What is Telstra Track and Monitor?

Telstra Track and Monitor is an IoT solution that gives you automated, mapped visibility of your moving assets at scale. Leveraging new Telstra innovations, data on your assets' location and condition is collected by IoT trackers and sent via cost efficient network technologies to be displayed on a simple, intuitive portal or presented into your existing applications using your data from our API.

Who can purchase Telstra Track and Monitor, and how do I purchase Telstra Track and Monitor?

Telstra Track and Monitor has been developed especially for our Enterprise and Small Business customers looking for an automated solution to track up to thousands of moving assets.

Enterprise customers can purchase Telstra Track and Monitor by speaking to your Telstra Sales Representative, or by enquiring here to speak to one of our team members directly:

Request a call-back One of our experts will call you back.

Small Business customers can purchase Telstra Track and Monitor by speaking to your Telstra Sales Representative at your local Telstra Business Technology Centre or by calling 13 20 00

CAT-M1 SOLAR TRACKING UNIT

Network

Cat-M1 (LTE-M), also known as the Telstra IoT Network, has around 3 million sq km's of coverage. It's Australia's largest low power wide area network (LPWAN) footprint that supports IoT securely, at scale, and at low cost. Leveraging our mobile network infrastructure, our Cellular Low Power Wide Area Networks (Cellular LPWANs) are built specifically for scaled IoT deployments to give you better, cost-efficient coverage - even in challenging locations that high bandwidth technologies may not reach.

Can I fly with my Cat-M1 Units?

Regulations for flight travel require devices with a SIM card should be placed in 'flight mode', in other words, with the devices mobile radios turned off.

Can I turn flight mode on and off remotely?

No
Once in in flight mode, the SIM cannot receive a communication to turn off flight mode. Therefore, a manual intervention with the device is needed.

How do I activate my Cat-M1 solar tracking unit?

- o Remove the film covering the solar panel.
- o Press and hold the power button for 2 – 4 seconds.
- o For further details, please refer to the Cat-M1 Solar Tracking Unit Quick Start Guide, which is available on the Help screen of the Web Portal.

How do I know if my tracker is active?

- o You should expect to see a location update within 10 minutes of turning on your device. We recommend checking for location via the web portal or scan the IMEI barcode on the unit through your Track and Monitor mobile app and confirm the Last Updated date is populated.

If you have turned on your unit inside, and your device has not successfully obtained its initial GPS fix, a location update will not immediately be provided. Move the device outside.

How is the location and condition of my asset tracked with the Cat-M1 Solar Tracking Unit?

- o 1 track per minute when asset is moving via the Cat-M1 network.
- o 1 track per 4 hours when asset is stationary via the Cat-M1 network.
- o Any motion (constant vibration gets filtered out), wakes the tracker up, the tracker then checks GPS coordinates and if greater than 80 metres, the trackers goes into moving state where it checks GPS every minute. If coordinates don't change for 200 seconds, the tracker goes back to stopped state.

** Reporting frequencies reduce as battery decreases below Normal level (65%).

If the Cat-M1 Solar Tracking Unit goes out of Cat-M1 coverage will it track its location and then update data once in CatM1 Range?

- o Yes, for the Cat-M1 Solar Tracking Unit, it can store up to approximately 4,000 records offline which means 6 days' worth of data if the asset is moving 12 hours per day.
- o The tracker will continue to scan and acquire its GPS position and attempt to send and then store that position and time stamp, until it gains coverage and sends its historical data.

How long does the battery last for asset tracking and how do I charge it?

- o This device has been developed for primarily outdoor use. Ensuring your tracker is outdoors exposed to sunlight for at least 1-2 hours per day will ensure you maintain normal battery levels for optimal tracking.
- o The device will maintain battery levels to communicate for up to 4 months from full charge, noting it reduces its reporting frequency when battery levels drop below 65%.
- o If battery is fully depleted, you will need multiple days of full days of sunlight to recharge. This period differs between summer and winter and position within Australia, noting that in winter 2-3 weeks may be required.

How long does the battery last when setup as a Bluetooth gateway and how do I charge it?

- o When this device is being used as a Bluetooth Gateway, it should be mounted outdoors in a location where it will receive sun for charging, in particular through peak charging times of midday and afternoon. We recommend it receives no less than 5 hours of sun, to maintain a normal battery level.
- o The device will reduce its Bluetooth reporting frequency to every 40 minutes when its battery drops below 65% and stops reporting when it drops below 45%.

Why isn't my tracker charging?

