Fleet Management Basic

User Guide

Getting Started

Introduction

This User Guide has been prepared to take you through the basic operations of your Pole Star Fleet Management System. It covers: initial online set up and online operations. To help you get started, your distributor will telephone you to go through these procedures.

What is the Fleet Management System?

Pole Star's Fleet Management System is a powerful web-based service that provides an effective way of automatically tracking and managing vessels in real time. The service supports the use of Inmarsat C and Inmarsat D+ transceivers, although if you have an older Inmarsat C terminal installed on a vessel, you should check hardware compatibility with your distributor. (See **Appendix 2: Hardware compatibility**, page 14, for a list of Inmarsat C transceivers compatible with Fleet Management Basic.)

What is Fleet Management Basic?

Fleet Management Basic is a fixed-price annual package enabling you to manage your fleet at low cost. For each vessel registered in your login, you will receive two Automatic Position Reports (APRs) per day, keeping you informed of position, heading, speed, nearest port etc. You can view this information on the **Fleet list** and see the position of a vessel at a glance on the **World map**.

How does the system work?

Data reporting is managed through Pole Star's Fleet Management System – powered by PurpleFinder. By going on to the PurpleFinder website and logging in with a username and password, you and other designated users can access data relating to your fleet via your pc. All you need is access to the web.

Where can I get help if I need it?

The Fleet Management system is designed to be managed completely by the user. However, if you have any queries or problems with on-line operations, please contact your distributor. If you have any problems with the hardware, please refer to **Appendix 1: Troubleshooting**, page 12.

Initial Setup

Please note: For all applications in your login, use the left click on your mouse or touchpad.

1   Check login details

The email accompanying this guide gives your account login details, comprising a **username** and **password** which gives full access to the system, allowing complete control of all functions. For security purposes, you will be asked to replace the temporary password with your own permanent password as part of the initial set up.

2   Enter username and password

- Go to www.purplefinder.com
- On the Homepage, enter your username and password. This will take you straight to the **Fleet list**. If a vessel has already sent its first position report, you will see a thumbnail map with a vessel icon indicating its position and information will appear from the latest position report on that individual vessel. If no position report has been sent, you will see a world map with no icon, and only the vessel name displayed along with the **Origin date & time**.

Please note: The first time you access the **Fleet list**, the position report details may not be available for each vessel. The reasons for this vary according to the type of transceiver being used to track the vessel.

An Inmarsat C transceiver will take up to 24 hours to send the first position report after the terminal is registered, so you may see only the **Origin date & time** data, which indicates when the unit was registered.

A D+ transceiver will automatically send a position report as soon as it is connected to power and has line of sight of a satellite. If no data appears on the **Fleet list**, this will be because the unit has not been connected or there is interference.

- Above the **Fleet list** is the toolbar with the main menu options:

Figure 1: Fleet Management Basic toolbar

- **Fleet** gives access to the **Fleet list** and the **Tools** menu.
- **Maps** takes you to the **World map**.
- **Reports** provides a record of expiry date and time of annual contracts for all vessels registered.
- **Setup** gives access to administration features: eg login, passwords, how to deactivate a vessel.
- Use **Help** to download an online copy of this User Guide.

3   Replace the temporary password

- Go to **Setup>Passwords>Update password**.
- Complete the boxes as directed.
- Click on **UPDATE** in order to activate your own secure permanent password. The message: "New master password is now active" will appear on the screen. You will need to use this next time you log in.

Operating your Fleet Management System

Position reports

The transceiver is programmed to transmit two Automatic Position Reports (APRs) per day. The data from the latest APR is displayed on the **Fleet list** (see below).

The information on the position report comes from three different sources: the user, the satellite transceiver, PurpleFinder.

Table 1: Sources of information for position reports

Data Origin	Field	Comment
Set by the user	Asset name	**Set in Fleet>Tools>Asset Details**
Generated by the satellite transceiver	Position date & time	Recorded by the unit at the time of the transmission
	Latitude/Longitude	
	Speed	
	Heading	
Calculated by PurpleFinder	Average speed	Calculated between previous and current position report
	Traffic status	Will always be Standard
	Proximity name	Of port or city within 500 nautical miles of vessel
	Tracking	For Inmarsat C only: the programmed interval is displayed
	Origin date & time	For Inmarsat C, this is date & time of registration For D+ , when unit is transferred to your login

Fleet list

- Go to **Fleet>Fleet list**.

The **Fleet list** provides a list of vessels in your fleet in alphabetical order. Each entry shows the latest position report data and a thumbnail map giving the position for each vessel with a short history trail, as shown here in **Figure 2: Fleet list**.

