

Tel Trak Manual

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1. Overview of Tel Trak

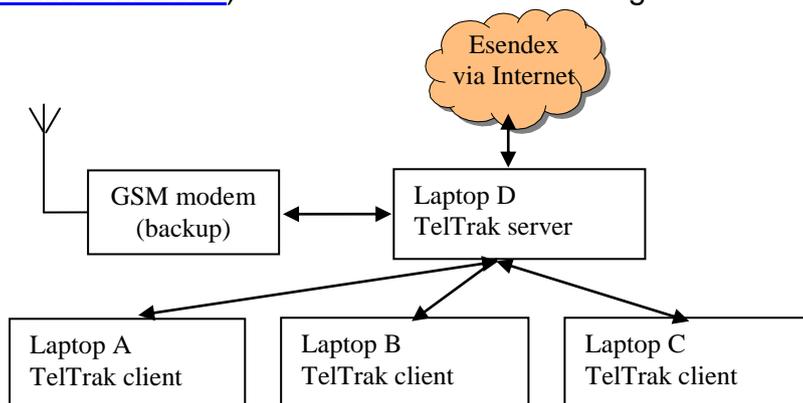
TelTrak is an application which allows a user to send and receive text messages to individuals and groups from a Windows XP laptop or desktop.

By default text messages are sent/received via the Internet, but a backup is available whereby messages can be sent/received via a GSM phone connected to the PC. This allows battery operation on a laptop in case all power and/or the internet connection fails in the control room.

Tel Trak includes the following features:

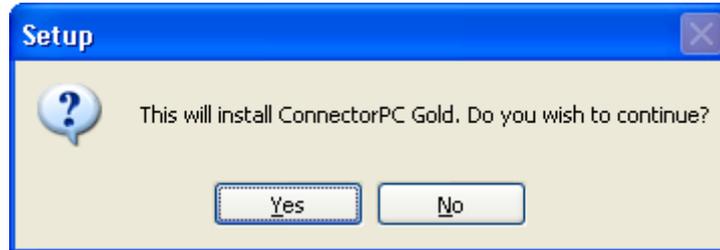
- Send text messages to an individual or group via internet or a GSM modem
- Message delivery confirmation (red tick next to delivered messages)
- Receive text messages via internet or GSM modem
- User can define 6 message templates
- Priority text messages are displayed on receiving phone's display-providing the phone is running the Tel Trak java midlet
- Priority text messages can trigger different sounds on phone.
- Sort sent/received messages by name or date
- View sent/receive messages to/from an individual
- Contacts and groups are stored in .bin files
- Backup mode allows battery operation on a laptop +mobile phone in case all power fails in control room.

The user will be required to open an account with Esendex (www.esendex.com) to send/receive text messages in internet mode.



2. Installing Tel Trak

Logon to the PC with administrator privileges for the install.
Place the Tel Trak CD into the CD reader and click yes to the following question:



Follow the on screen instructions and accept or decline the agreements. If you do not accept the agreements the installation will stop.

If the installation doesn't automatically start:

- Double click on My Computer icon on the desktop
- Right click on the CD ROM icon and select Open
- Double click on Setup.exe

Firewalls and Proxy servers

To send or receive a text message the TelTrak application establishes a connection with an SMS aggregator Esendex (www.esendex.com) using both ports 80 and 443. The current IP address address mapping is in the range 217.158.183.32 to 217.158.183.46

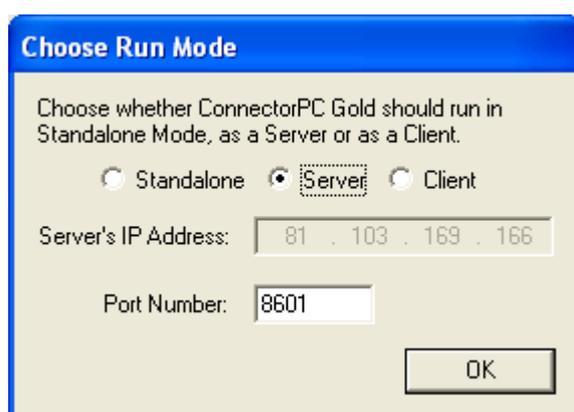
Either open up ports 443 and 80 for all PCs on the LAN or if a higher level of security is required these ports can be opened up for just the one PC/laptop TelTrak is installed on. In the latter case a static IP address will need to be assigned to the PC/Laptop running TelTrak.