- o We recommend you check the monitor tab on the web portal, to view the battery level of your tracker over time and adjust the installation or position of the tracker to increase exposure to sunlight if required.
- o If your device has a fully depleted battery, please place the device outside in full sunlight. The time period to charge differs between summer and winter and position within Australia, noting that in winter in Melbourne 2-3 weeks may be required.

Can I charge my tracker through a window?

- Solar panels are designed for direct sunlight. When you put it behind a glass window, its efficiency will be reduced. It may take up to three times as long to gain the same charge behind a window versus direct light, even if it's in full sun.

What's the best way to attach my tracker?

- Use the blue tab to remove the film easily.
- To achieve maximum adhesion, make sure the surface is free of contaminants.
- Mount vertically, solar panel facing outwards, open sky view for maximum GPS performance with GPS antenna pointed at the sky. The picture below demonstrates vertical mounting.

I understand its recommended to mount it vertical and upright. Can I mount it flat?

- We understand that some installs cannot follow the recommended instructions. We recommend each customer trials their install location to ensure they do get satisfactory results for both charging and location before committing to the install location.
- The device is recommended to be mounted upright, as this points the antenna to the sky to maximise its ability to get a GPS fix. Heat is also a consideration as when lying flat with the solar panel facing upwards a lot of heat is generated. The device will regulate its temperature using its internal relief valve.

Can the Cat-M1 Solar Tracking Unit withstand harsh conditions?

- The Cat-M1 Solar Tracking Unit is IP67 Certified.

Will extended exposure to heat impact the device?

- The units are designed with a UV rated and industrial polycarbonate housing for harsh environments and extended direct sunlight. While we recommend the temperature range of 5-40 degrees Celsius the device can handle heats upwards of 70 degrees Celsius, for example travel through the desert between SA and WA.
- With any rechargeable device, heat exposure reduces the ability for the device to maintain its maximum capacity, so this will mean the 9,000 mAh battery capacity decreases over time, and more sunlight is required to maintain a charge level / charge to full.

Can the device be externally powered or charged?

- o Yes
- o The device is capable of being charged, using an M8 connector to the accessories port on the bottom of the unit. Pins 1 and 2 of the M8 connector are used for charge.

Can the device work outside Australia?

- o The unit works in New Zealand.
- o Please reach out to your Telstra sales representative, if you have another international use case.

CAT-M1 TRACKING UNIT AND TAG

Network

The Telstra Track and Monitor Cat-M1 tracker / tag will initially conduct a Wi-Fi geolocation scan. If this scan fails, the tracker / tag will then conduct a GPS scan. The Cat-M1 tracker / tag activates its GPS radio, and conducts a GPS scan, calculating its location based on latitude and longitude, as well as the approximate accuracy. It then transmits this detail using the Cat-M1 (LTE-M) technology over the Telstra IoT network. GPS signals are dependent on a sufficient level of satellite exposure in the location where your Cat-M1 tracker / tag is located.

Can I fly with my Cat-M1 Units / Tags?

Regulations for flight travel are devices with a SIM card should be placed in 'flight mode', in other words, with the devices mobile radio's turned off.

Can I turn flight mode on and off remotely?

No

Once in in flight mode, the SIM cannot receive a communication to turn off flight mode. Therefore, a manual intervention with the device is needed.

Cat-M1 Tracking Unit

How do I activate my tracking unit?

- o Please move outside when turning on your Cat-M1 Tracking Units, to maximise their ability to obtain a location via GPS.
- o Using the magnet, swipe once and then again within 5 seconds of the first swipe to activate.
- o For full details please see: Cat-M1 Tracking Unit Quick Start Guide, which is available on the Help screen of the Web Portal.

How do I know if my tracker is active?

- You should expect to see a location update within 10 minutes of turning on your device. We recommend checking for location via the web portal or scan the QR code on the unit through your Track and Monitor mobile app and confirm the Last Updated / Last Communicated date is populated.
- If you have turned on your unit inside, and your device has not successfully obtained its initial GPS fix, a location update will not immediately be provided. This does not mean your device is inactive. Move your device outside, scan the magnet 4 times over the LED trigger check in and check again in a few minutes.

What is the correct orientation when mounting?

- In order to position the GPS and radio antennas up and maximise the ability to obtain location we recommend the following positioning.
  - Option 1 - Mounted flat, with Telstra facing towards the sky.
  - Option 2 - Mounted on side with Telstra horizontal
  - Option 3 – Where option 1 and 2 are not available only, mounted on side with Telstra vertical, logo at top.

How is the location and condition of my asset tracked with the Cat-M1 Tracking Unit?

