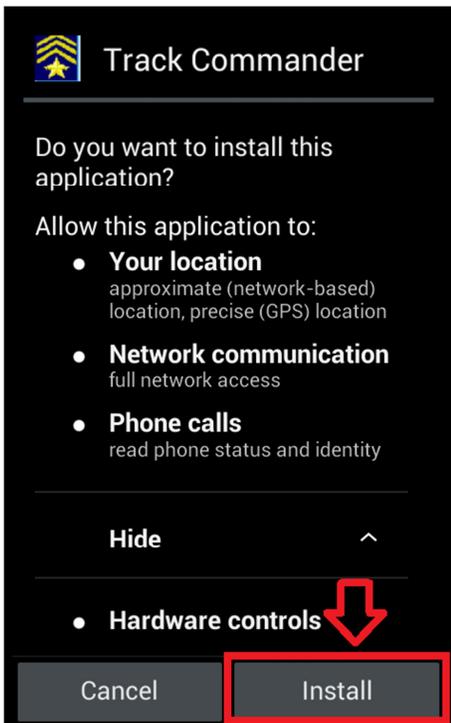
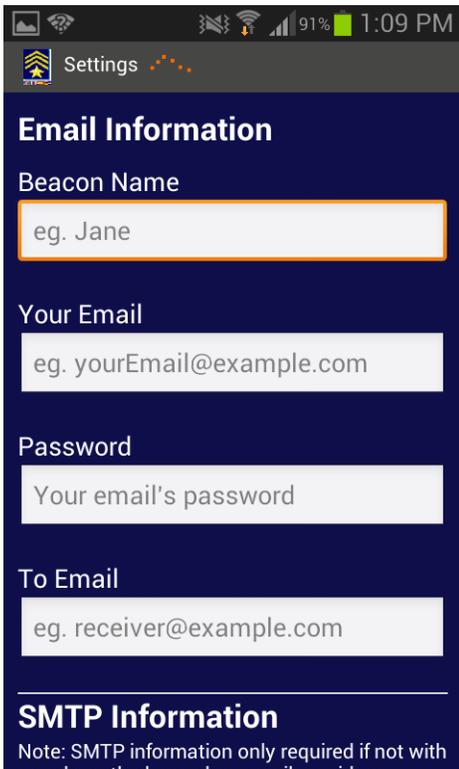Review the features that the app will have access to, and press 'Install'.

After the application has been installed, you may open the app by pressing 'Open'.
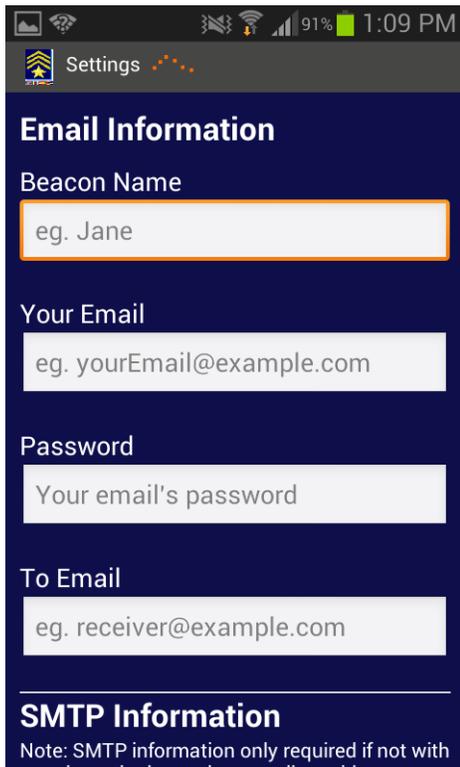
III. Getting Started

Once the app is installed, a disclaimer will pop-up.
Read the disclaimer before pressing 'I understand'.

Then the first time you run the application a Settings setup screen will be displayed.

After entering your settings information you will be taken to the main menu where you may now use the app for tracking.

⚙️ IV. Settings

The Settings screen is used to change the information stored in the application. This page can be accessed by using the Settings button on your phone

If your phone does not have a settings button, go to the main menu and click the Settings button there.

It is highly recommended you use a Gmail, Yahoo, or Outlook account for emailing (with Gmail being preferred), otherwise you will have to enter specific STMP information for your email system.

