![pivotel. connected everywhere]

RedPort XTracker IR Start Guide – Getting Connected

Project: Documenting the Process start to finish of buying, installing, and supporting a RedPort XTracker IR

Division: Product Team - Pivotel America

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Property of Pivotel America

Revision History

Doc Rev	Date	Name	Changes Made
1.0.0	9/23/2020	Bethany Headrick	Initial Draft
1.1.0	9/30/2020	Robert Sakker	Issued as version 1.1.0
1.2.0	10/8/20	Bethany Headrick	Issued as version 1.2.0

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1. Introduction

The purpose of this document is to make a connection between Pivotel's RedPort XTracker IR and the IAATO (International Association of Antarctica Tour Operators) organization's Tour Operators (TOs).

This is a close look at how the product is built, tested, and shipped before it reaches the TO's vessel. Then the document will address how the TO will install, activate service, and view position reports from their tracker on the RedPort IAATO web portal in time for it to operate successfully before the vessel sets sail.

Beyond that, this document will demonstrate how to interface with Customer Support and take care of billing in Pivotel's SelfCare Portal.

1.1. Overview

IAATO is a member organization founded in 1991 to advocate and promote the practice of safe and environmentally responsible private-sector travel to the Antarctic. IAATO requires its SOLAS (Safety of Life at Sea) vessels to use tracking to send hourly position reports. Pivotel's RedPort XTracker IR is the most commonly used device for these hourly position reports, as it is a device dedicated to sending position reports over satellite.

RedPort provides hourly tracking for US$59 per month with a US$59 activation fee. This service includes the RedPort IAATO web portal to view position reports, and customer and technical support for the devices and tracking services.

2. RedPort XTracker IR Specs

Model name – RedPort XTracker IR
SKU – XT-IR-Tracker
Description – Satellite Tracking Terminal that sends GPS position reports at predetermined intervals anywhere on the planet through the Iridium Network.
Power – 12V 2A
Internal Battery – Internal LiPo 2500mAh with PTC
IP Rating – IP67
Temperature Range - -20C to 45C
Height – 7.28 in Diameter (185mm)
Width – 7.08 in Height (180mm)
Weight – 4lbs (1.81kg)

3. Testing the RedPort XTracker IR

The RedPort XTracker IR is tested by the Customer Care Department for quality assurance before the device is shipped out. A Customer Care Representative (CCR) does over the air testing to ensure that the device is able to function properly. The device is hooked up to power, and the battery is charged fully before it is given to the CCR for testing. Then it is activated by the CCR for over the air testing.

The CCR checks position reports every hour, and once there are two hourly report positions or more, the CCR takes an excel file from RedPort Tracking Portal for the position reports, and this is kept on file in the case of an RMA as proof that the product has been properly tested and is reporting via over the air testing.

Before it is shipped, the position reports are checked to make sure there is a minimum battery percentage of 98% to show that the battery can hold a charge. The RedPort XTracker IR is not meant to run off battery power, it is meant to be used plugged in to mains to provide full power. Note that the battery is a backup source of power, and the 10 meter cable that comes with the device is meant to provide it full power at all times when the device is in use.

4. Shipping the RedPort XTracker IR

Once the XTracker IR is tested, it is ready to be shipped. If there is no sales order for which the device will be fulfilled, then the RedPort XTracker IR will be placed into inventory in the Pivotel Tennessee, USA office.

In the case that there is a firmware update or build update to the RedPort XTracker IR, then the Manufacturing Officer will pull the affected inventory, update the device, and put it back on the shelf before it is shipped out to a customer. Note that RMA warranty returns for the RedPort XTracker IR should be sent to the TN office in the case of a return.

The Tennessee office address is:

Pivotel America Inc.