3. Run mode (networked versions only)

First configure each PC to be one of the following:

- Stand alone
- Server
- Client

If you want to operate the program on a network, nominate one PC to be the server. Click on Main>Set Run mode, and then select Server. Make a note of the port No. (if you like you can enter a port No. between 1 and 9999). Note the server's IP address and port No. Ideally the PC which is used for the TelTrak server should be given a fixed IP address. If the IP address for the TelTrak server PC is not fixed, a new IP address may be allocated by DHCP at some later time and the TelTrak client PCs will then not be able to connect to it until they are told the new TelTrak server IP address.



For each client PC. Install and register the program as normal. Then click on Main>Set Run mode, and select Client. Enter the server's IP address and port No.

If you would like the application to be available for 'All Users'. Whilst logged on as an administrator, click on 'My Computer' and open C:\Documents and Settings\All Users\Desktop. Then drag the Tel Trak icon from the desktop to this folder.

The Tel Trak icon will now be available on the desktop for all users. Switch to a limited user account and click on the Tel Trak icon on the desktop. The Tel Trak (networked)- client app should open and download all the contacts (but not groups) from the server. Groups have to be entered on each client.

4. Setup

Before using the program please take time to change the settings to meet your requirements.

Click on Setup/Preferences. The following screen will appear:

To enable priority text messages check this box.

When enabled two messages are sent to each phone. The first message is sent to the phone's display and a sound can be played (see section 10). The second message is sent to the phone's Inbox.

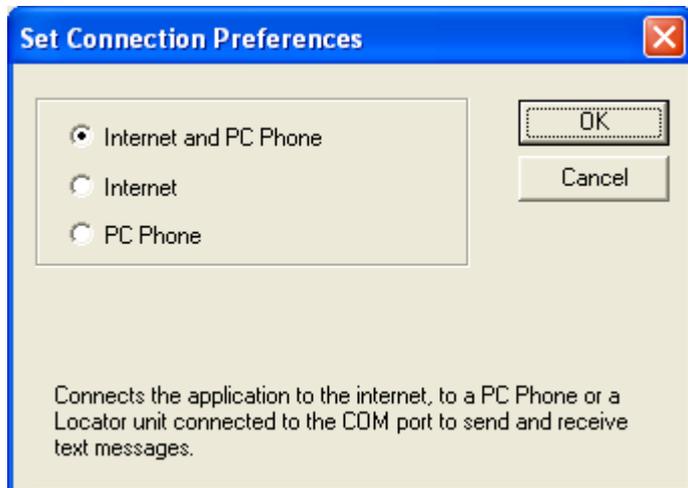
Please set the com port used for the GSM phone connected to the PC here. When using a USB data cable to connect a GSM phone, please check which com port has been assigned (click on Start/Control panel/System/Hardware /Device manager/Ports) e.g. com43 and change the setting to match.

Click on Setup/Internet

Enter your Esendex account settings. You will receive these from Esendex or your IT administrator.

5. Connect Tel Trak to the internet and/or a GSM phone

The Tel Trak application can send/receive text messages via the internet and/or a GSM phone. There are 3 options when one clicks connect.



Internet and PC Phone	Sends/receives text messages via the internet. Also receives text messages via the PC Phone. The default for the FastText java midlet on the Community Responder mobile phones is to send status messages e.g. AT SCENE via the internet to the Tel Trak application in the control room. In this mode the Tel Trak application will also receive status text messages from Community Responder phones in 'backup' mode.
Internet	Sends/receives text messages via the internet.
PC Phone	Sends/receives text messages via the PC phone. This mode is intended as a backup mode and allows the Tel Trak system to be operated on batteries using a laptop and GSM phone. This would be appropriate in an emergency, for example if all power failed in the control room. In an emergency the control room operator should text all Community Responders saying to switch to backup mode. This is achieved by pressing the # button on the mobile phone when the FastText application is open. FastText will then send Status messages to the battery powered PC Phone instead of via the internet (which needs mains power).