⚙️ Settings information:

Beacon Name: This is the name that uniquely identifies you on your Android phone. Enter either a single name e.g. 'Jane' or a first name and last name e.g. 'John Smith'.

Your Email: This is your email address, from which tracking messages are emailed from the Android smart-phone. We strongly recommend using a Gmail account as it is the most reliable, although other email accounts, such as Yahoo, Outlook, etc, may also be used.

Password: This is the password to your personal email address.

To Email: This is the designated email address of 'Incident Commander Pro's message center, that your location coordinates will be emailed to.

SMTP Server: This is unique to your email provider. This field is automatically filled for Gmail, Yahoo and Outlook. If you are using any other email provider you will be required to enter their SMTP information into the settings.

Port Number: This is the port number that your SMTP server uses.

Time between tracking signals: This is the time interval between the tracking location coordinates being sent, from 5 minutes up to 4 hours (Default: 10 minute tracking interval).

Automatic tracking shutoff time: This is the total elapsed time before the application will automatically stop sending your tracking locations (Default: 24 hours elapsed time).

Note: All of your settings information must be correctly entered for your location coordinates to be sent.
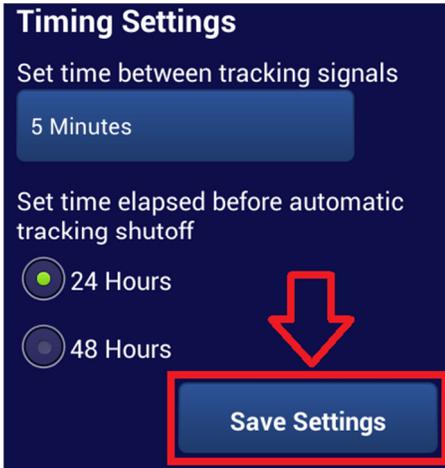
In order to save changes, press the 'Save Settings' button; otherwise settings changes will not be saved.
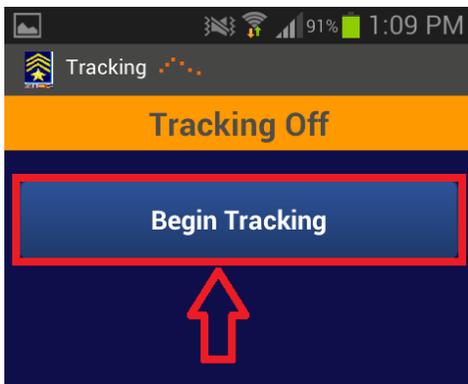
V. Tracking

The application's tracking function sends your location coordinates at the regular tracking interval you have selected. This automatic tracking will continue until you stop the app, or until the automatic shutoff time has been reached (either 24 hours or 48 hours).
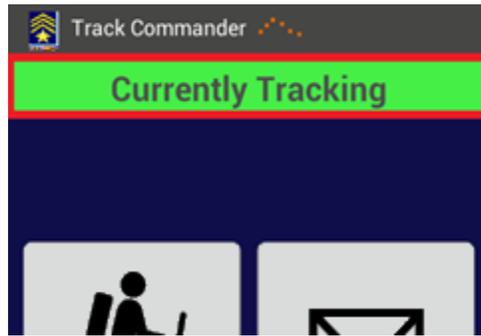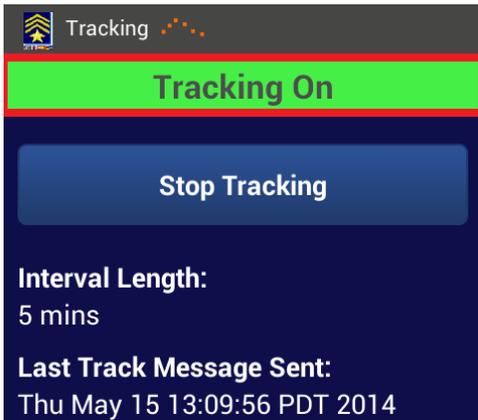
a) How to Start Tracking

Go to the Tracking page from the main menu

Press the 'Begin Tracking' button to start sending your location coordinates at regular intervals.

