

# RockCONNECT App Manual

Manual for the RockCONNECT App (will only work with devices sold after October 2014)

Last update: 11th October 2014



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# Overview

The Connect App is designed to be used with our RockSTAR and RockFLEET Mk3 devices, sold since the start of October 2014. It uses a Bluetooth LE connection to talk with the device - earlier revisions of the device do not have Bluetooth LE, and will therefore not work with this app.

Using the app, you can configure your device's settings, and you can also activate and use messaging functions. The app allows you to send and receive short messages, via email or SMS.

The app is listed in the Apple App Store, and the Google Play Store under RockCONNECT

# Using the App

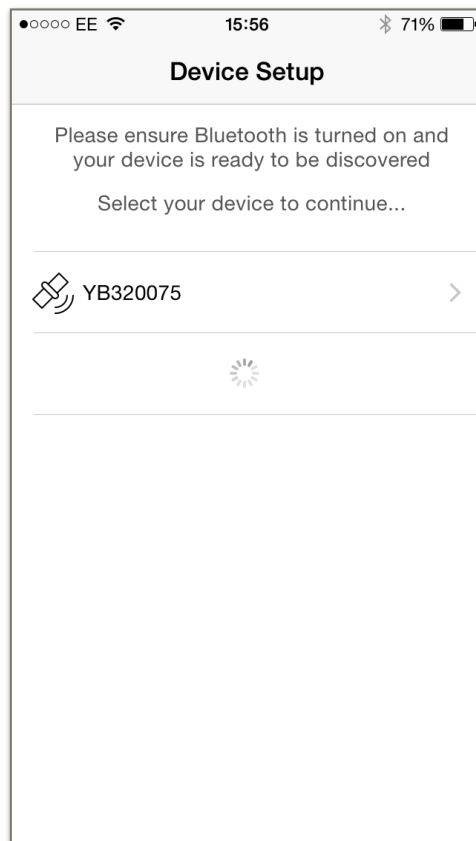
## Ensure Bluetooth is turned on

First, you must ensure Bluetooth is activated on your iPhone, iPad or Android device. Go into the Settings area, and check Bluetooth is ON.

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

## Connecting to your device initially

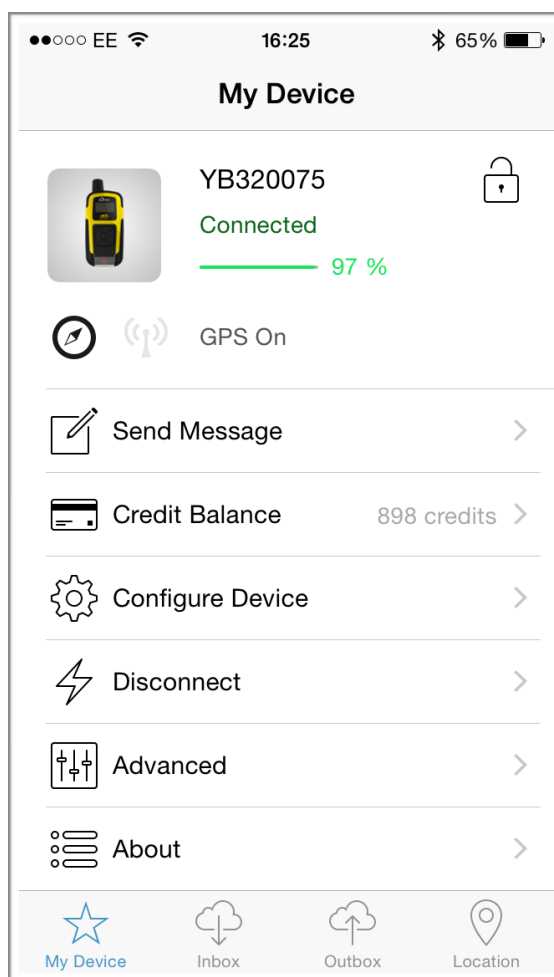
When you first download and open the app, it will ask you to choose a device to connect to. Devices within range will come up in a list, as shown below. Choose your device. Devices will be listed with their serial numbers, so if you are able to see several units you can ensure you are connecting to the correct one.



Once you have connected for the first time, the app will remember which device you connected to last, and will always try to use that one next time.