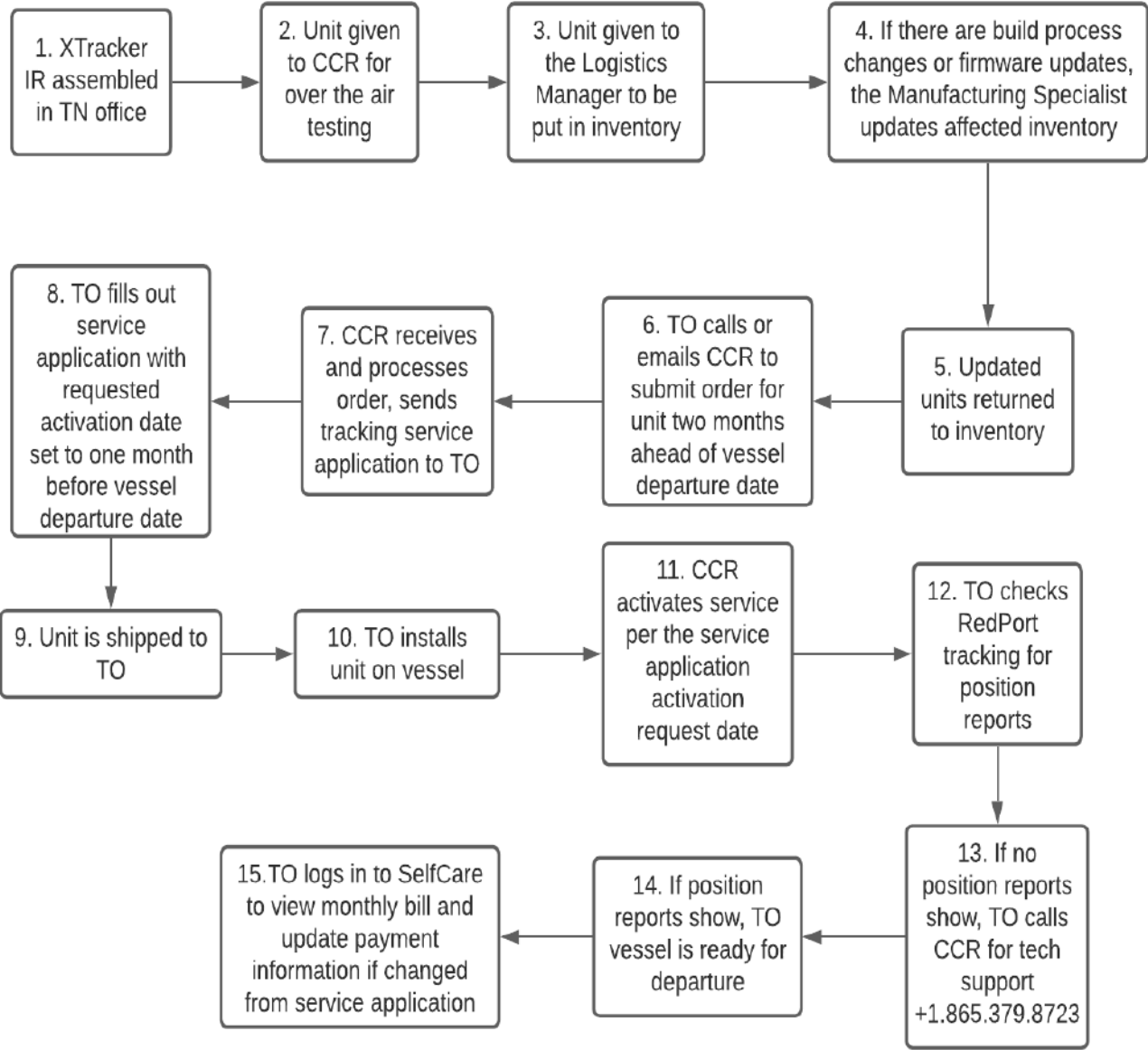3224 Wrights Ferry Road

Louisville TN 37777

USA

5. RedPort XTracker IR Order Processing

TOs should contact Pivotel Customer Care to submit an order for the RedPort XTracker IR. The CCR will take the order – shipping and billing address, contact information, and payment information – then will submit it to the Logistics department to be fulfilled. The Logistics department will fulfill the order ASAP. Orders are processed in the order that they are received.

If an order request is submitted to the ticket system via email to orders@pivotel.com, then the order will be responded to within 24 hours and submitted to the Logistics department once all relevant information is collected. Note that there is a lead time of a month for the RedPort XTracker IR, which is why Pivotel strongly recommends ordering the device two months prior to the date that the vessel sets sail.

6. RedPort XTracker IR Product Lifecycle

The following is a flowchart to show the process from beginning to end of the device being assembled to the customer receiving it and activating tracking service.