Notice the green bar at the top of the Tracking screen. This indicates that you are now in tracking mode.

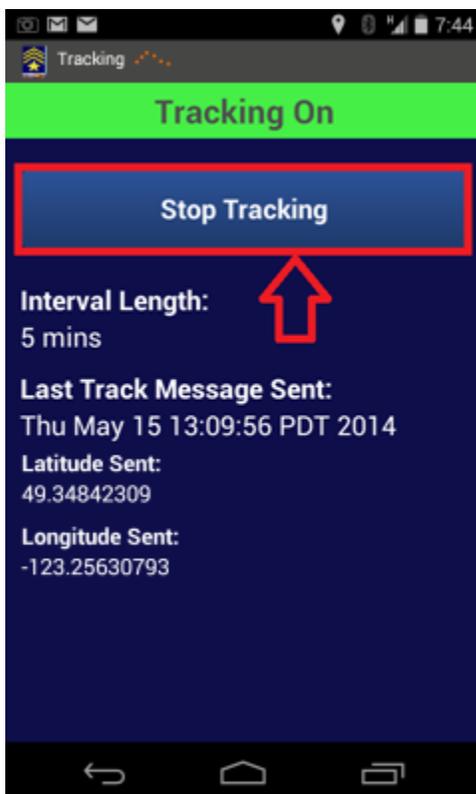This tracking green bar is also displayed on 'Track Commander's' main menu.

Note: You cannot edit settings while tracking is underway. To edit your settings you must first turn tracking off.

b) How to Stop Tracking

Go to the Tracking page from the main menu while in tracking mode…

Press the 'Stop Tracking' button...

✉ VI. Messages

To send a message, press the 'Send Message' button on the main menu.

There are three message types:
1. Predefined Messages: Messages that have been pre-loaded into the app.
2. Custom Messages: User-defined messages you can create yourself.
3. Urgent Messages: SOS and HELP messages that will be sent to everyone in your 'Incident Commander Pro' SOS/HELP message group.

✉ 1. Predefined Messages

These predefined messages can be quickly sent by just pressing on the selected message, as shown below.

a) Sending Predefined Messages
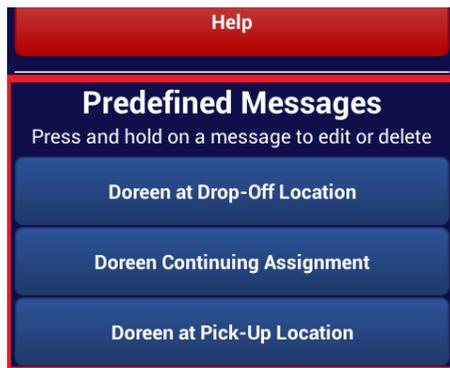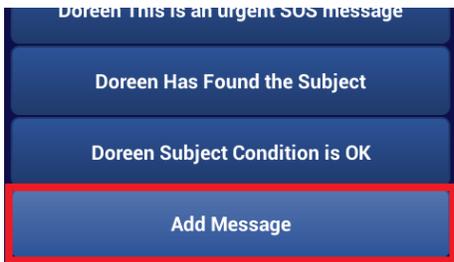

View the Predefined Messages screen.

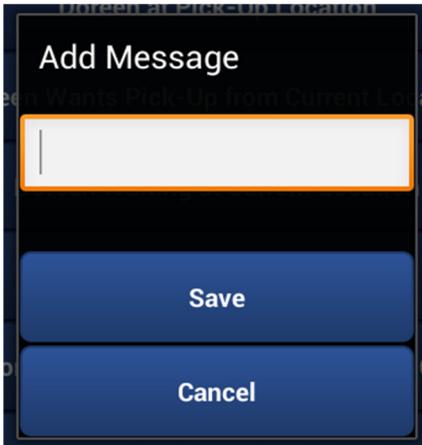Press on the pre-defined message you wish to send.

Confirm that you would like to send the message.