- Please refer to the Profile tab, under Settings on the Web Portal for a list of operating profiles available for this device. You can select to update the profile for all Cat-M1 Tracking Units, or individual devices.
- By default, your unit will provide 1 track per day via the Cat-M1 network.
- Location updates are also provided via proximity to the Bluetooth Finding Community.
- As part of the operating profile when you get your track via the Cat-M1 network, it will include temperature information. In some instances, updates via the Bluetooth Finding Community won't include temperature information.

If the Cat-M1 Tracking Unit goes out of Cat-M1 coverage will it track its location and then update data once in Cat M1 Range?

- Yes, for the CAT-M1 Tracking Unit, it can store up to 50 location records offline.
- The tracker will continue to scan and acquire its GPS position and attempt to send and then store that position and time stamp, until it gains coverage and sends its historical data.

How long does the battery last and how do I replace it?

- Battery life lasts up to 6 years on the default once per day profile. For maximum battery life, mount the tracking unit away from hot or sunny conditions which do impact battery life.
- Replacement batteries are available for purchase through Telstra. Please speak to your Telstra Sales Representative for more details.

What is the best method to achieve attachment with 3M VHB tape?

To achieve optimal performance of attachment, use the scouring pad within the accessory pack provided to clean the surface to remove loose material, dirt and grit and achieve a clear surface. Then use the cleaning wipes to clean the surface and remove any remaining residue or oils and allow this to dry prior to attaching the VHB on the back of the unit to the surface. More detail and information to preparing surfaces for best adhesion of 3M VHB tape is found at the below 3M website.
https://www.3m.com/3M/en_US/bonding-and-assembly-us/resources/full-story/?storyid=b3996cbd-9954-455f-8e72-88e452ca38c0

What are the recommended methods for removal when attached to assets with 3M VHB tape?

There are 2 key resources that guide the best practices and approaches to removing VHB tape. These resources cover the physical and chemical methods of removal of VHB tape and cleaning of surfaces.
- o Specification document http://multimedia.3m.com/mws/media/669620/3mtm-vhbtm-tape-disassembly-tech-bulletin.pdf
- o YouTube Video https://www.youtube.com/watch?v=KEbOheeHe3A

Are there any mounting brackets available?

- o Yes, Cat-M1 Tracking Unit Mounting Brackets are available for purchase.

Can the Cat-M1 Tracking Unit withstand harsh conditions?

- o The Cat-M1 Tracking Unit has an IP68/IK10 certification.

Can the device work outside Australia?

The Cat-M1 Tracking Unit works in New Zealand.

Please reach out to your Telstra sales representative, if you have another international use case.

Cat-M1 Rechargeable Tracking Tag

How often is the location and condition of my asset tracked with the Cat-M1 Rechargeable Tracking Tag?

- o Please refer to the Profile tab, under Settings on the Web Portal for a list of operating profiles available for this device. You can select to update the profile for all Cat-M1 Rechargeable Tracking Tags, or individual devices.
- o By default, your tag performs 1 track per 20 minutes when the asset is moving via the Cat-M1 network and 1 track per 12 hours when the asset is stationary via the Cat-M1 network.
- o Location updates are also provided via proximity to the Bluetooth Finding Community.

How do I activate my tracking Tag?

- o Please move outside when turning on your Tags, to maximise their ability to obtain a location via GPS.
- o Press and hold the button on the top of the tracking tag for 2 seconds then release.
- o LED will light up and play a tone.
- o For full details please see: <u>Cat-M1 Rechargeable Tracking Tag Quick Start Guide</u> via the help screen of your web portal.

How do I know if my tracker is active?

- o You should expect to see a location update within 10 minutes of turning on your device. We recommend checking for location via the web portal or scan the QR code on the tag through your Track and Monitor mobile app and confirm the Last Updated / Last Communicated date is populated.
- o If you have turned on your tag inside, and your device has not successfully obtained its initial GPS fix, a location update will not immediately be provided. This does not mean your device in inactive. Move your device outside, give it a shake for a couple seconds to trigger check in and check again in a few minutes.

How long does the battery last and how do I charge it?

- o On the default profile, the battery lasts for up to 4 weeks per full charge. But it really depends on how much your device moves during this period.
- o On the 5 minute / recovery profile the device has been tested as having just over 1 day's battery or approximately 310 location updates.
- o For maximum battery life, mount the tracking tag away from hot or sunny conditions.
- o Charge your Cat-M1 Tracking Tag by plugging the provided charging cable into the USB type C port. From fully flat, the device has been tested as taking 2 hours 32 minutes to fully charge. However, charge speed depends on incoming Amperage. We recommend a 1 Amp charging adapter.

What's the best way to attach my tracker?