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┌──────────────┐   ┌──────────────┐   ┌──────────────┐   ┌──────────────────┐
│ 1. XTracker  │→  │ 2. Unit given│→  │ 3. Unit given│→  │ 4. If there are  │
│ IR assembled │   │ to CCR for   │   │ to the       │   │ build process    │
│ in TN office │   │ over the air │   │ Logistics    │   │ changes or       │
│              │   │ testing      │   │ Manager to be│   │ firmware updates,│
│              │   │              │   │ put in       │   │ the Manufacturing│
│              │   │              │   │ inventory    │   │ Specialist       │
│              │   │              │   │              │   │ updates affected │
│              │   │              │   │              │   │ inventory        │
└──────────────┘   └──────────────┘   └──────────────┘   └──────────────────┘
```

1. XTracker IR assembled in TN office
2. Unit given to CCR for over the air testing
3. Unit given to the Logistics Manager to be put in inventory
4. If there are build process changes or firmware updates, the Manufacturing Specialist updates affected inventory
5. Updated units returned to inventory
6. TO calls or emails CCR to submit order for unit two months ahead of vessel departure date
7. CCR receives and processes order, sends tracking service application to TO
8. TO fills out service application with requested activation date set to one month before vessel departure date
9. Unit is shipped to TO
10. TO installs unit on vessel
11. CCR activates service per the service application activation request date
12. TO checks RedPort tracking for position reports
13. If no position reports show, TO calls CCR for tech support +1.865.379.8723
14. If position reports show, TO vessel is ready for departure