## The Interface

At the top of the app you will see your device name, the connection status, and the battery charge of your device. It also has icons to represent the activity on your device, whether it is trying to get a GPS fix, transmit to Iridium, or if it is Idle.



Underneath you will see a series of menu options.

At the bottom of the screen, you will see icons for My Device, and Location. If you have enabled messaging you will also see icons for Inbox and Outbox.

## Enable Messaging

When you initially load your app, it will not be setup to allow messaging through your device. You need to activate this feature.

If you press 'Enable Messaging' it will then ask for your username and password. This is the same username and password used to access the YBlog or the Core admin areas (depending which one you use). Enter these details into the boxes, and click the 'Enable' button top-right.

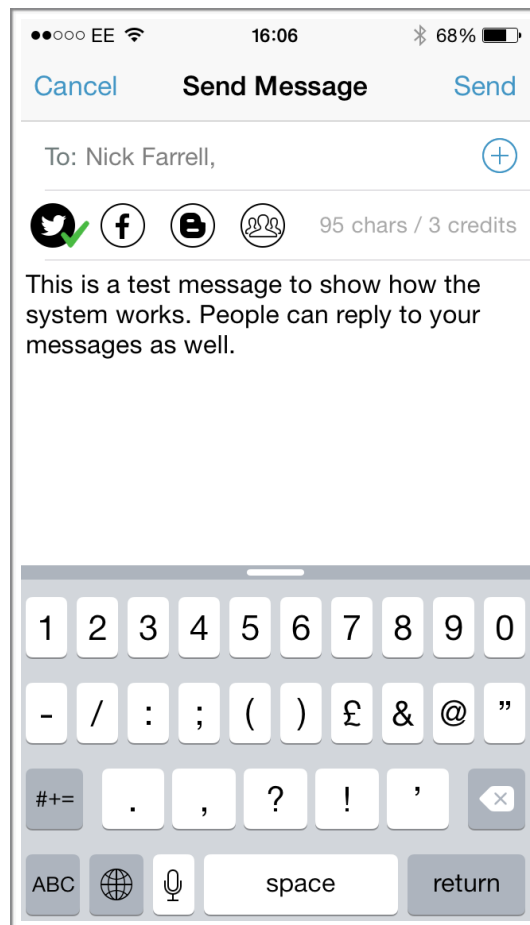
If your phone/tablet is connected to the internet whilst you are activating your device, the screen should come back immediately and let you know if activation was successful. If you are activating your messaging account without access to the internet, the device will send the request over satellite, and so may take up to 10 minutes to respond.

Once you have activated your account, some extra options and menus will appear in the app.

## Send Message

**This option is only shown when messaging has been enabled**

Clicking 'Send Message' will bring up a screen where you can type a message. It also allows you to choose one or more recipients of the message (either e-mail or SMS) by pressing the + button in the top-right.



If you are using a YBlog account, it is also possible for you to send messages as Twitter, Facebook or Blog updates. Press the appropriate button(s) if you wish to send your messages to these destinations. Remember, if you want to update social media, you must first link up your social media accounts in the admin area of the YBlog.

As you are typing your message, the screen will show how many characters you have used, and how many credits your message will cost. Remember, every 50 characters of message (or part thereof) costs 1 credit. The length of email addresses also contributes to the total number of characters in your message. If you are delivering to SMS destinations, there is a 1 credit charge per SMS for the delivery via the mobile networks as well.

Once you have typed your message, press 'Send'. This will send your message to the device, and it will then try to send it to the satellites and onward to the final destination. Ensure your unit has a good view of the sky to make this as seamless as possible.