- o You can either attach the tracker by the secure eyelet and hang the tracker off an item by cord or,
- o You can purchase the Cat-M1 Tag Universal Mount and bolt it onto your asset.

Can the Cat-M1 Rechargeable Tracking Tag withstand harsh conditions?

- o The Cat-M1 Rechargeable Tracking Tag has an IP67 **certification.**

BLUETOOTH TRACKING UNIT AND TAG

What network technology does my Bluetooth tracker use to report its location?

- o Telstra Bluetooth Finding Community is supported in several ways:
  - Telstra Track and Monitor customers who have distributed the Track and Monitor App within their workforce.
  - Customers working with Telstra or a Telstra partner who have distributed a custom app with Telstra Bluetooth Finding Network enablement to their workforce.
  - Track and Monitor Cat-M1 Solar Tracking Units with Bluetooth Gateway profile enabled.
  - Telstra mobile customers who opt-in to location permissions in the MyTelstra App.

- Over 6000 Telstra Air enabled payphones and Telstra Air Public Wi-Fi Hotspots providing location updates when a unit or tag is within range of the payphone or infrastructure-based hotspot.
- Customers' compatible onsite wireless networks (see Indoor Tracking below)

The accuracy of the last known approximate location of a Tracking Unit / Tag is dependent on:
- The distance (measured by signal strength) between the Tracking Unit / Tag and the Bluetooth Finding Community Network.
- The component(s) of the Bluetooth Finding Community that find and present data to the Location and Monitoring Platform.
- The accuracy of the location services data of the Bluetooth Finding Community device that observes the Tracking Unit / Tag.
- The number of location records uploaded for a Tracking Unit / Tag in the period of time. Accuracy may be improved where the tracker is observed by multiple Bluetooth Finding Community members, as our platform solution will create a single data point taking into account the Bluetooth Signal strength between each tracker and the tag as well as the relative location accuracies of each observing device.

Discover the reach of the Telstra Bluetooth community at www.telstra.com/BluetoothCommunity

Bluetooth Tracking Unit

How often is the location and condition of my asset tracked with the Bluetooth Tracking Unit?

- The Bluetooth Tracking Unit beacons to communicate its presence every 2.57 seconds for 30 seconds, and then sleeps for 30 seconds (to preserve battery life).
- Where the beacon is detected by a Bluetooth Finding Community member, the time taken to report the location will depend on the Bluetooth Finding Community member type. This can include which App is being used, the mobile operating system and whether the mobile device is active. This data is then aggregated to the Telstra Track and Monitor platform.
- If the beacon is not detected by a Bluetooth Finding Community member, no location update will be provided.

How do I activate my tracking unit?

- Swipe the tracker with the provided magnet over the LED, and then swipe over the LED a second time within 5 seconds of the first swipe.
- For full details please see Bluetooth Tracking Unit Quick Start Guide

How do I know if my tracker is active?

- Place the tracker with a member of the Bluetooth Finding Community, for example your phone with the Track and Monitor App. We recommend scanning the QR code using the app and then checking the last updated date/time in the mobile app or web portal.
- Please note that updates are not real time. If turning on your Bluetooth Unit together with the Track and Monitor app, expect to wait up to 10 minutes for your Trackers location to update.
- Mobile apps work within mandatory guidelines provided by Apple and Android. These control the frequency an app can upload based on:
  - Whether the mobile device is in use,
  - Whether the app is in foreground or background,
  - Whether the mobile device is stationary or has moved a substantial distance, which can be between 100m and 1km.
- While these limitations can delay your location update, they also ensure the battery drain from mobile apps is minimal.

How long does the battery last and how do I change it?

- Battery life is up to 5 years. For maximum battery life, mount the tracking unit away from hot or sunny conditions
- Tracker life is up to 5 years. After this time a replacement Bluetooth Tracking Unit would be required as the battery is non-replaceable.

What is the best method to achieve attachment with 3M VHB tape?

To achieve optimal performance of attachment, use the scouring pad within the accessory pack provided to clean the surface to remove loose material, dirt and grit and achieve a clear surface. Then use the cleaning wipes to clean the surface and remove any remaining residue or oils and allow this to dry prior to attaching the VHB on the back of the unit to the surface. More detail and information to preparing surfaces for best adhesion of 3M VHB tape is found at the below 3M website.
https://www.3m.com/3M/en_US/bonding-and-assembly-us/resources/full-story/?storyid=b3996cbd-9954-455f-8e72-88e452ca38c0

What are the recommended methods for removal when attached to assets with 3M VHB tape?