15. TO logs in to SelfCare to view monthly bill and update payment information if changed from service application

7. RedPort XTracker IR Installation

The RedPort XTracker IR can be installed on many different locations on a vessel. The most important things to keep in mind when installing the tracker are its proximity to radar and other microwave emitting equipment, and whether it has a clear view of the sky from where it is mounted. The RedPort XTracker IR should not be placed next to radar or any equipment that will give off RF Interference. A good rule of thumb is to mount the unit at least 2.5 meters (about 8.5 feet) from any other satellite equipment.

Furthermore, the tracker should have a completely clear view of the sky from where it is mounted so that it can easily connect to satellites. If the dome's view of the sky is obstructed, the device will not be able to connect to satellites, and position reports will not show on your RedPort IAATO Tracking portal map.

The RedPort XTracker IR should be installed using a regular 1' threaded mount, which can be found in most marine supply stores or online. The RedPort XTracker IR runs off of a 12V 2A power source, which can be run through the ship from the plug to the dome. The cable should not be run unshielded near any microwave emitting devices that will interfere with the ability of the cable to power the device. As such, the dome should not be placed near any microwave emitting equipment.
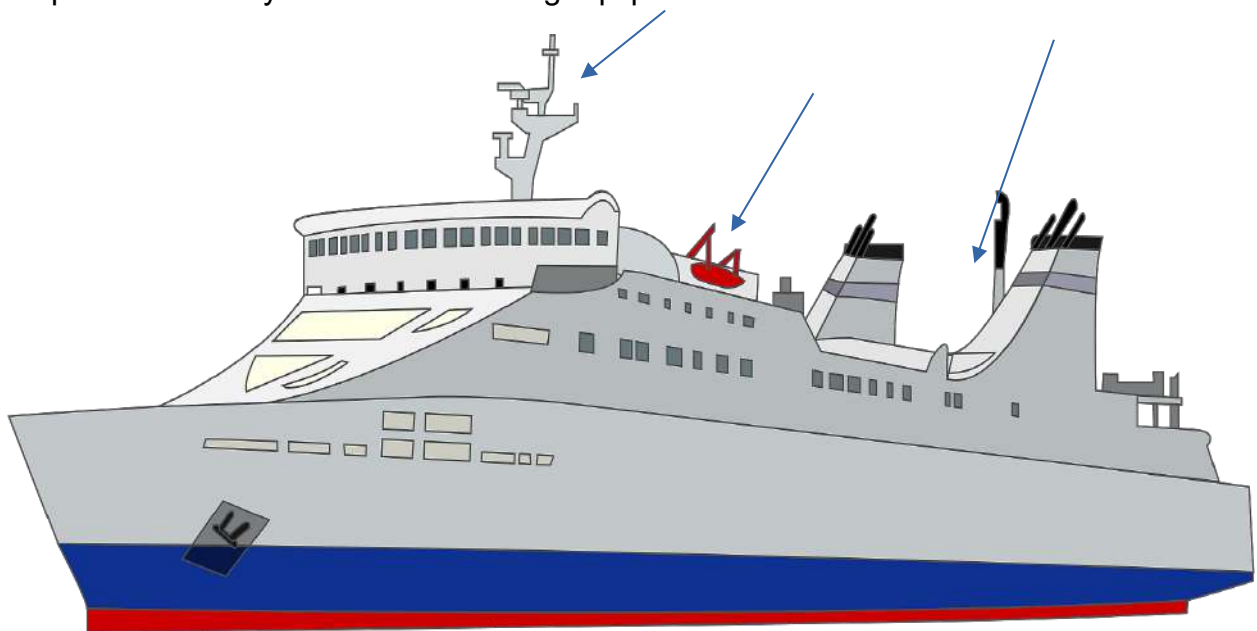
8. Activate RedPort Tracking Service
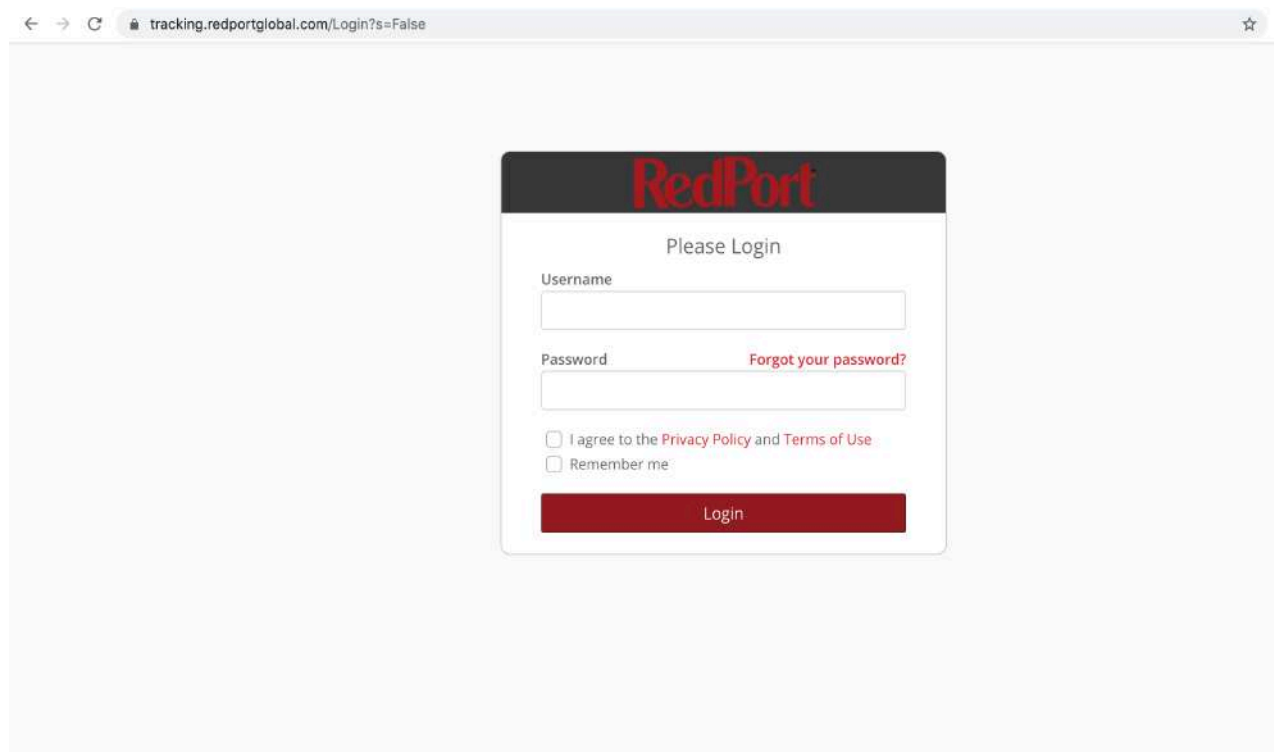
Call Customer Care at +1.865.379.8723 or email activations@pivotel.com. A CCR will prompt TOs to complete a service application, further authorizing the activation of tracking services. Pivotel cannot activate the tracking service without a service application on file with valid credit card information. Service applications can be found at: https://www.pivotel.com/support/resources.

