



ROM Companion v2.0.3 (ROMTraX Satellite) User Documentation

-- *(July 2009)*

*“Keeping business in touch with its people and resources...anytime,
anywhere!”*

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Introduction

The ROMTraX system is a cost-effective satellite tracking and monitoring system developed by ROM Communications Inc to help companies meet the demand of today's workplace. The ROMTraX system can communicate your vital messages and data, globally anytime!

The **ROM Companion** is the user-interface for the system. It allows you to access the many features of the system, including global messaging, vehicle state, location, emergency notification, GPS mapping services, and driver logs.

Together with the ROM companion software, the ROMTraX system provides the following benefits.

- Employee safety for working alone and hazardous areas.
- Vehicle and asset tracking, monitoring and security.
- Driver logs.
- Two-way global messaging.
- Global reach, anytime and anywhere!

Version 2 system improvements

- Direct access to Panic feature from main screen.
- Less steps to complete most tasks.
- Increase of email size to 150 characters per message.
- Icon based interface for ease of use.
- No need to log into or out of system. If the vehicle moves, tracking messages will automatically transmit.
- ROMTraX tracking features work without the ROM Companion tethered.
- Contact lists can now be created and saved to make sending email more efficient.
- Contact lists can be imported or exported for sharing among other ROMTraX users.
- More control over ROMTraX feature setting through ROM Companion software or over-air commands from the ROMTraX website.
- Device Logs for compliance of Federal, State and Provincial regulations.
- Portrait or Landscape modes for display.
- On-site mode with no timer feature added.
- Geofence mode change messages can be disabled.
- Virtual odometer feature.
- Enhanced Blast mode features.

Components and Hardware

The table below describes the various hardware components that make up the ROMTraX system.

Hand Held (PDA) & Data Cable	
ROMTraX Interface Board (R.I.B.)	
ROMTraX Modem	

Button Identification

The table below describes the functions and corresponding icons used for the ROM Companion software application.

	Geofence			Email
	Site Visit			Navigation
	Driver Logs			Settings
	Vehicle Inspection			Panic

ROM Companion Operation

This manual explains the operation of the **ROM Companion** application. It assumes that you are familiar with the basic operation of the handheld device. If you are not familiar with the basic operation of the handheld device (such as starting an application or opening files), please refer to the device manufacturer's user manual.

In this manual, typical values are specified for frequency of message transmissions or timeout values (such as Geofence violations transmit every 15 minutes). These values are configurable under the settings menus.

Getting Started

To start the ROM Companion application, tap the 'Start' menu (Figure 1), and then tap the 'ROM Companion' icon. If the ROM Companion icon does not appear in the menu, tap the 'Programs' icon to open the application from the installed programs list.

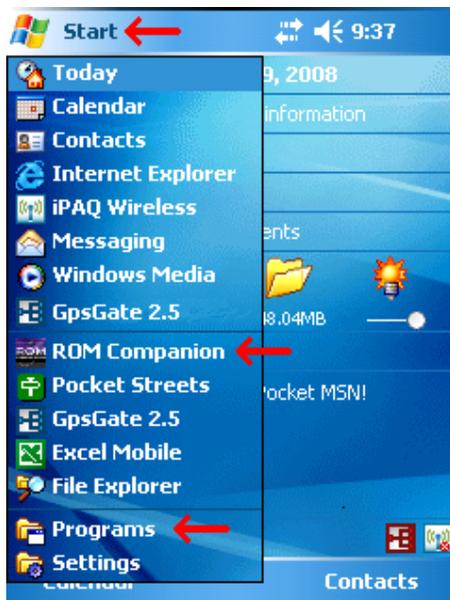


Figure 1: Windows CE 5.0 Start Menu



Figure 2: Main Page

On startup, the application shows the Main page.

*** Note: Grey buttons are disabled and cannot access functions.*

Main Page

The Main page (Figure 2) shows the current state of the modem, as well as provides access to On-Site, Panic, Applications Settings, Device Settings and Email. It also provides access to the Driver Log functions and Vehicle Inspection checklists (if applicable).