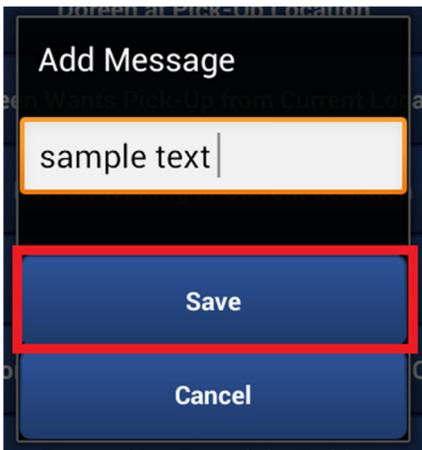**b) Creating New Predefined Messages**

You may make your own predefined messages:

Go to the bottom of the Predefined messages and press the 'Add Message' button.

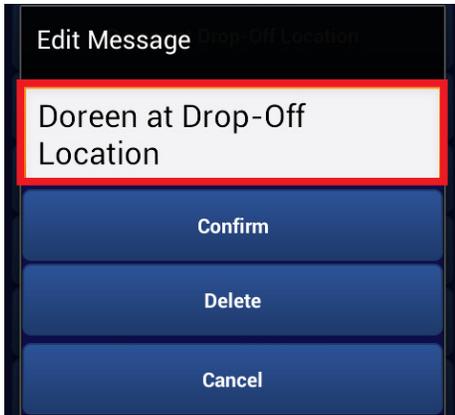A pop-up will open prompting for the message text to be entered.

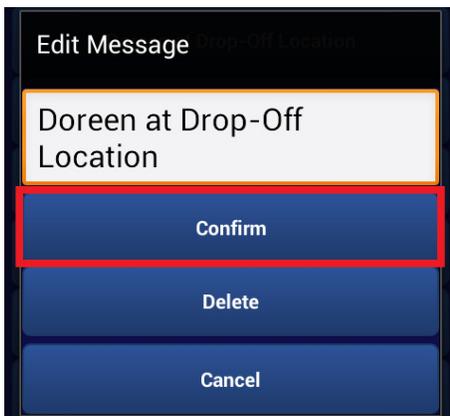Enter the text and then press the 'Save' button.

c) Editing Predefined Messages

Doreen at Drop-Off Location

Doreen Continuing Assignment

Doreen at Pick-Up Location

Hold down on the message you wish to edit.

Edit Message

Doreen at Drop-Off Location

Confirm

Delete

Cancel

The pop-up will allow you to edit the message.

Edit Message

Doreen at Drop-Off Location

Confirm

Delete

Cancel

To save your changes press the 'Confirm' button.

d) Deleting Predefined Messages

Predefined Messages
Press and hold on a message to edit or delete

Doreen at Drop-Off Location

Doreen Continuing Assignment

Doreen at Pick-Up Location
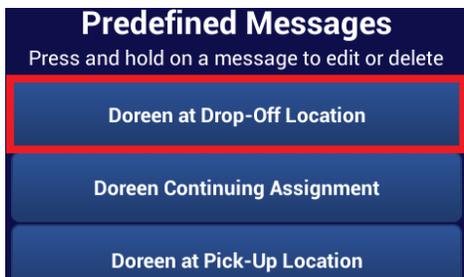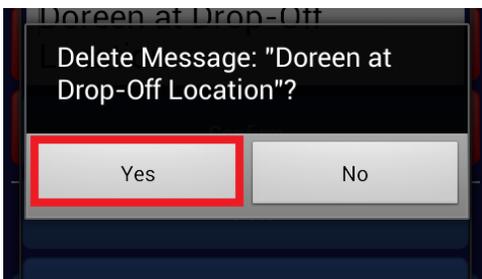
Hold the message you wish to delete.
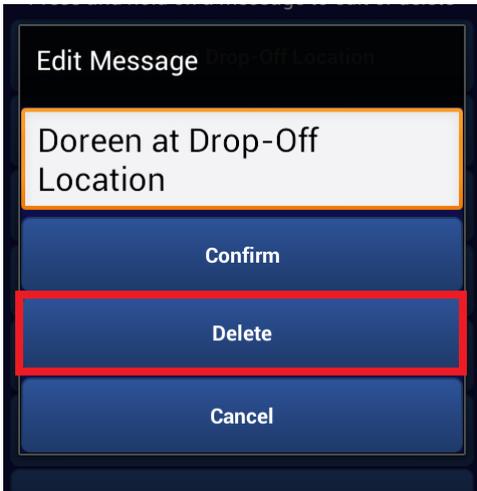
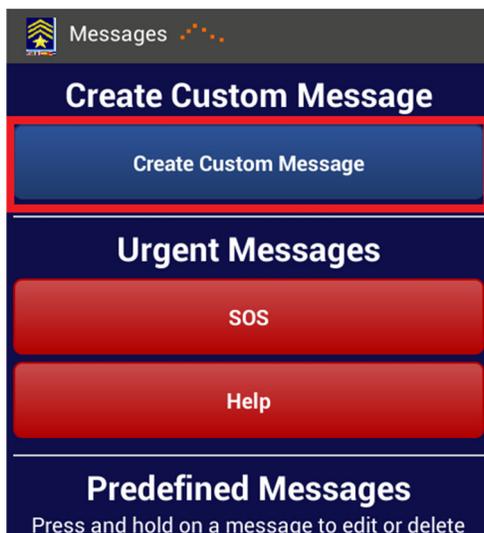Press the 'Delete' button from the pop-up.