There are 2 key resources that guide the best practices and approaches to removing VHB tape. These resources cover the physical and chemical methods of removal of VHB tape and cleaning of surfaces.
- Specification document http://multimedia.3m.com/mws/media/669620/3mtm-vhbtm-tape-disassembly-tech-bulletin.pdf
- YouTube Video https://www.youtube.com/watch?v=KEbOheeHe3A

Are there any mounting brackets available?

- Yes, Bluetooth Mounting Brackets are available for purchase.

Can the Bluetooth Tracking Unit withstand harsh conditions?

- The Bluetooth Tracking Unit has an IP68/IK8 certification.

Bluetooth Tracking Tag

How often is the location and condition of my asset tracked with the Bluetooth Tracking Tag?

- The Bluetooth Tracking Tag beacons to communicate its presence every 2.57 seconds.
- Where the beacon is detected by a Bluetooth Finding Community member, the time taken to report the location will depend on the Bluetooth Finding Community member type. This can include which App is being used, the mobile operating system and whether the mobile device is active. This data is then aggregated to the Telstra Track and Monitor platform.
- If the beacon is not detected by a Bluetooth Finding Community member, no location update will be provided.

How do I activate my tracking unit?

- Press the button on the back of the tracking tag, it will play a tone to confirm it has powered on.
- For full details please refer to the <u>Bluetooth Tracking Tag Quick Start Guide</u>

How do I know if my tracker is active?

- Place the tracker with a member of the Bluetooth Finding Community, for example your phone with the Track and Monitor App. We recommend scanning the barcode on the box using the app and then checking the last updated date/time in the mobile app or web portal.
- Please note that updates are not real time. If turning on your Bluetooth Tag together with the Track and Monitor app, expect to wait up to 10 minutes for your Trackers location to update.
- Mobile apps work within mandatory guidelines provided by Apple and Android. These control the frequency an app can upload based on:
    - Whether the mobile device is in use,
    - Whether the app is in foreground or background,
    - Whether the mobile device is stationary or has moved a substantial distance, which can be between 100m and 1km.
- While these limitations can delay your location update, they also ensure the battery drain from mobile apps is minimal.

How long does the battery last and how do I change it?

- Battery life lasts up to 12 months. For maximum battery life, mount the tracking tag away from hot or sunny conditions.
- To replace the battery, use the battery replacement tool to open the tag and take the old battery out, and replace with the new one. This tool is included in the box with each tag and depresses the 2 indents on the back of the tag.

What's the best way to attach my tracker?

- Attach it to a keyring type accessory, such as keys or bags.
- You can also glue the tracker to the asset with the logo facing down and the back of the tracker facing outward so that the battery can be removed.

Can the Bluetooth Tracking Tag withstand harsh conditions?

- **No, the Bluetooth Tracking Tag has an IP40 certification.**

Bluetooth Trackers Location Information

My Bluetooth Tracking Unit / Tag isn't reporting its location regularly enough?

- Your Bluetooth tracker may not be within range of the Bluetooth Finding Community.
- Metal surroundings may interfere with Bluetooth signal.
- The best application for Telstra Track and Monitor Bluetooth trackers is to compliment the Bluetooth Finding Community with your own network of mobile phones and tablets that have the Track and Monitor mobile app installed.

Why is my tracker showing in a different location to where it's located?

- There may be different causes:
    - Bluetooth Finding Points around the tracker haven't been able to determine its location, or its last known position.
    - The mobile device that is locating the Bluetooth Tracking Unit may have Wi-Fi turned off or poor mobile signal, both of which can impact the effectiveness of its ability to understand the location of the Bluetooth Tracking Unit / Tag.

If I have more phones with the Track and Monitor app, will it increase the frequency of location updates?

- o   Yes, it may increase the frequency of trackers being located.
- o   It will also increase the accuracy and certainty of locating your Bluetooth Tracking Unit / Tag because it will provide more Bluetooth Finding Points. When there are more Bluetooth Finding Points that locate the tracker, these finding points will triangulate and provide one location ping that is determined to be most accurate.