The possible vehicle states are:

State	Meaning
Geofence	The unit is currently in secured mode. If the vehicle moves without exiting Geofence mode, a message will be transmitted every 15 minutes until returned to the secured area or exiting Geofence mode.
Connected	The unit is currently in normal operating mode. A position report will be generated after 30 minutes by default if no other message has been sent in that period of time.
On-Site	The unit is currently in the on-site mode. This mode turns on the hazard timer. If the timer expires, a hazard warning message is sent. If 'No Timer' mode is selected, message will be sent only at the beginning.
Error: No GPS	This error message indicates the unit has been powered on, but has not found its first GPS signal. This will normally correct itself within a few minutes when the unit has a clear GPS satellite signal. Until an initial GPS signal is found, the modem cannot be operated.
Error: No Satellite	This error message indicates the unit has recently been powered on, but has not found an Iridium satellite signal. Until a satellite signal is found, the unit cannot be operated.
Searching for Unit	The 'searching for unit' error refers to the PDA attempting to communicate with the ROMTraX modem . Ensure that the ROMTraX modem is connected to power and that the handheld device is connected to the interface box. If the ROMTraX modem loses power, it may take several minutes for the unit to begin communicating with the handheld device.
Radio Off	The ROMTraX transmitter can be turned off using the blast mode interface. While in this mode, no data will be transmitted.

Geofence

A Geofence is an imaginary boundary defined around a central location. If the vehicle leaves that boundary, the fence is considered to be broken. When the user activates the Geofence feature, the fence is automatically created around the last known GPS coordinate. When the Geofence is active, the unit will check its position every 15 minutes (configurable) to ensure it is still within the fenced area. If it is not within the fenced area, it will send a message indicating that the fence has been broken. The ROMTraX will repeat this process every 15 minutes (configurable) until the Geofence is disabled, or until the vehicle returns inside the fenced area.

Tap the 'Start Geofence' button to activate Geofence mode.



Figure 3 - Geofence page



Figure 4 - Geofence Active

Tap the 'Stop Geofence' button to exit Geofence mode.



**Note: ROM Companion can be un-tethered from the ROMTraX modem when in an active Geofence.

Site Visit (Hazard) Menu

The Site visit mode (shown in Figure 5) would be used to notify the system when you are at a work site. There are two modes of operation for Site Visit,

- Timer sub-mode
- No Timer sub-mode.

Timer sub-mode is used when man-down supervision is desired. The user must return to the vehicle and reset the timer at a specified interval (configurable).

No Timer sub-mode is used to identify start and end times when on the job site.



Figure 5 - Site Visit main page



Figure 6: On Site mode with Timer running

Timer Mode

To start the timer, tap the 'Enter Site Timer' button. This button is replaced with the current visit time (shown in Figure 4) and returns to the Main screen. To reset the timer, tap the time then tap the 'Reset Timer' button. When you wish to leave the site, tap the 'Leave Site' button.

If the timer has exceeded the alert time, a message will be sent. If you reset the timer after the expiry time, a 'false alarm' message is sent in addition to resetting the timer.



Figure 7 - No Timer mode

No Timer

To start, tap the 'Enter Site No Timer' button. This button is replaced with the text 'On Site' and returned to the 'Main' screen. To leave the site, tap the 'On Site' button then tap the 'Leave Site' button.

The site visit application also provides access to disabling the radio (such as in a blasting area). To disable the radio, tap the 'Site Visit' button. The 'blast mode' button will appear. Tap this button and confirm turning off the radio. The modem will send all messages in its queue and then turn off. To return to normal operation, tap the 'Exit Blast Mode' button.

Blast Mode

This mode is used in locations that require a transmitter to be disabled. When in **Blast Mode**, data messages cannot be transmitted including **PANIC** messages.



Figure 8 - Site Visit page with Blast button

When Blast mode is selected, any remaining messages in the queue will be sent before the satellite radio is disabled.

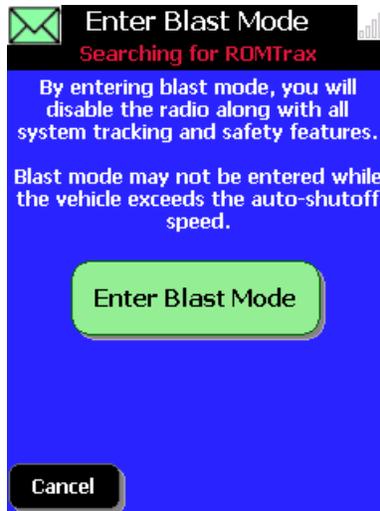


Figure 9 - Blast mode enable page

Blast mode can be disabled by one of two methods.

- The first is to push the 'Exit Blast Mode' button. This reactivates the satellite radio for communications.
- The second happens automatically should the following conditions exist.
 - You are traveling at 30 km/h or greater -AND-
 - Distance travelling greater than Geofence setting -AND-
 - Movement for longer than 1 minute

Panic

The panic button is intended to send a quick message to a supervisor. By tapping this button, it is assumed that there is a situation where you are in need of help.