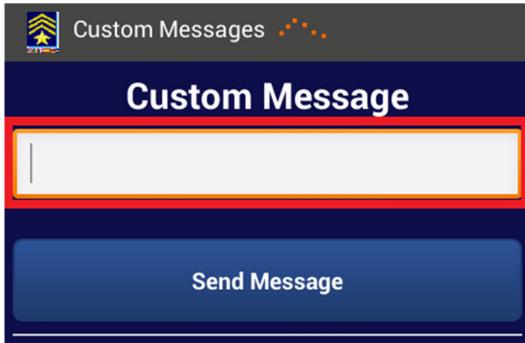Confirm 'Yes' hat you wish to delete the message.

✉ 2. Custom Messages

Custom messages can be created and stored on the application.

On the Send Message page, press the 'Create Custom Message' button.

a) Creating and Sending New Customized Messages

Type your own custom message into the text box.
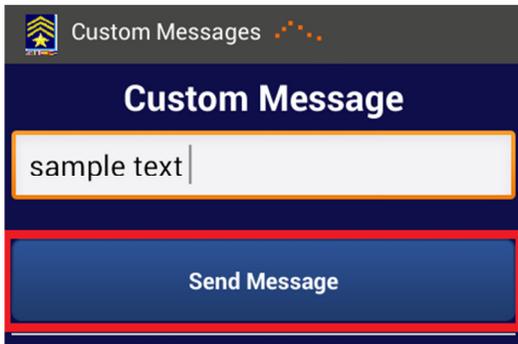
When you are ready to send your custom message, press the 'Send Message' button.

b) Sending Previous Customized Messages

The Previous Custom Messages section displays the 10 most recently sent Custom Messages.
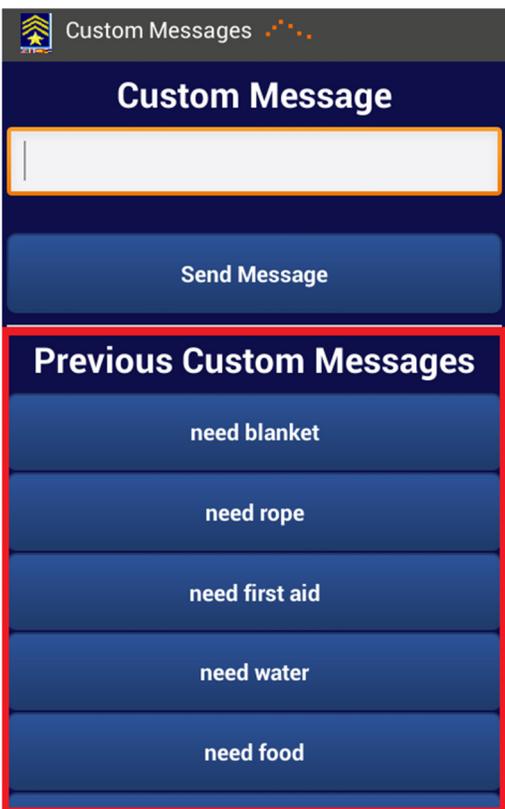
Press on a Previous Custom Message and its text will be automatically entered into the text box.