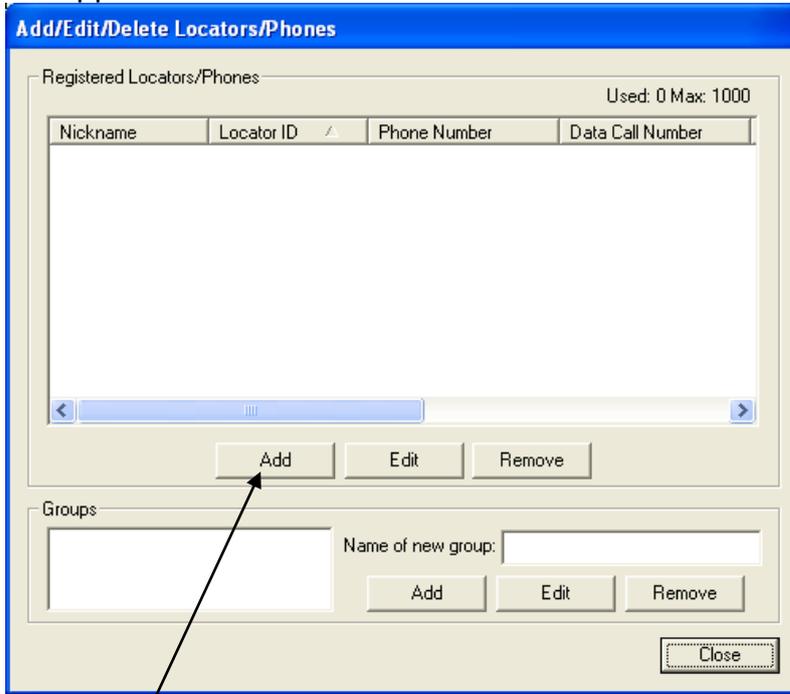
PC Phone connection: the Tel Trak application can send and receive text messages via a GSM phone connected to the PC. A list of compatible mobile phones which work with the software is shown in section 15. Please connect one of these phones to the PC using a USB data cable or Bluetooth.

If using a USB data cable such as the Sony Ericsson DCU-11, please install the USB software driver which came with the data cable the driver is also available on the Sony Ericsson website if you have lost the CD. Then connect the phone and click on Start/Control panel/System/Hardware/Device manager/Ports. The DCU-11 should be mentioned here along with the assigned com port No. e.g. COM4. When using a USB data cable you will have to change the com port setting in TelTrak under Setup/Preferences. This is explained in section 3.

Please make sure the PC phone is in an area of good signal strength. Make sure that PC/laptop does not hibernate or go into standby.

6. Adding in Phone No.s

Click on Setup, then Add/Edit/Delete locators/phones. The following screen will appear:



To add a new phone No. simply click Add. The following screen will appear.

Enter a name e.g. John Smith

Enter a unique 3 digit No. for each new entry e.g. 001

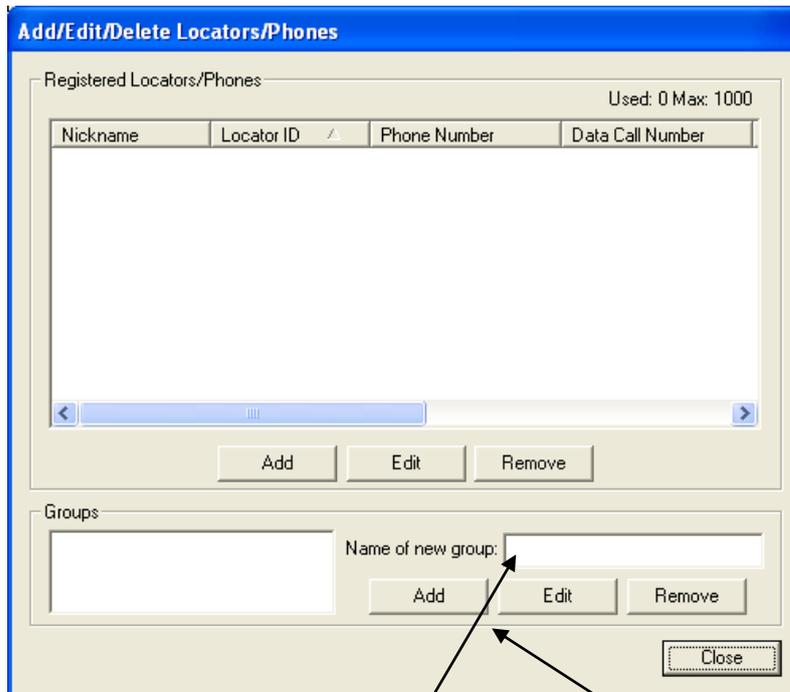
Enter the mobile phone No. beginning with the country code ie 44 for the UK