When this button is tapped, the ROMTraX sends a message and then turns off the hazard site timer. You have 5 seconds to cancel an accidental panic message before it is sent.

Cancelling can be done by tapping the cancel button.

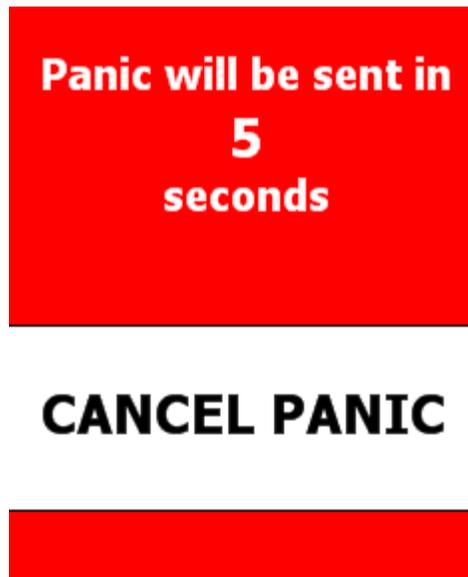


Figure 10 - Panic page



A panic message has the highest priority of all message types and as such, will be transmitted before any other message in queue.

Navigation Menu

The navigation window provides you with the **ROMTraX modem's** current heading and speed (figure 6). If the unit does not have current location information, it will display '--' as the unit's current speed and heading.

Optional navigation software (figure 7) can be added to the ROM Companion to further enhance the system. The default navigation screen (figure 6) will be replaced if the optional software is installed and configured.

The five colored bars in the top-right corner of the screen indicate the strength of the **Iridium** satellite signal. If the signal strength shows 'no bars', the unit will not be able to transmit or receive messages. Signal strength can be affected by obstructing the antenna's view of the sky.

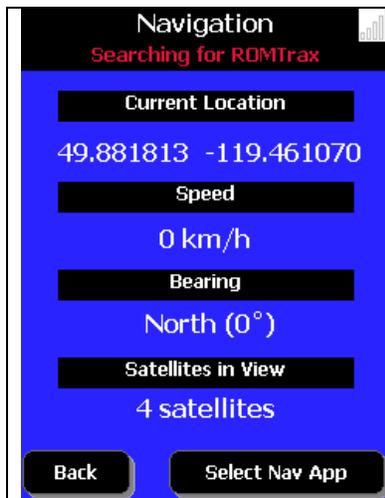


Figure 11: Navigation page

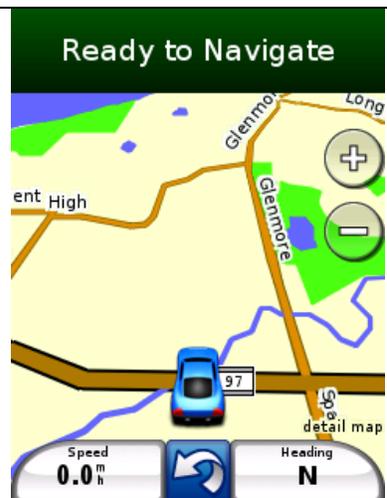


Figure 12: Navigation (optional)

Short Message Menu



Note: If a green envelope appears in the center of the screen, it means the unit has received a message. Tap the green envelope to read the new message.

The **short message** application allows you to send and receive short text messages. When you tap the SMS menu, you are able to access the ‘New Messages’, ‘Inbox’ and ‘Sent Items’. The Inbox lists the messages received by the unit (white buttons in figure 13). The sender, received date, and subject line are listed in the summary. To reveal the message, tap the button.

Messages can be replied to or deleted by selecting the message and then tapping the reply button or delete button.

To check for new messages, tap the ‘refresh’ button.