WEB PORTAL

For more detail and tips for using the Web Portal, please refer to the guide which is available on the Help screen of the Web Portal
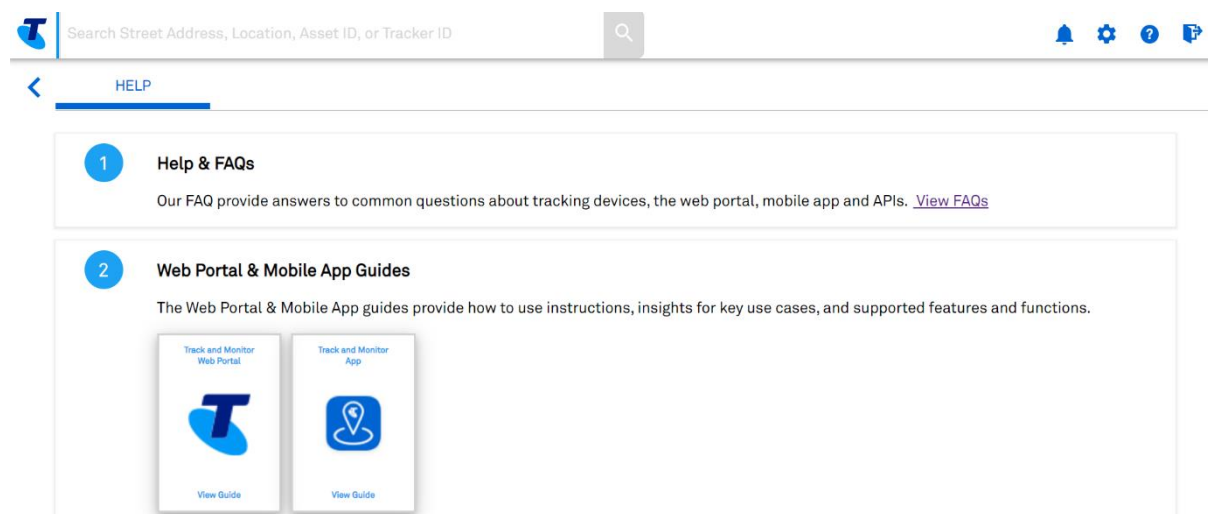
How do I navigate to the web portal?

- o   https://trackandmonitor.telstra.com/

Where do I find my login details for the web portal?

Enterprise customers
- o   Your logon details will be your email address, linked to your organisations Telstra Connect account. Your sales representative will assist you with these details.

Small Business customers
- o   Your logon details are your Telstra logon, linked with your Small Business account. Please speak to your Sales Representative if you are unaware of these details.

My logon is no longer working

- o   Navigate to https://trackandmonitor.telstra.com/
- o   Enter your email address
- o   Select Next
- o   Use the Reset Password function to receive an email link to reset your password.

Can I set different user permissions in the Track and Monitor portal?

- o Identity management for Telstra customers is centralised and can be configured via Telstra Connect. However, the Track and Monitor portal allows for further refinement of existing user roles (see Web Portal Guide).
- o The available role types and associated permissions in the Track and Monitor portal are listed below:

Roles	Permissions		
	Read	Write	User Management
Admin	Y	Y	Y
Edit	Y	Y	N
Read Only	Y	N	N
No Access	N	N	N

- o A user with Full Authority defined in Telstra Connect (e.g. an authorised representative) will by default be an Admin user in Track and Monitor, and this role cannot be changed from within Track and Monitor
- o Other users with Limited Authority in Telstra Connect will by default have Edit permissions in Track and Monitor. However, their role can be modified by another Admin user in the Track and Monitor Portal (i.e. elevated to Admin, or reduced to Read Only or No Access)
- o The User Management feature is not available for Small Business users

What can I do in the Telstra Track and Monitor portal?

- o See your asset data including last updated approximate location and time, and battery level.
- o Trace location history at specific dates and intervals.
- o Search for a specific asset by the asset name or Tracker ID (serial number).
- o Filter by specific assets, Geozones, tags, battery level, and temperature.
- o Create Geozones, assign categories to Geozones.
- o View notifications for when trackers have entered and left Geozones.
- o Change the operating profile of your device, for example the check in frequency.
- o Edit asset ID and other asset details such as tag to categorise your asset.
- o Refer to help material.

  Small Business customers can also
- o View your account details
- o Add trackers to your account.

How often does the data update in the web portal?

- o When you press refresh, or
- o The web portal will auto-refresh every 60 seconds, if you prefer to enable this in your settings.

How do I rename a single tracker on the web portal?

- o From the web portal homepage, select an individual asset on the map, or from the asset list.
- o If you select the asset on the map, click 'more' to go to asset details.
- o If you select the asset from the list, click the pencil icon to go to asset details.
- o From the edit asset details page, you can edit the asset name.

How do I name or rename multiple asset details at a time?

- o In the top right-hand corner of the web portal, click on the gear wheel 'settings' icon.

- o Click "Download CSV".
- o This will download an excel file of all your assets. From here you can do an efficient, mass edit of your Asset IDs.
  - Note: you are not able to change the Tracker ID as this is a unique identifier from Telstra Track and Monitor.
- o Once you've made your changes, save the file, and then upload it in settings.

What is a Geozone?