## Credit Balance

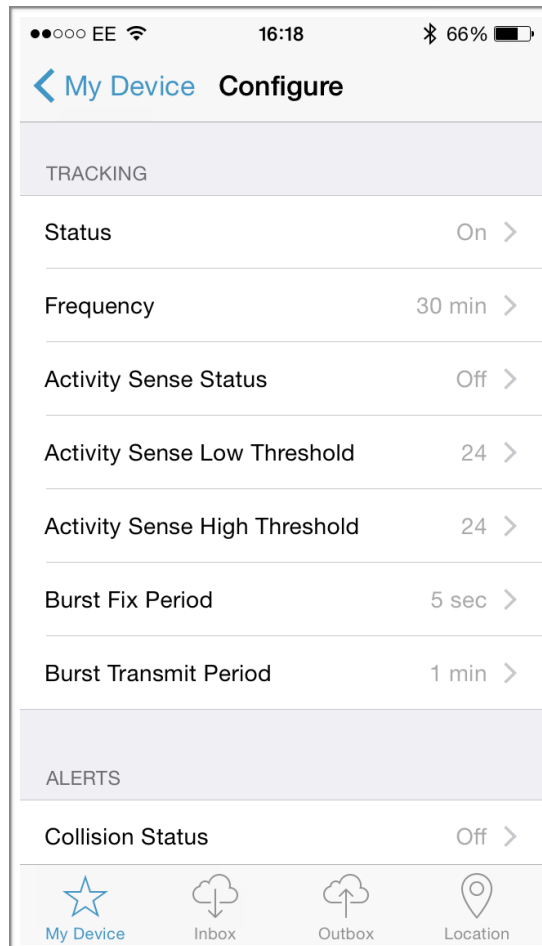
**This option is only shown when messaging has been enabled**

This shows how many credits you had on your account the last time a message was sent to the app. If other activity has gone on whilst you have been disconnected, your actual credit balance may be slightly lower than shown, but it will automatically update each time you receive a message.

Alternatively, if you want to check your credit balance, you can press on this item. Checking your credit balance manually does require data to be sent over satellite, and therefore this will cost 1 credit.

## Configure Device

If you own your device, and you know your PIN number, this option will allow you to configure all of the options - such as tracking frequency, alert settings, and more. Changes you make in this screen will take effect straight away.

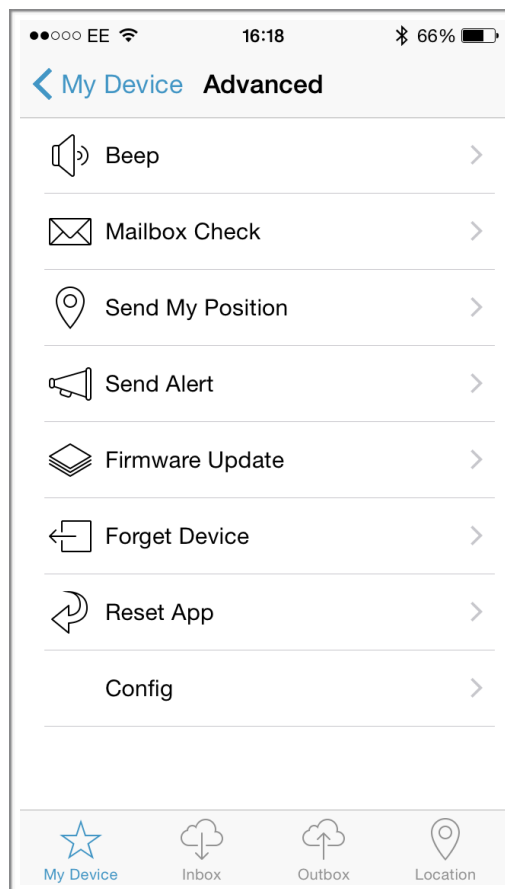


## Disconnect

The app will automatically disconnect from your device after a period of inactivity. This is to allow others to use your device. Multiple people can have their own app accounts, and share a single device - but only one person can have their app connected to the device at any one time. If you wish, you can manually disconnect by pressing this button.

## Advanced

The advanced menu allows you to do a number of things:



**Beep** - pressing this will make the device beep, in case you have lost it

**Mailbox Check** - pressing this will force the device to check the satellites for any new messages. Normally new messages would be downloaded each time your unit transmits a regular position report, but you can use this option if you are impatient. Mailbox check may take some time to complete and will cost you 1 credit if there are no messages waiting.

**Send My Position** - this will send a one-off manual position report right away, rather than wait for the next scheduled position reporting time.

**Send Alert** - this will send an alert from your device, and your responders will be notified according to your settings in the YBlog or Core interface (depending which you use).