You may edit the text and send it, or just send it as is.

✉ 3. Urgent Messages

There are two types of urgent messages: **SOS** and **HELP**. ⚠

Sending an urgent message can also email your message to everyone listed in your 'Incident Commander Pro' SOS/HELP email group.

⚠ **a) Sending an Urgent Message**

Press the **SOS** or **HELP** button on the Message page.

A pop-up window will be displayed allowing you to enter additional information with the **SOS** or **HELP** message.

Press the 'Send' button to send the message.

VII. Smartphone Battery-Life Tips

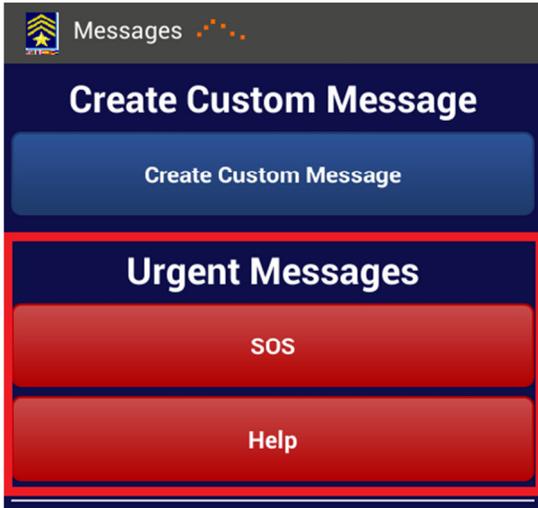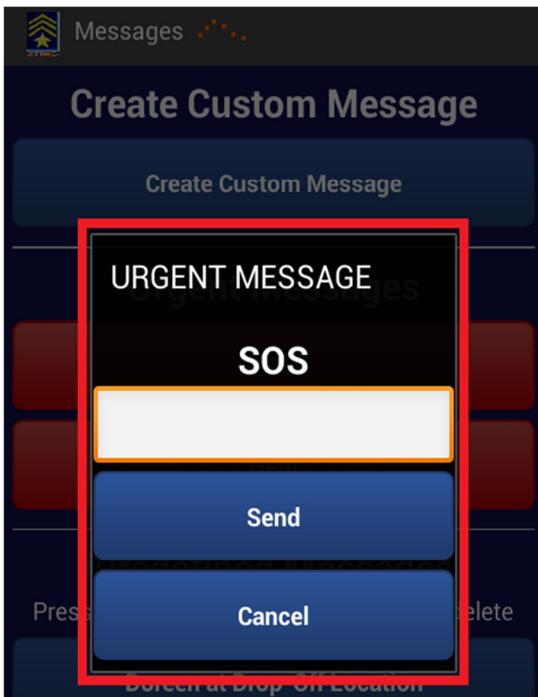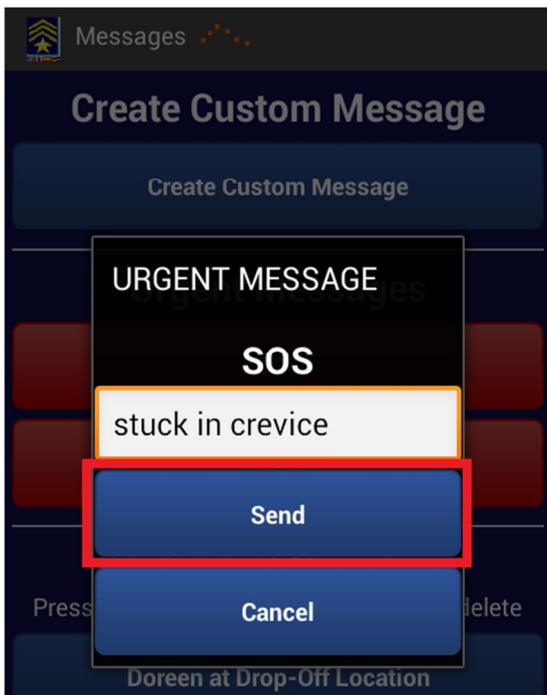Track Commander has been designed to conserve battery power and to operate well in marginal cellphone coverage areas. The following tips are designed to increase your smart-phones battery life even further, while tracking with Track Commander.