- o A Geozone is a specified area of importance to you. For example, a construction site, depot, or hospital.
- o Geozones are helpful for being able to filter your search on the web portal to quickly find specific assets in or outside of that Geozone.
- o Geozones are also helpful for receiving notifications when one of your assets enters or leaves its assigned Geozone.

How do I create a Geozone?

- o From the homepage, toggle to Geozone view on the left-hand side of the map.
- o Search for an address using the search bar or zoom and pan the map to the location.
- o Up the top, click 'Create Geozone'.
- o To confirm your Geozone click the message "click here to create new Geozone".
- o You can then either select to create a circular Geozone, or create a custom area.
- o Finally name the Geozone, and optionally categorise the type.

  ** It is important that you don't overlap your Geozones, as this can affect notifications.

How do I assign an asset to a Geozone?

- o Select an individual asset from the map and go into asset details.
- o Under 'Geozone', click the pencil icon to edit Geozone details for this asset.
- o Assign the asset to an existing Geozone that you have created.
- o This sets the Geozone as the asset's 'home' location.

Why do I not see any assets or data when I log into the portal?

- o You may not have turned on your trackers.
- o For Cat-M1 Tags or Units, if you've turned them on inside, they may have failed to get a GPS fix and therefore no location is available.
- o For Bluetooth Tracking Units or Tags you may not have had them in proximity to the Bluetooth Finding Community since activation and therefore they have not been observed.
- o You can see if your trackers have not been observed by filtering for 'never observed'.

What do the blue accuracy circles around my tracker mean?

- o Each location point has a level of confidence, or accuracy.
- o While we present an asset as a pin on a map, the accuracy circle shows the wider area the asset may be.

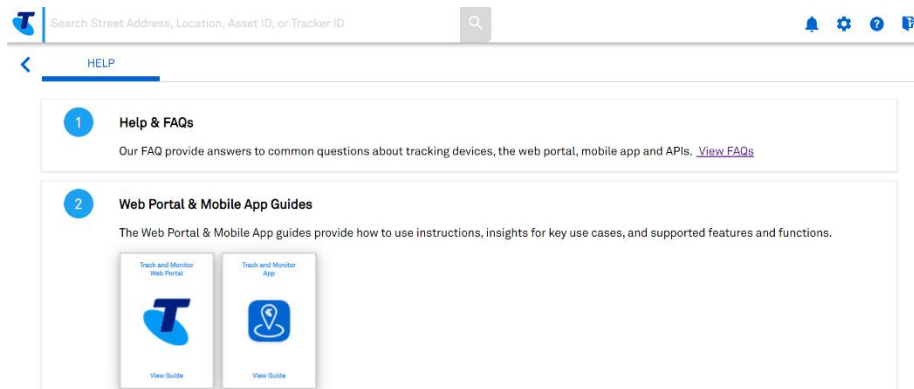## Why am I seeing battery fluctuations?

- o The battery may be affected by:
  - Temperature
 - Condition
  - Storage
  - Operational use of the tracker.

For more detail and tips for using the Track and Monitor App please refer to the guide which is available on the Help screen of the Web Portal, and Mobile App.

How do I download the Track and Monitor app?

o   Search Telstra Track and Monitor on the Apple Store, or Google Play Store to download.
o   Or use your device camera on the image below.
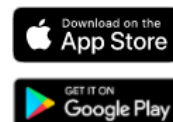
Key features

o   Map view of your assets, commencing with what is close to your location
o   Search for an asset
o   View asset list
o   Filter by battery level, Geozone, Inactive Trackers, Tags
o   <u>Onboarding and setup</u>
   Enterprise customers
o   Scan the QR or barcode to retrieve your tracker details, and edit asset name, Geozone, tags and notes.
   Small Business customers
o   Scan the QR or barcode to add the tracker to your account and edit asset name, Geozone, tags and notes.
o   View your account details

Why does the app log me out when I close it? Can I keep it logged in?

- o   Our customer centric design has led to an overwhelming response of customers who wish to keep the app logged out for their safety and security of asset data. At present we do not have the ability to enable a persistent logged in experience.

Do I need to enable my location settings to 'always' for the Telstra Track and Monitor Mobile App?

- o   Yes.

Do I need to be logged into the Telstra Track and Monitor Mobile App for it to act as a Bluetooth finding point?

- o   No. But you must have logged into the app previously, for this function to be working in the background on your mobile device.

Will the Track and Monitor Mobile App affect my phone battery usage?

- o   The Track and Monitor App will use battery as it detects and uploads location updates. Telstra have ensured to minimise the battery impact of their app. Each user can utilise their operating systems function to understand the battery usage vs that of other Apps.

NOTIFICATIONS

What can I get notifications for?