Email the completed form to activations@pivotel.com. One of our CCRs will activate your service. The activation process normally takes up to two business days as requests are processed in the order that they come in.

Note that there is a three-month minimum service term and a US$59 activation fee for RedPort tracking services, and a monthly fee of US$59. Once the three-month service term has passed, the TO goes month to month and can cancel at any time. If the service is cancelled before the end of the three-month service term, then it is the TO's responsibility to pay out the rest of the service term.

Once the airtime tracking service is activated, the CCR will send TO a link via email to login to the RedPort IAATO Tracking portal. This is where the TO will login to see their position reports. CCR will notify the TO that their service is active via email. The TO's credit card for the account will be debited on the 19th of each month for the tracking service, or the closest following business day after.

9.   Using the RedPort IAATO Tracking Portal

Step 1: Go to your browser and type in: tracking.redportglobal.com/login.

Step 2: Enter the login that was provided to you by the Customer Care Department.
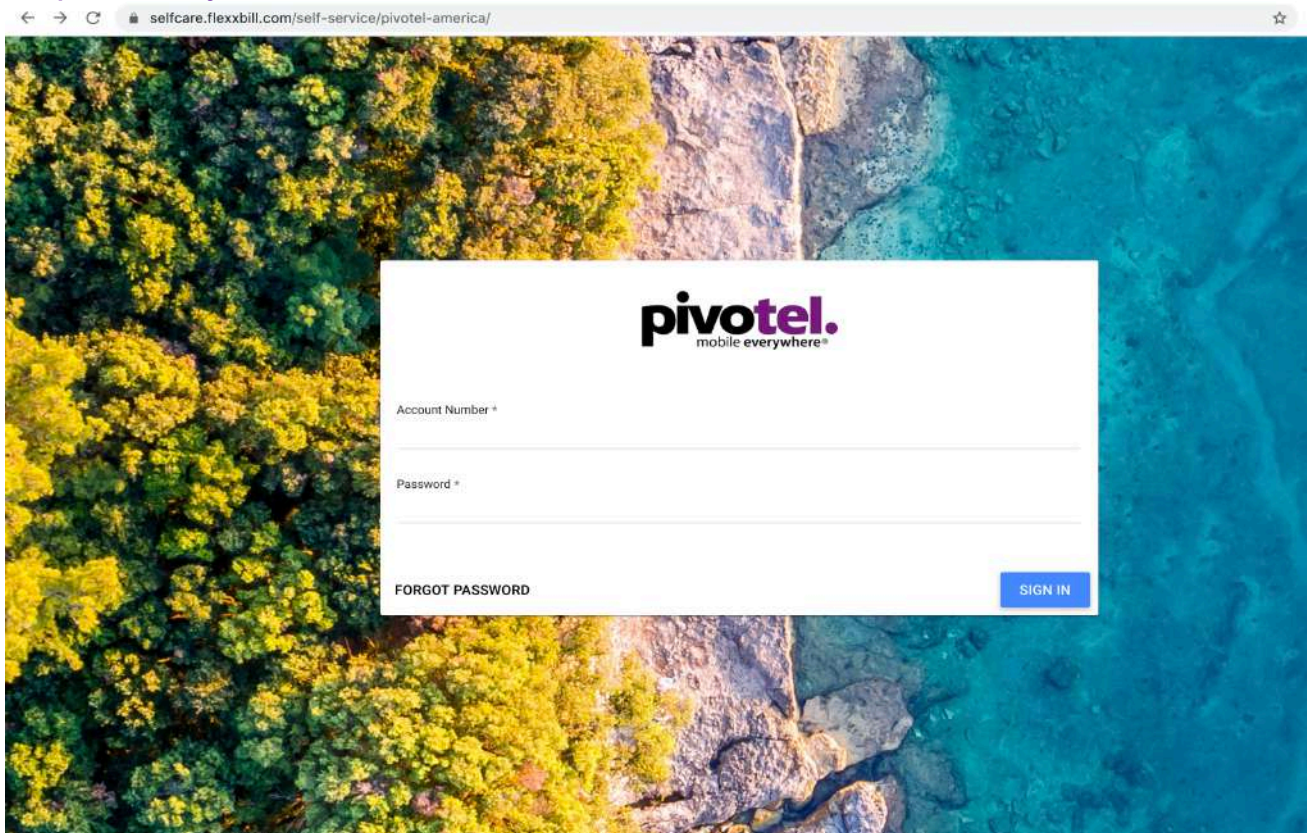Enter <username> and <password>

Step 3: Click on "Login"
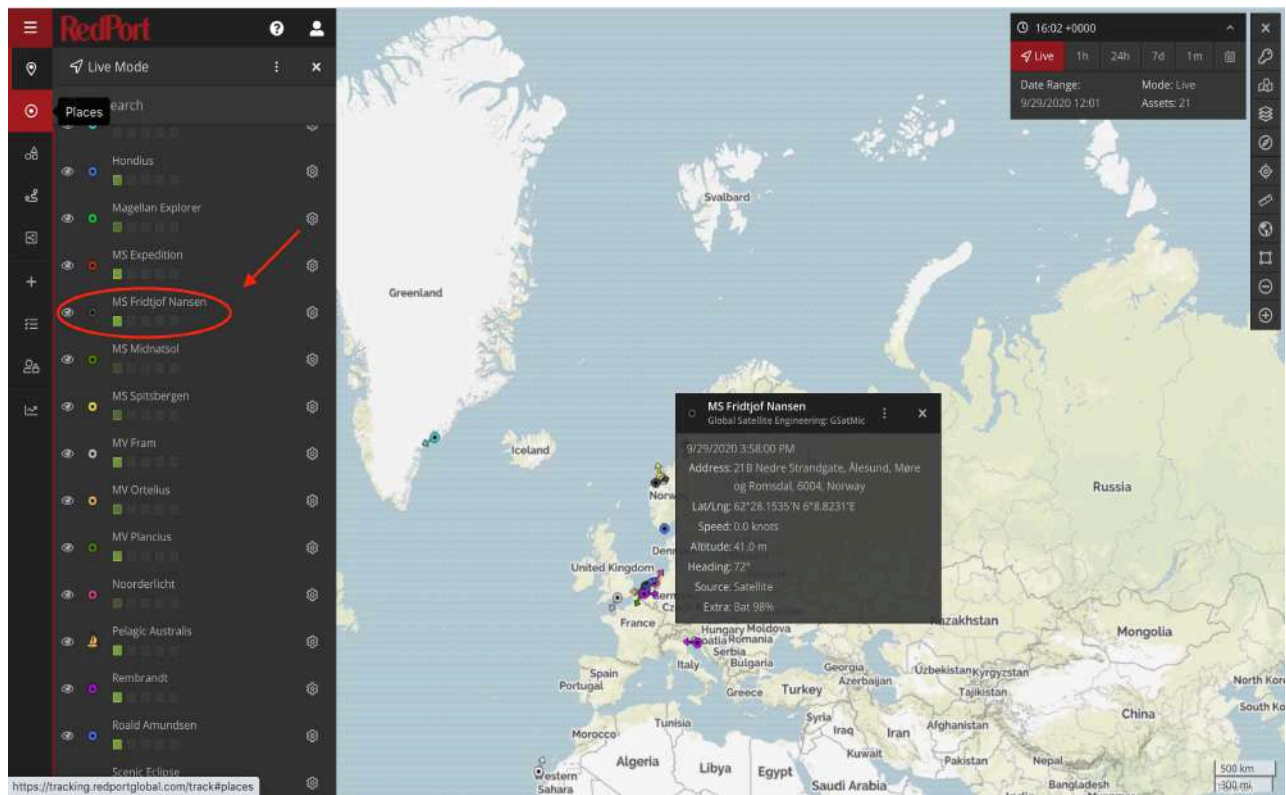
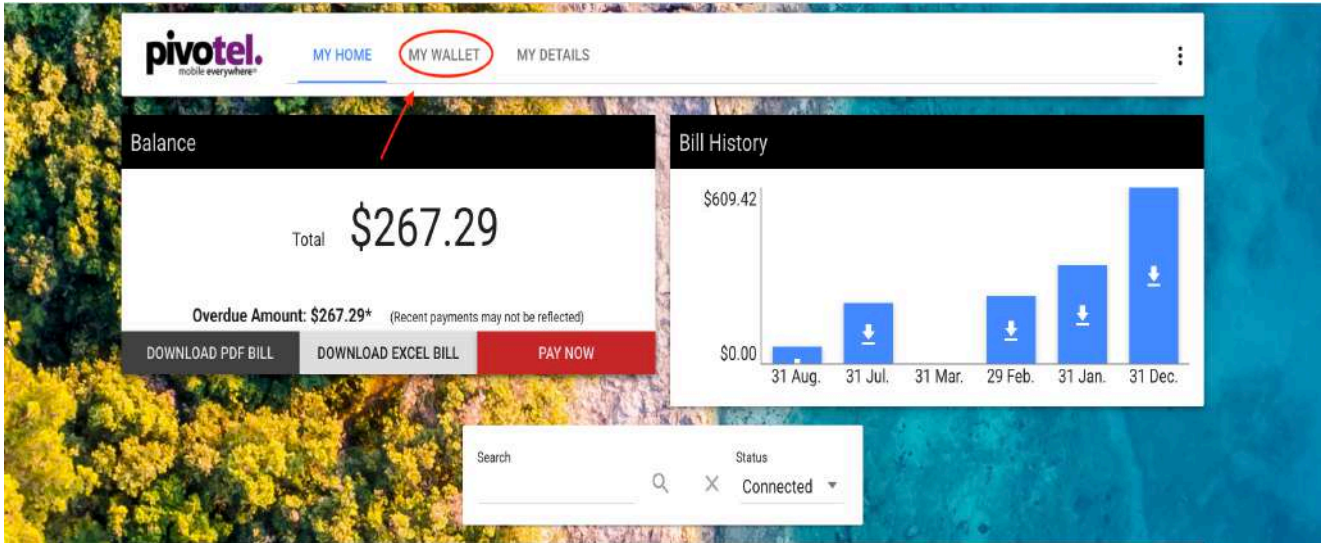Step 4: Click on the name of a vessel on the left side of the screen to see its current position report.

10. Using the Pivotel SelfCare Portal

Update Payment Information

Step 1: Login to Selfcare.flexxbill.com/self-service/pivotel-america. Enter <Account Number> and <Password> and click on "SIGN IN"