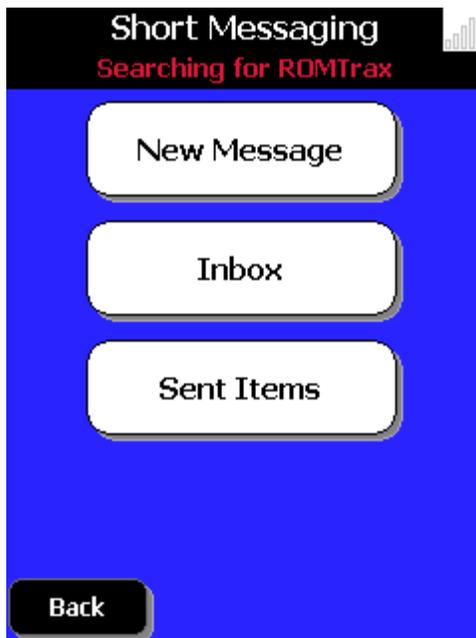


Figure 13: Short Messaging



Figure 14: New Message

To send a message, you need to specify a recipient and enter the message. All characters, including the recipient’s address, count towards the total size of the message. Tap the ‘send’ button to send the message (figure 9). Be sure the **ROMTraX modem** has a clear view of the sky, or the message may not be transmitted immediately.

Settings Menu

The settings menu contains status information on the modem and configuration settings for various features.

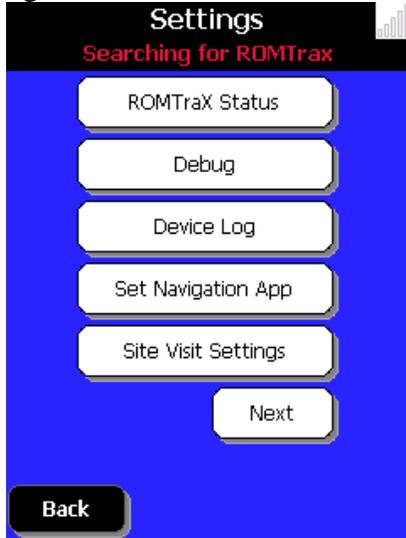


Figure 15 - Setting page 1

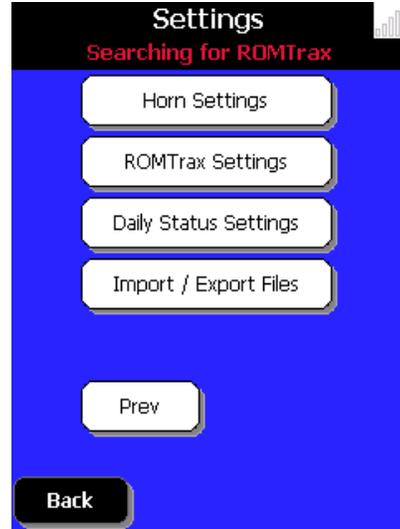


Figure 11 - Setting page 2

ROMTraX Status

The status page shows the current state of the **ROMTraX modem**. The following table explains the purpose of each item:

Queued (in)	Number of inbound messages in the queue (normally will be 0)
Queued (out)	Number of queued outbound messages
Signal Level	Signal level to the satellite network (0-5)
GPS Age	Time since the last GPS position update
Latitude, Longitude	Current GPS coordinates
Heading	Direction vehicle is moving (degrees)
Speed	Speed vehicle is moving (km/h)
Serial RX / TX	Number of bytes communicated between the ROM Companion application and ROMTraX modem
Timer	Number of seconds since last on-site reset
Version	Version of the ROM Companion application
Firmware	Version of the ROMTraX modem (if ??, load by tapping the 'get settings' button on either configuration page)

Debug

The serial buffer debug screen displays data communications between the ROMTraX modem and the ROM Companion application.

Device Log

The device log contains a text log of the run times of the ROM Companion application while connected to the ROMTraX modem.

Set Navigation App

The 'Set Navigation App' page allows selection of an application on the Windows CE device to run when the 'Navigation' button is pushed.

Select the application you wish to run and then tap the 'Save' button.

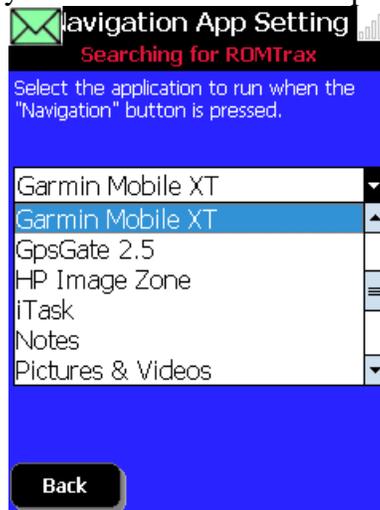


Figure 17 - Navigation Settings page

Selecting 'none' in the drop down will run the default ROM Companion 'Navigation' information page.

Site Visit Settings

The **site visit** configuration page allows you to define the properties of the on-site horn warning and check-in interval.