Click Save

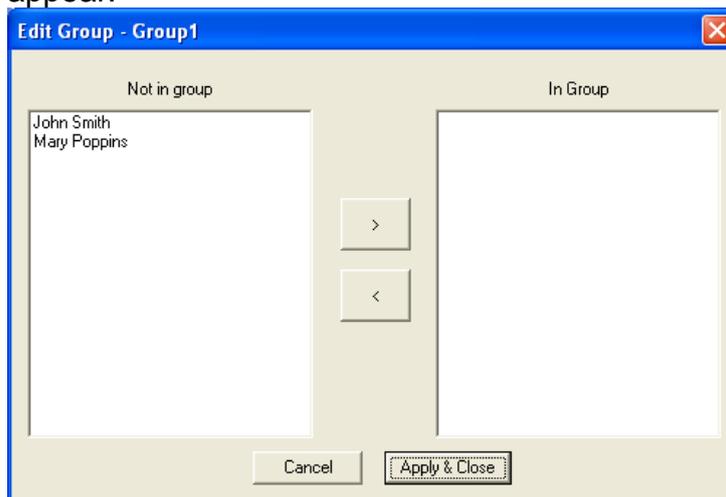
Please ignore the data call No., Alarm Number, Locator version and callsign entries. For networked versions enter the phone No.s on the server PC, not the client PCs. Phone No.s on the server will be shared with client PCs.

7. Setting up a group

A text message can be sent to an individual or a group. Setting up a group is very easy. Click on Setup, then Add/Edit/Delete locators/phones. The following screen will appear:



Type a name for a group here and then click ADD. The following screen will appear:

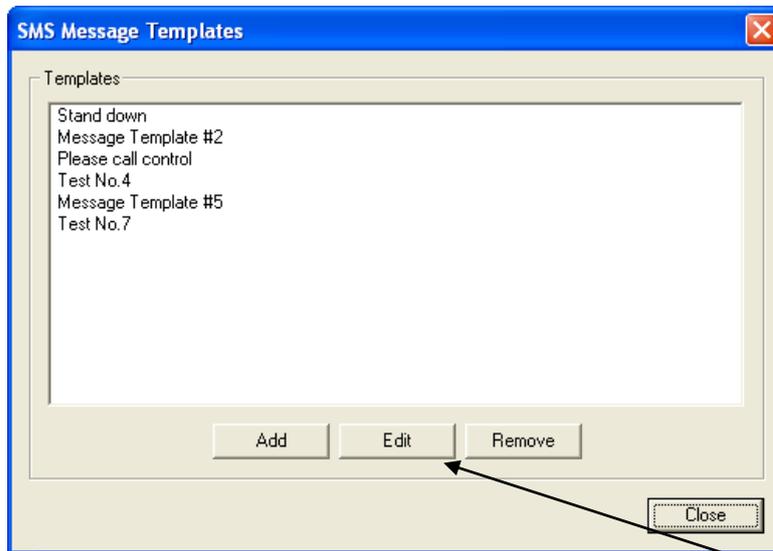


To add people to the group simply click on the name in the left hand window and click the right pointing arrow. To remove a person from the group, click on their name in the right hand window and then click the left pointing arrow. When you have finished, click Apply & Close.

Please note groups must be setup separately on the client PCs. The group information is not transferred from the server PC.

8. Setting up message templates

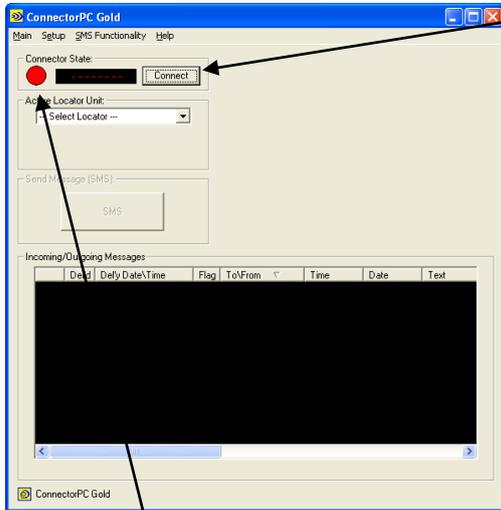
Six message templates can be setup. Click on Setup Add/Edit/Delete SMS message templates. The following window will appear:



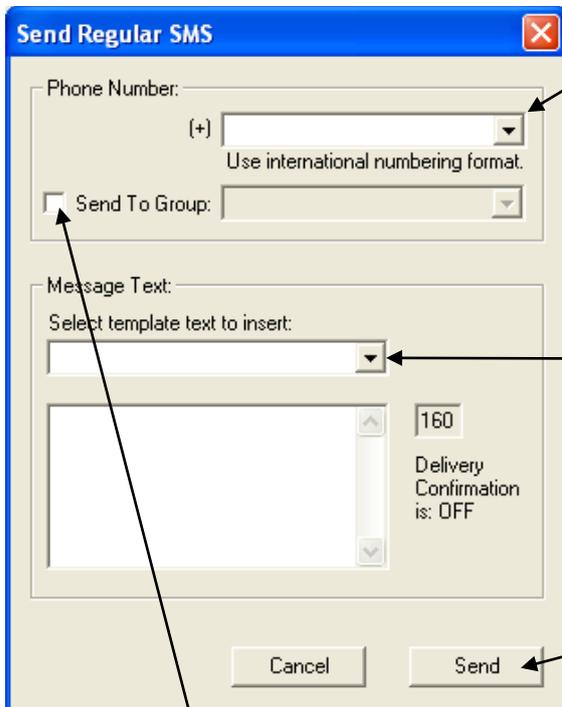
To edit a message template click on a message and then the button Edit. Change the message and click Save.

9. Sending a text message to an individual or group

First connect the TelTrak application to the internet and/or the GSM phone. Click on the button Connect.



The traffic light should change from red to green and the word connected should be displayed in green. The large SMS button will now be enabled. Click on this and the following screen will appear:



Select the individual recipient of the text message from the drop down menu.

Select a message template if required

Modify the text message as required

Click Send

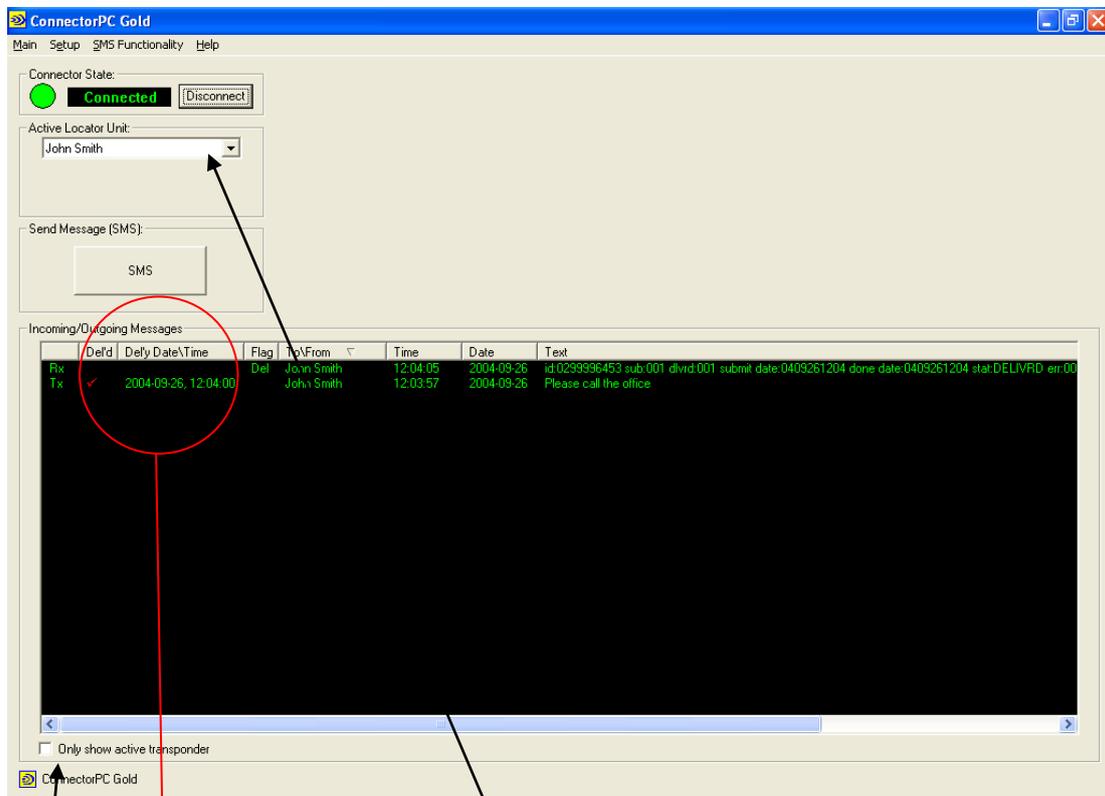
If you want to send the same message to a group of people (distribution list), first set up a distribution list as described in section 7. Then follow the above instructions but tick the box send to group and select the group instead of selecting an individual recipient.