Step 2: There are three tabs across the top of the page. To update your payment information, click on the "My Wallet" tab.

Step 3: In the Payment Details window, click on the "Add" button. This will open a new tab in the browser.

Step 4: Enter credit card information, then click "Use this Card"

How to Download PDF Bill
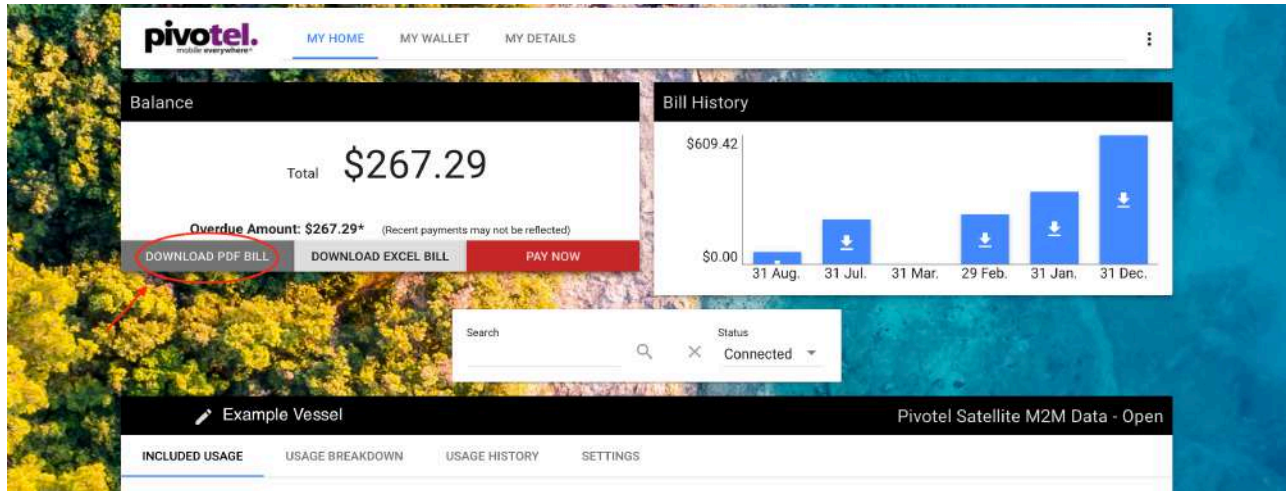
Step 1: On the "My Home" page, there is a "Balance" window. In this window, there is a button for downloading the PDF bill – Click on "DOWNLOAD PDF BILL" and the bill will download into your browser

11. Frequently Asked Questions

Can I remove the dome?

If the dome is removed from the baseplate, then the RedPort 1 Year Limited Manufacturer's Warranty will be voided. Opening the dome breaks the waterproof seal.

Can I hardwire the unit to the vessel's power source?

No, altering the 10 meter cable will void the RedPort 1 Year Limited Manufacturer's Warranty.

How do I stop service when it is not needed?

Call Customer Care at +1.865.379.8723 or email to activations@pivotel.com to request for tracking service to be stopped.

How much power does the RedPort Tracker IR take?

The tracker runs off of a 12V 2A power source.

What are the service terms?

The minimum service term for RedPort tracking service is three months.

When should I activate tracking services for the upcoming season?

Pivotel recommends activating tracking services one month before the beginning of the season. This allows time to ensure that the tracker reports properly.

When should I order the RedPort XTracker IR?

The XTracker IR should be ordered two months in advance of the vessel departure date. This includes one month to order the unit and receive it, then another month to get it installed and activated prior to departure.