Figure 2: Fleet list

The vessel icon will be green indicating normal operational status or grey which means that no position report has been received – this is set at a default interval of 48 hours after the report is due. If the unit is not reporting, see **Appendix 1: Troubleshooting**, page 12, for possible reasons and help to get the unit reporting again.

The default view of the **Fleet list** gives the full contents of each position report for the entire fleet. To condense the data, click on the **COLLAPSE /EXPAND** button at the top of the list. Now only the main title bar for each vessel will appear, giving the date and time of the latest position report.

There are two useful links on the **Fleet list**:

- Below the thumbnail map, click on the following links:
    o **Postings**: (see page 6) to insert text into a position report;
    o **Asset details**: (see page 8) to review information on the vessel.

Tools

1   Postings: Inserting text into a position report

The **Postings** function allows you to insert text into a position report; for example, the ETA of a vessel. This information will be included in the next APR to be transmitted, but it will also be shown immediately on the **Fleet list** which, therefore, becomes a useful notice board for information.

For all posting applications, whether for individual vessels or for the entire fleet:

- Go to **Fleet>Tools>Postings**.
- Go to the **Asset name** box and click on the arrow for the drop-down menu listing all units registered to your login.
- Scroll down and click on vessel name.

This is a typical example of a **Postings** page:

Figure 3: Postings

You can add, delete or edit a posting, as required, for individual vessels or for the whole fleet.

You can, however, only enter one posting at a time and must complete that application before you move on to the next.

i)   To add a posting

To add a posting for an individual vessel:

- Click on **ENTER**.
- Fill in the **Posting title**, using a unique title for each entry. (Example: *ETA.*)

- Fill in the **Posting conten**t. Enter the information you wish to appear in the vessels position report. (Example: *Portland 05 Nov/1500LT*.)

- Go to **Post to**: and click on **Asset**.

- Click on **INSERT** to confirm and complete. This will automatically take you back to the **Postings** page for the vessel where you can view the information you have just added.

If you want to add a posting for all vessels:

- Click on **ENTER**.

- Fill in the **Posting title**, as above.

- Fill in the **Posting conten**t, as above.

- Go to **Post to:** and click on **Asset**.

- Go to **Asset name(s)** box at the top of the page and click on the arrow to reveal options.

- Scroll down and click on **All**.

- Click on **INSERT**.

ii)   To delete a posting

Please note: When deleting a posting, you will *not* be asked to confirm the step. So make sure you select the correct line before pressing the **DELETE** button.

To delete a posting for an individual vessel:

- Click on the **DELETE** button to the right of the posting you wish to remove. This will delete the whole posting line for this particular vessel.

If you want to delete the same posting from *all* vessels:

- Click on the **EDIT** button to the right of the line you wish to delete.

- Go to **Asset name(s)** box at the top of the page and click on the arrow to reveal options.

- Scroll down and click on **All**.

- Click on **DELETE**.

iii)   To edit a posting

To edit a posting for an individual vessel:

- Click on the **EDIT** button to the right of the posting line you wish to edit. This will take you to the editing page.

- Edit the details as required.

- Click on **INSERT** to confirm and complete. This will automatically take you back to the **Postings list** page for the vessel.

Please note: If you change the **Posting title** as part of your edit, you will see both the new entry and the original entry, when you return to the **Postings** list page. To remove the original entry, click on the **DELETE** button to the right. The same procedure applies to a change of **Posting title** for all vessels, explained below.

If you want to edit a posting for *all* vessels:

- Click on the **EDIT** button to the right of the posting.
- Go to the **Asset name(s)** option at the top of the page, scroll down and click on **All**.
- Edit the postings in the appropriate boxes, then click on **INSERT**.

2   Asset details

The **Asset details** page provides detailed information on the satellite transceiver and gives the user the ability to change information relating to individual vessels registered in the login.

- Click on **Fleet>Tools>Asset details**.
- Go to the **Asset name** box and click on the arrow for the drop-down menu of vessels registered to your login.
- Click on the vessel. This will take you through to the **Asset details** page for the specific vessel.

Communicator type	:	Inmarsat C
Inmarsat C mobile number	:	492349071
DNID	:	819
Member number	:	216
Communicator make	:	Thrane & Thrane
Communicator model	:	Unspecified
External comment	:	
Asset name	:	Big Ship
IMO number	:	9876567

UPDATE

Figure 4: Asset details (Inmarsat C)

The top details relate to the type of satellite transceiver registered to track the vessel.

