



Thuraya MarineStar



# Thuraya SatTrack

## Admin FAQs V2.0

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## FAQs

### What is Thuraya SatTrack?

Thuraya SatTrack is a web based application used for messaging, tracking and monitoring solution for vessels equipped with MarineStar terminals.

### How can I get support for Thuraya SatTrack

Consult the usermanual or contact your Thuraya Service Partner. The Thuraya MarineStar user guide will also help you understand settings on the terminal.

### Are there any pre-requisites before I can start using the Thuraya SatTrack portal?

Yes. Please refer to Section 2 of the End user manual. The End user manual can be downloaded by navigating to the following in the menu on the top left:

Help -> Download End User manual

### What timezone does the time on the portal show up in?

The assistant shows the time in the local PC time (the timezone on the end users PC). The incoming, outgoing and missed calls are in the timezone that the terminal was in at the time of making the calls. All other times are in GMT (indicated with a "GMT" tag in the column header)

### How often does the tracking update?

The frequency of the tracking updates is determined by the the tracking by time programmed on the MarineStar and is also subject to other track and monitor settings programmed through the portal. You will need to choose a optimum airtime package based on your needs. Thuraya SatTrack can update position reports as frequently as every three minutes or as infrequently as every ten days for track by time option.

### I see different coloured icons for the Vessels overview/All Vessels map. What do the different coloured icons indicate?

The colour of the vessel icon indicates the state of the vessel based on the screen where it is shown.

1. Unresponsive vessel - within the last 24 hours/ 1 day; if tracking is not getting reported by the terminal on 100% of instances; then can be considered as a unresponsive vessel
2. Good Vessel - within last 24 hours/ 1 day; if tracking is (i) on time and (ii) without any errors on 75%+ instances; then can be considered as a good vessel
3. Bad Vessel - within last 24 hours/ 1 day; if tracking is (i) not on time and (ii) having errors in 25%+

instances; then can be considered as a bad vessel

- 4. SOS: If vessel has sent SOS alert within last “4” hours; this vessel to qualify for SOS type
- 5. Deactivated - All the deactivated msisdns will have a unique vessel icon.
- 6. Suspended - All the suspended msisdns will have a unique vessel icon.

**Vessel Icons Colors and Status**

-  Unresponsive
-  Good Vessel
-  Bad Vessel
-  SOS
-  Deactivated
-  Suspended

**I see different coloured icons on the Tracking and Monitoring map. What do the different coloured icons indicate?**

The colour of the icon indicates the type of track/alert received from the vessel based at that location.

**Vessel Icon colors and event types**

-  Tracking
-  SOS
-  Power Cycle
-  Reset
-  Signal Strength
-  GPS Antenna
-  GPIO 1 & 2

**I was expecting an incoming message from my terminal, but it does not appear on the portal. What can I do?**

The data in the tables will refresh automatically whenever a new track, fish catch report or message from the terminal arrives. However, in case you would like to manually check for any new messages that might have arrived from the terminal, you can click on the “Refresh” button (the button with a circular arrow, at the top right of the table). This will refresh the table to show any new data that may have come in from the terminal since the last refresh.



## What if I do not receive a tracking update from the vessel?

You can check if the terminal is active and calls are going through to the terminal. Make a voice call to ensure it is on the Thuraya Satellite network. Once you go through these steps, contact your Thuraya Service Partner to raise a ticket and mention IMEI and MSISDN number for easy reference.

## Can I receive an alert when the vessel returns to port?

Yes, this can be configured by you. To do this, you can create an area around the port. This area can then be assigned to a portal tracking area (as an example) for the MSISDN on the portal. When the terminal reports a location that falls into the area, the alert will be displayed in both the assistant as well as the tracking history on the Thuraya SatTrack portal. Once the terminal leaves the pre-defined area, you will receive another alert.

## What is 'radio silence'?

Radio silence is a mode in which the vessel will be unable to transmit any service when travelling through a certain area, apart from an initial message to say the vessel has entered radio silence. Your customer can configure radio silence areas remotely using the software interface. Please refer to the Thuraya MarineStar user manual for further information.

## Can data be exported from this service?

Yes, the tracking data can be exported as a .csv formatted file as long as the service is active.

## The vessel is not receiving any commands I send from the portal. How do I troubleshoot?

Step 1: Please check the assistant in the portal. Does it show a message that the command has been sent?

Step 2: Does the assistant show a response?. If no, please ensure the MarineStar is online and the subscription is active.

Step 3: Please contact your service provider for next steps of troubleshooting as necessary.

## My terminal appears to be faulty. What should I do?

Please call your service provider. Depending on the issue with the terminal, the terminal or the MSISDN may need to be replaced.

1. If the terminal is replaced, the replaced terminal will need to be factory reset. The steps listed in the prerequisites section will have to be repeated. OR

2. If the MSISDN is replaced, the data on the portal will be reset and all the steps mentioned in the prerequisites section will have to be repeated. You can seek further support as necessary from your service provider.



## What should I consider before deactivating the Sattrack service for a terminal?

1. Request the admin password with your authorized service provider before deactivating the SatTrack service. Ensure the service and terminal is online while performing this activity.
2. Use the admin password to Factory reset the terminal.
- 3: Proceed with sattrack service deactivation with your service provider.
4. The deactivated MSISDN will be available on the portal for one(1) month from the date of deactivation.
5. The data of the deactivated MSISDN (transactional data and configuration) will be available upon request for one(1) year from the date of deactivation.

## What is the messaging option?

This service provides a simple to use communication mode for the portal user or group of users to have a transparent communication from and to the vessel subscribed under the same end user license key and communication access to the terminal