12. In Case of an Emergency

In the case of an emergency, the SOLAS vessel should contact IAATO. IAATO will contact Pivotel administrators, who will then increase the reporting interval of the tracking positions for the duration of the emergency. During this time, if the satellite airtime used to transmit the position reports incurs overages, the TO will bear the cost. This typically does not occur as the request to increase the reporting interval is cancelled at termination of the emergency.

In the case of an emergency, the XTracker IR can run off a 12-24V 2A power source. Note that the power source that comes with the device is 12V 2A, but that in the case of total power loss on the vessel, the device will run off its internal backup battery and should run for 2-3 days at higher reporting intervals.

13. Troubleshoot the RedPort XTracker IR

Here are some common reasons that position reports stop showing on the map:

- The unit has no power – this could be due to the power cord being tampered with or becoming unplugged from the baseplate of the unit. It is possible that the battery is dead and needs to recharge. Check to make sure that the cable is fully plugged in and wait for the unit to charge completely before checking the map for position reports again. This should take 6-8 hours.

- The unit does not have a clear view of the sky – it is extremely important that the unit has an unobstructed, clear view of the sky. Without this, the dome is blocked from being able to make a connection to the satellite and emit position report information.

Please note that if the dome is removed from the baseplate without written request by Pivotel during the support process, it is voiding the manufacturer's 12 month warranty.

14. RedPort Warranty