The following items can be changed or entered online:

- **Asset name**: Should there be a change of name for the vessel.
- **IMO number**: To enter the IMO number.

World map

- Go to **Maps>World map**.

The **World map** is a quick reference map showing the position of the vessel(s) registered to your PurpleFinder login. A typical example of a **World map** is shown here:
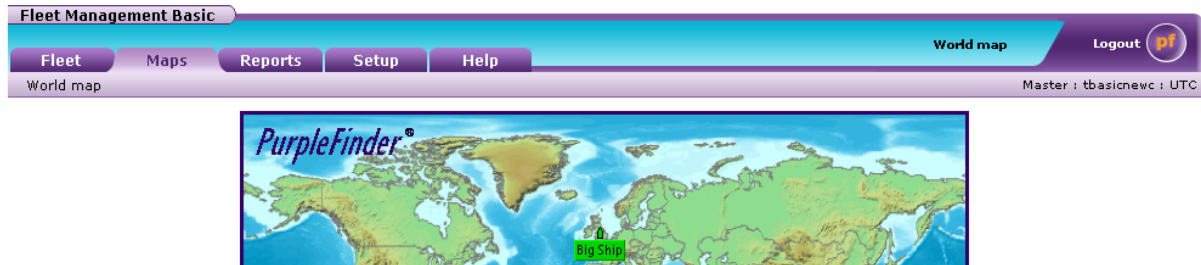

Figure 5: World map

- You can choose to have the **World map** as your initial login page by going to **Setup>Profile>Login profile**, then scrolling down the **Initial login page** options and clicking on **Maps>World map**. Click **UPDATE** to confirm.

Reports

Contract report

This option gives a record of expiry date and time of annual contracts for all vessels registered. The vessels appear in alphabetical order, as shown below in **Figure 6: Fleet Management Basic contract report**.

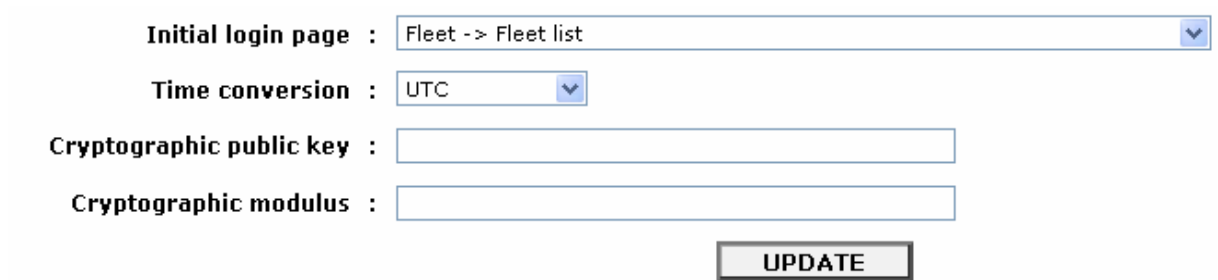**Figure 6: Fleet Management Basic contract report**

You will be sent a reminder to renew your contract. If, however, the contract is allowed to lapse, the vessel will automatically be deactivated and you will have to re-register the transceiver before you can renew the contract.

Login profile

To update your Login profile

Use this option to select an initial login page and to control other login settings.

- Go to **Setup>Profile>Login profile**.

Figure 7: Login profile

- **Initial login** page: Use this option to control which page will appear when you login.
- **Time conversion**: This allows you to control the time the position reports are displayed in your login. If you wish the reports to appear in your local time, select from the drop-down menu as required, or choose **My computer** for the reports to default to the time on your pc.
- **Cryptographic public key/modulus**: This enables you to install a higher level of encryption in your Fleet Management Plus system. If you are interested in this, please contact the Pole Star Customer Support team.

Deactivating the Asset

If you wish to permanently deactivate a vessel from your login:

- Log in to www.purplefinder.com with your master password.
- Go to **Setup>My Account>Deactivate asset**.
- Go to **Asset name** box, click on the arrow, scroll down and click on the vessel you wish to delete.
- Go to **Deactivation date & time**. Using the options provided in the shaded prompt box to the right, select a date and time for deletion. This must be at least 30 minutes into the future.
- Go to **Reason for deactivation** and select a reason for deactivation from the drop-down menu.
- Click on **DEACTIVATE**.
- Your selection will be displayed on screen. Click on **CONFIRM** to start the deactivation process.
- A confirmation message **DEACTIVATION INITIATED** will appear on the screen and a confirmation e-mail will be sent to your distributor.