- o   You can choose to receive notifications for when an asset enters or leaves its assigned Geozone.

How do I set up notifications?

- o   Multiple assets
  - •   Up the top right-hand corner of the web portal, click the 'bell' icon for notifications.
  - •   Toggle 'enable' to turn on (and turn off) notifications for all active assets / trackers for when the asset enters a Geozone and / or leaves a Geozone.
- o   Individual assets
  - •   Select an asset to view asset details
  - •   Click the 'notifications' tab
  - •   Select to edit notifications alerts
  - •   Apply custom notifications, so that the notifications only apply to this asset.

Where do the notifications go?

- o   Once enabled, notifications will appear on the portal when you click on the 'bell' icon to view.
- o   Notifications will display as a list, showing:
  - •   Date and time the asset entered or left a Geozone.
  - •   A description detailing if the asset has arrived at a Geozone or left the Geozone.

API

What if I want to purchase Telstra Track and Monitor but still utilise my own existing system for data?

- o Telstra Track and Monitor offers an API tool that allows you to integrate our asset tracking data into your own system. <u>This feature is available for Enterprise Customers Only.</u>
- o Read more information about it here: https://dev.telstra.com/content/track-and-monitor-api

What's the benefit of the API?

- o You may have an existing project management / work scheduling / asset maintenance or management system or Application. You can enrich your existing data by integrating it with the Track and Monitor API including last known location, tracker details, location history, and more features that the Track and Monitor DevOps team are continuously updating.

How do I purchase the API?

- o You don't need to purchase this, it's an included feature. Just select the option to get the API on your Application Form when you initially purchase Telstra Track and Monitor.
- o If you initially didn't want the API, and now you do, please contact **your Telstra Sales Representative,** and then we can get this set up for you.

INDOOR TRACKING

What is the Indoor Tracking feature?

This feature enables customers to enable the Telstra Bluetooth Finding Community on their own wireless access points to provide enhanced visibility of their Track and Monitor devices in their indoor and/or on-campus spaces. In this solution the customer's wireless access points make Bluetooth observations to determine the location of each device. The location telemetry is then sent via API to the Track and Monitor platform for processing, storage, and visualisation.

There are two solution types:

1. Track to campus – no floor plans

   The customer's wireless access points detect whether an asset is present at a building or not and when. However, there are no floor plans loaded into the Track and Monitor App for the building, and the user is not necessarily interested in where specifically in the building the asset is.

2. Track on campus – with floor plans

   The customer's wireless access points track the position of an asset throughout a customer's building, including across multiple floors, and the building's floor plans are loaded in the Track and Monitor App.

What are the compatibility requirements for this feature?

This solution is currently supported on Bluetooth enabled Cisco Meraki networks. With support for other vendors and Wi-Fi coming soon on our roadmap.

The Meraki networks this solution will be supported on include:

1. Telstra Managed Meraki (Managed Wi-Fi Cloud) solutions
2. Telstra Air Enterprise
3. Customer BYO / 3rd Party Meraki networks (could include Telstra partner managed networks)

Like other components of the Bluetooth Finding Community, the Cisco Meraki access points will only observe Track and Monitor devices that are Bluetooth enabled (i.e. all devices except the Solar Cat-M1 Tracker).

How do I request access to the Indoor Tracking feature?

This feature is requested via the Track and Monitor Application Form, which includes the relevant terms and conditions. Speak to your Telstra IoT Specialist about arranging this for you.

What is the scan and upload behaviour of my access points?

Your access points will continuously scan for Track and Monitor devices and send data to the Track and Monitor platform approximately every minute. The position presented in the Track and Monitor user interface will update within 5 minutes.

How accurate is the location data reported by my wireless access points for each Track and Monitor device?

The Indoor Tracking solution is designed to provide approximate location only. The accuracy of the solution is dependent on many factors including access point placement and environmental conditions.

Some key points:

- The wireless network uses observations from multiple access points to determine the position of Bluetooth devices. The more access points that observe a tracking device within a particular area, the more accurate the calculated position will be. If high accuracy is particularly important to you, please speak with your Telstra IoT Specialist who can discuss options for a site assessment and optimisation of your access point layout.
- Obstructions in the environment, particularly those made of thick and/or high-density materials such as concrete and metal can weaken Bluetooth signals and therefore impact location accuracy.

EXISTING CUSTOMERS

I still need help; who can I contact?

Enterprise Customers
- o Phone: 1800 325 220
- o Email: Enterprise.IOT.Support@team.telstra.com

Small Business Customers
- o Phone 132000
- o Or speak with your sales representative at your nearest Telstra Business Technology Centre