10. Trigger a sound on the receiving phone

Placing the characters #1 or #2#5 at the beginning of a priority text message will trigger the Java midlet on the receiving phone to play a sound. #2 for example plays an SOS type sound.

11. Record of sent/received messages

Sent/received text messages are recorded in the message grid and also in a log file under SMS functionality/View SMS log file.



If message delivery confirmation is on, a message delivery receipt is returned when the message has been delivered to the recipient's mobile. A red tick is recorded next to each delivered message and the time/date of delivery is shown. A red cross means there was something wrong with the mobile No.

Sent/received messages can be sorted by name or date order by clicking the top of the relevant column in the message grid.

Messages sent/received from just one individual can be viewed by selecting the individual's name in the Active locator window and checking the box 'only show active locator' in the bottom left hand corner. Un-checking this box will then show all messages sent/received.

12. Deleting old messages

Disconnect the application.

On the server, first select the messages one requires to delete. Click on the first message and then holding the shift key down, click on the last message. This will select all the messages between the messages you clicked on. Then click on Main>Delete Selected Messages.

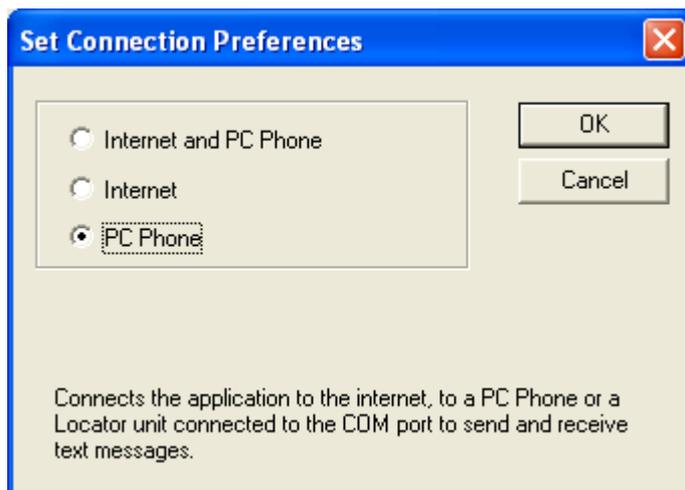
13. Backup mode

This mode is intended for use:

- if the internet connection fails
- Esendex are undergoing maintenance and stop sending/receiving messages for a short period typically on a Sunday.
- If all power fails in the control room.

The TelTrak server needs to be operated on a battery powered laptop with a battery powered GSM phone connected if operation is required during power outages. Messages are then sent/received via the gsm phone to the network operator instead of via the internet. Sending text messages is slower via the gsm phone compared to the internet but receiving is nearly the same speed.

On the TelTrak server click Disconnect on the main screen and then click connect again, but this time select the PC phone option.



The TelTrak server and TelTrak clients (if still powered and connected) will then only show one connected sign in green. This shows the TelTrak server is connected to the gsm phone and can be used to send/receive messages over the air.

To return the TelTrak server back to normal operation, just disconnect and reconnect selecting the Internet and PC Phone mode. This mode listens for text messages via the internet and the gsm phone, but only sends via the internet.

All Community First Responders should be requested to switch their phones to backup mode. With the java midlet open on the mobile phone click the # key. The word BACKUP will displayed at the bottom of the phone's screen below the status messages. In Backup mode the java midlet on the CFR's phones send messages to the gsm phone in the control room instead of via the internet. To switch the java midlet back to normal mode just press the # key again.