12-month Limited Hardware Warranty

RedPort hardware is warranted for a period of 12 months. If the product malfunctions within 12 months of purchase the product is eligible for RMA (Return Material Authorization) replacement or repair at the manufacturer's discretion.

This warranty does not cover:

- Units damaged by environmental conditions such as operating in excessively humid, hot, cold, or salty environments.
- Direct exposure to water, sunlight, or elements.
- Reverse electrical polarity or operating with improper voltage or current.
- Physical damage to the case or any of its internal components.
- Inappropriate electrical connections to any of the device's physical ports.
- Exposure to strong microwave or other EMF radiation such as that caused by lightning or other radio transmitting equipment.
- Any other environmental, electrical, or mechanical exposure deemed inappropriate by the manufacturer.

15. RMA Process

An RMA process is initiated by contacting Pivotel America in a couple of ways:

- Calling by phone to +1.865.379.8723
- Sending an email to support@pivotel.com and requesting an RMA form
- Visit: https://www.pivotel.com/returns and fill out the RMA form at the bottom of the page

Shipping

Shipping costs and insurance from origin to a Pivotel America repair facility is the responsibility of the TO. Pivotel America will cover return costs via UPS Ground to any USA location. TOs are responsible for covering international shipping costs.

Items with RMA approval should be shipped to the manufacturers address at the Tennessee office. The RMA number should be clearly marked on the outside of the package, the packing slip, and shipping label.

The Tennessee office address is:

Pivotel America Inc.
3224 Wrights Ferry Road
Louisville TN 37777
USA