1. Track Commander Battery-Saving settings.
Use a longer tracking interval:

5 minute tracking interval:	5 hours 50 minutes typical battery life
10 minute tracking interval:	7 hours 52 minutes typical battery life (default interval)
20 minute tracking interval:	9 hours 34 minutes typical battery life
30 minute tracking interval:	-
1 hour tracking interval:	12 hours 00 minutes typical battery life
2 hour tracking interval:	-
4 hour tracking interval:	- (for a fully-charged battery)

2. Android Smart-Phone Battery-Saving settings.
Display: Brightness… set to Auto
- Auto-rotate Screen: Turn Auto-rotate On   (to manually refresh tracking message display)
- Sleep: Sleep after 1 minute   (turns off auto-refresh of tracking message)
WiFi: Turn Wifi off.
Bluetooth: Turn Bluetooth off.
Wireless & Networks: Turn NFC off. (Near Field Communication)

3. External Battery
A spare 12-15,000 mAh battery will recharge an Android phone up to 4-5 times.

⚙ VIII. Troubleshooting

1) My android device cannot run Track Commander.
Track Commander's minimum requirement is for Android phones with a SDK version of 14 or higher. Unfortunately, older phones are not supported.

2) Track Commander does not send email messages.
- Setup:
- Check that Settings has your phone's correct email address and email password.
- For email providers other than Gmail, Yahoo and Outlook you will have to enter your SMTP information (e.g. smtp.telus.net).
- Using Gmail's Android phone app is recommended. You may have to lower Gmail's security settings to permit your tracking email messages to be sent.
1. Login to google.com using Track Commander's Your Email (from) email address.
2. Go to https://www.google.com/settings/security/lesssecureapps
   - or go to… Gmail... Settings...   Accounts and Import... Change account settings...
    Other Google Account settings...   Signing in...
3. Access for less secure apps.... **Turn On** (**Allowed**)
(Test this setup before you run Track Commander for the first time).

- Operation:
If Track Commander cannot send a tracking message it generates an audible warning sound and displays an alert message. Check the items below and then restart tracking.
- Check that you have adequate cellular signal strength.
- Check that you have an active network connection.
- Check that your smart-phone has Wi-Fi turned off.
- Check that your smart-phone has Airplane-Mode turned off.

3) My device locations are not being displayed by 'Incident Commander Pro'.
- It is important that <u>exactly</u> the same beacon name and Your Email address are entered into both Track Commander and Incident Commander Pro's beacon table.
Exactly match any capitalization of the beacon name in both 'Track Commander' and 'Incident Commander Pro'.

- Confirm that the To Email address in 'Track Commander' is the same as 'Incident Commander Pro's message-center email address.

- Gmail may have embedded some hyperlinks that must be removed to email only plain-text messages:
GMail. Settings... Chat... If Chat is on.... Call Phones... Disable outbound voice calling.
(also disable any hyperlinked Skype in your web-browser... Tools... Extensions... Skype Click to Call... Disable)

4) I cannot change my settings.
You cannot change your settings while you are in tracking mode.
Stop tracking and then edit your settings.

5) I cannot find my previous custom message.
Track Commander only saves the 10 most recent previous custom messages.

6) How do I know if my messages have been sent?
- View the tracking screen for the 'Date/Time and latitude-longitude' message that was last sent. Rotate the display to refresh the latest tracking message that was sent.
- View Incident Commander Pro's incoming message-center emails in either its Pre-Plan Notepad or in the email's browser, e.g. Gmail.

7) I do not know my SMTP information.
- Check the email account properties of your current email account. Alternatively contact your email provider to obtain this information.
- A recommended alternative would be to use Gmail as your email provider.

IX. Message Format

- Richard
Latitude:49.2497496
Longitude:-123.0018407
Altitude: 210m
Accuracy: 22m
Date and time: Fri May 16 11:00:10 PDT 2014
IMEI: 354439055358677
Phone Number: +17785263120
Network Operator: ROGERS
Battery Level: 88%
Message Type: SOS
SOS I need urgent help

Track Commander by SAR Technology Inc.
For real-time tracking and messaging in 'Incident Commander Pro'
http://www.sartechnology.ca