An example of the **Deactivate asset** page is given here:

Figure 8: Deactivate asset

Appendix 1: Troubleshooting

1   Position reports not received

Under normal conditions, transceivers will reliably transmit position reports. However, there may be an occasion when an expected position report fails to arrive. This could be due to exceptional weather conditions causing the vessel to pitch and yaw making it difficult to maintain the satellite connection, or, if the vessel is in port, it is likely to be an obstruction breaking the line of sight to the satellite.

In this situation, you may choose to wait for the next position report or follow these instructions and stop when the issue has been identified. (☜)

1. Is the vessel in port or dry dock?
    ⇒ If so, the transceiver may not be able to see the satellite. Once the vessel puts out to sea, you should expect to receive a position report within 24 hours. ☜
2. Have there been any recent changes to the vessel's radar, communications equipment or superstructure? For example, has new radar been fitted next to the transceiver?
    ⇒ Interference is stopping the transceiver seeing the satellite. Please check your installation guide for instructions. ☜
3. Depending on the type of transceiver onboard, follow the instructions below:

Pole Star D+

Pole Star D+ units are very reliable at sea. If they do fail, it is usually because new equipment has been installed (see 2 above) or because of a power supply problem. If you have verified that the vessel is at sea and has not had new equipment fitted (see 1and 2 above), then you will need to contact the vessel and ask them to follow these instructions:

1. Verify that the supply voltage to the Pole Star D+ transceiver is between 12Vdc and 24Vdc and that the 2A fuse is intact.
    ⇒ If this was the problem then you should receive a position report within 1 hour of resuming the power supply. ☜

If there is no problem with the power supply, then:

2. Reboot the D+ by removing the power for 10 seconds. (For example, by removing the fuse.)
    ⇒ You should receive a position report within 1 hour. ☜
    ⇒ If you do not, then please contact your distributor.

Inmarsat C

Inmarsat C transceivers are less reliable than dedicated Pole Star D+ transceivers because they are used for other activities and may be inadvertently reprogrammed by crew onboard.

If you have verified that the vessel is at sea and has not had new equipment fitted (see 1and 2 above):

1. View the vessel in the **Fleet list**.
2. If there is a posting "logged out" :
    ⇒ Contact the vessel and ask them to log the terminal into Inmarsat. You should receive a position report within 12 hours. ☜
3. If there is a posting "Auto recovery: Mobile not in ocean region", then Fleet Management Basic is searching the oceans for your vessel.
    ⇒ You should receive a position report within 1 hour but it might take up to 48 hours.☜
4. If you do not receive a position within 48 hours, please contact your distributor.

2 Over-reporting

Your Fleet Management Basic contract includes two position reports per day. However, a transceiver may start over-reporting and this is a serious problem.

Pole Star may terminate the service to over-reporting transceivers.

Depending on the type of transceiver onboard, follow the instructions below:

Pole Star D+

The Pole Star D+ transceiver sends a position report each time the power is restored. Please ask the vessel to verify that the power supply is between 12Vdc and 24Vdc and constant.

If you are sure that the power supply is not the problem, then you may have a faulty transceiver. Please contact your distributor who will be able to help with further tests and may authorize a replacement transceiver.

Inmarsat C

Inmarsat C terminals are multipurpose devices and can be programmed onboard. This sometimes causes problems. Typical situations include:

⇒ Macro encoded messages (MEM codes): a position report is sent in response to an event such as power up, power down, antenna up or antenna down.
⇒ Other programming: for example, the Inmarsat C terminal is manually programmed to send position reports hourly when it enters a specific Ocean region, or there is reporting interference from a 3rd party DNID.

It is the customer's responsibility to ensure the correct operation of their Inmarsat C terminal. If you are uncertain about how to do this, please contact your distributor.

Appendix 2: Hardware compatibility

Fleet Management Basic is compatible with the following Inmarsat C transceivers.

1 ... Anritsu
2 ... Atlas
3 ... Debeg
4 ... Furuno
5 ... Galaxy
6 ... Husun
7 ... Intermarine
8 ... JRC
9 ... Litton
10 ... Marconi Marine
11 ... Nera
12 ... Philips
13 ... Raytheon
14 ... SNEC
15 ... SP Radio
16 ... STC
17 ... Sailor
18 ... Sait Marine
19 ... Saturn C
20 ... Scanti
21 ... Sperry
22 ... Sperry Marine
23 ... Standard Radio
24 ... Thrane & Thrane
25 ... Toshiba
26 ... Trimble

Please note: If you are registering an Inmarsat C terminal with 'Capsat' software, then the version must be greater than 2.20. Any version less than or equal to 2.20 will NOT work with PurpleFinder.