14. Minimum Computer System Requirements

- PC (desktop or laptop) running Windows XP
 - 600MHz processor or faster
 - 128 MB RAM.
 - 2GB of hard disc free. This is for the digital map.
 - 32 bits color at 1280x1024 pixels (Min. screen resolution should be 1024x768 pixels)
- CD ROM (for installation purposes only- may not be necessary if your PC is networked for example)
- USB port or Bluetooth for connecting a GSM phone.

15. GSM phone/modem requirements

TelTrak uses GSM as a backup for sending/receiving text messages in case the internet fails for any reason.

Therefore, a GSM phone with data cable connected to a USB port or via Bluetooth is necessary.

TelTrak has been tested with the following GSM cellular phones:

- Sony Ericsson K610i
- Sony Ericsson W300i
- Sony Ericsson K700i
- Sony Ericsson T630
- Sony Ericsson T610
- Sony Ericsson T300 (but not the T200)
- Sony Ericsson T68
- Sony Ericsson T65
- Sony Ericsson T39
- Sony Ericsson T28
- Sony Ericsson R520m
- Sony Ericsson GC79 PC card (for WinXP/2000)
- Sony Ericsson GC75 PC card (for WinXP/2000)
- Nokia 6310
- Nokia 6310i
- Nokia 6230

16. Uninstalling

You need to be logged in as an administrator.

Click on Start>All Programs>Tel Trak>Uninstall Tel Trak

Restart the PC

Uninstall erases all telephone No.s and messages sent/received.

It does not erase the directory c:/Program Files/Tel Trak.

If you are upgrading the software and want to keep the phone No.s already entered, do not uninstall. Just run the new version of the software on top of the existing program.

17. Troubleshooting

	Problem	Solution
1	Text messages are not sent.	<p>Check a) if there is a service outage at Esendex (the text messages are first sent to Esendex who have the connections to all the network operators) or b) check if you have reached your credit limit with Esendex.</p> <p>Go to the www.esendex.com website and log on to your account with your username and password. The Username and password will have been used in Tel Trak in Setup>Password.</p> <p>Check your credit with Esendex is not used up Go to the accounts section after logging in on the Esendex website and check your message limit is above zero. If zero is shown then you have used up all your credit with Esendex and will need to buy more credit.</p> <p>Check the Esendex web support blog for reports of service outage. During service outages, you can switch Tel Trak to a backup mode by disconnecting the Tel Trak server and then reconnecting it and selecting PC Phone. This will send messages out via the gsm modem. First Responders will need to press # on their phone with the midlet open. Backup will be displayed at the bottom of the display below the menu of midlet messages. The midlet will then send messages to the gsm modem connected to the Tel Trak server instead of via Esendex. When service is restored at Esendex disconnect the TelTrak server and reconnect it in Internet and PC Phone mode. The First Responders should also switch the midlets back by pressing # again. The word Backup will disappear from the midlet display.</p> <p>Other possible causes: Check you have entered the correct phone No. in Microsoft Outlook. If an incorrect phone No. is used a red cross will display next to the sent message.</p> <p>Check the recipient phone has good GSM coverage. Does the recipient's phone display a signal strength usually in the form of a number of bars next to an antenna sign? Text messages will often get through in areas of poor signal strength where voice calls fail.</p>
2	TelTrak client will not connect to the TelTrak server	<ul style="list-style-type: none"> • Check the IP address of the TelTrak server and port No. has not changed. If the TelTrak server PC is turned off and on, it may be assigned a different IP address on a private network when turned on again. The TelTrak server IP address is shown at the top/middle of the main TelTrak window on the server PC. To change the IP address the TelTrak clients look for, on the client PCs click Main>Set Run mode and then make sure the IP address is set to that of the TelTrak server. • Check you have the TelTrak server open on the server PC and not a non networked version of

		<p>TelTrak open. The TelTrak server will show at the top/middle of the window 'server connection information' including the server IP address and port No. The application will also say TelTrak (networked) – Server at the very top.</p>
3	<p>The TelTrak server cannot connect to the internet but windows explorer can access most websites.</p>	<p>Check one can access www.esendex.com using windows explorer. If you can access www.bbc.co.uk but not www.esendex.com, then in windows explorer go to Tools>Internet options> Content> Settings (this may be password protected). Add www.esendex.com as an 'Approved site'.</p>