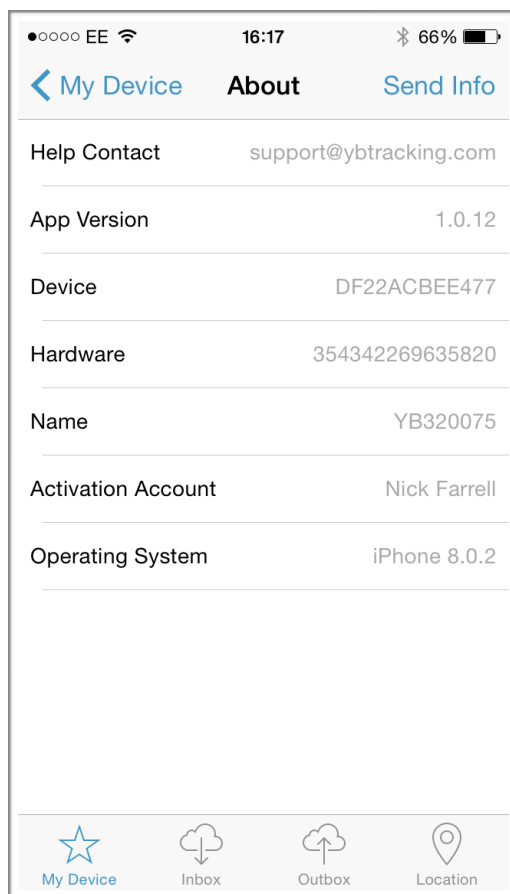
**Firmware Update** - sometimes there is new software available for your device. This function checks if there is, and allows you to install it. Note, both your device and your phone/tablet must have over 40% battery to start this process, and you must stay nearby your device until it has completed - the process can take up to 20 minutes.

**Forget Device** - If you wish to connect to a different device, you can use this button to get back to the very first 'connect to device' screen.

**Reset App** - if you are having trouble, and wish to erase all the settings in the app and go back to the start, you can use this. Generally you would only ever use this option if advised by a support engineer.

## About

This menu shows you key details about your device, including the software version, firmware version etc. It may be useful to a support engineer if you are having difficulties, and you can automatically send the information to our support team by pressing the 'Send Info' button in the top-right. Only do this if instructed to do so by our support team.



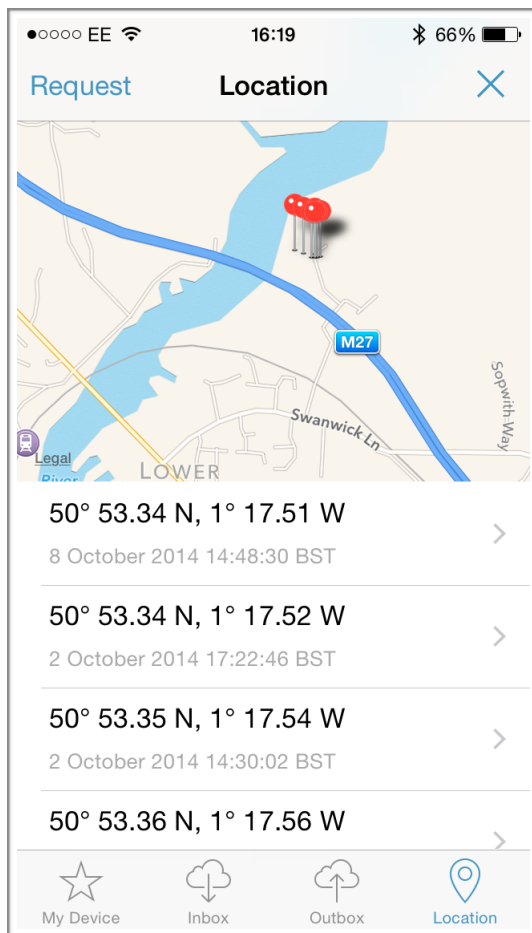
## Inbox / Outbox

The inbox and outbox screens will show all of the messages you have sent or received. New messages sent to you will come into the Inbox. Messages you send will be in the Outbox. Next to each message in the Outbox is a status, which tells you whether a message was successfully sent to the satellites, or whether it is still 'pending' transmission.



## Location

This page allows you to request your current position from the device, and show it on a map. Note, for the map option to work, it does require that you have internet access on your phone/tablet. If you do not, you won't see a map, but you will still see the latitude/longitude co-ordinates.



## For Best Results

As with all satellite devices, they 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.

Sometimes units will work with partial views of the sky, such as on windowsills - however, this is not guaranteed, and every situation is different.