Two 'horn' triggers can be configured. The 'time' field (in minutes) is the amount of time from the initial on-site start to trigger the event

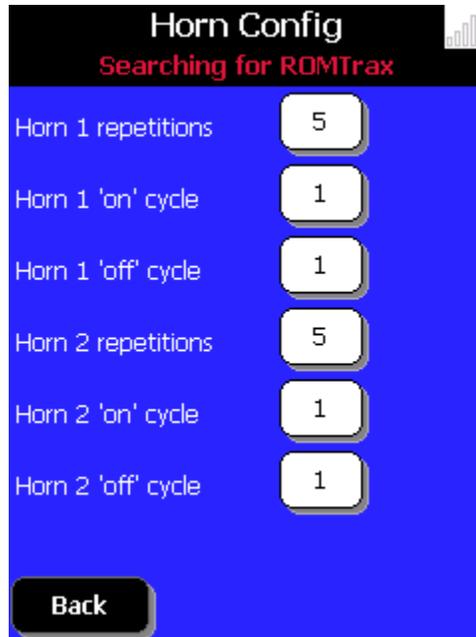
The 'Failure to respond' field (in minutes) is the amount of time to allow before sending a **hazard warning** message.

The 'Honk horn on timer reset' triggers a short horn blast when the 'reset timer' is taped. Choose either 'Enabled' or 'Disabled'

Changes made are saved automatically to the ROMTraX modem.

Horn Settings

Configure the various setting that control Horn 1 and Horn 2 properties. Both horns are optional settings in the Site Visit settings.



Horn Config	
Searching for ROMTrax	
Horn 1 repetitions	5
Horn 1 'on' cycle	1
Horn 1 'off' cycle	1
Horn 2 repetitions	5
Horn 2 'on' cycle	1
Horn 2 'off' cycle	1
Back	

Figure 18 - Horn setting page

The 'on' cycle (in seconds) sets the amount of time to hold the horn tone on. The 'off' cycle (in seconds) sets the amount of time to keep the horn off between repetitions. The 'rep' field sets the number of horn repetitions.

ROMTraX Settings

Configure various movement detection properties for the ROMTraX modem.

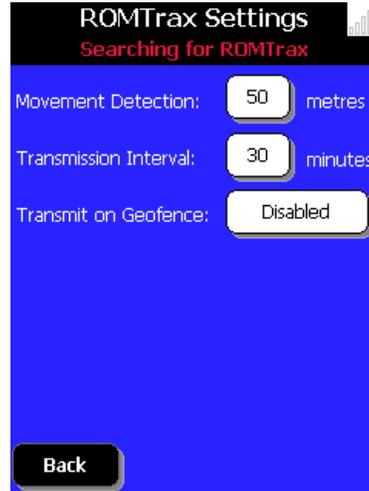


Figure 19 - ROMTraX page

Movement Detection setting (in meters) is used to determine the distance a vehicle can move before the modem changes to moving mode.

Transmission Interval setting (in minutes) determines the duration between transmissions of movement (location) messages.

Transmit on Geofence (Enable / Disable) configures the ROMTraX modem to send Geofence mode change messages.

Import / Export Files

Allows you to import / export both Drivers logs and Email contact lists to an xml file format.



Figure 20 - Import / Export page

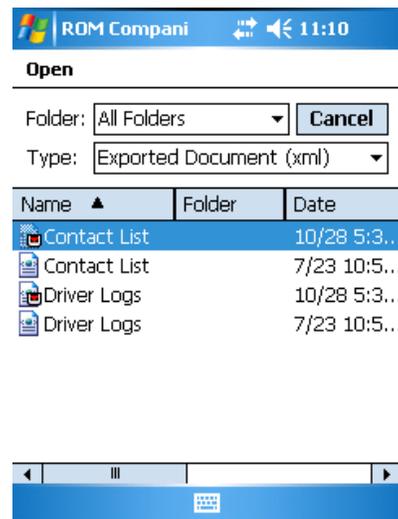


Figure 21 - File Dialog box

Driver Logs (optional)

The driver log application is intended as a tool to assist companies with monitoring drivers' compliance towards work-safe regulations.

Changing Driver state (current time)

The driver log application starts at the 'Driver Logs' menu. A list of current drivers is created to choose from.

Start a session by entering (or selecting) the driver's name from the buttons (figure 22). Select the initial state type by tapping the appropriate button (figure 23). Enter a related comment (start location, etc.), or leave blank to continue (figure 24). Tap the 'Save' button to save the Driver Log entry.



Figure 22 - Drivers Log main page

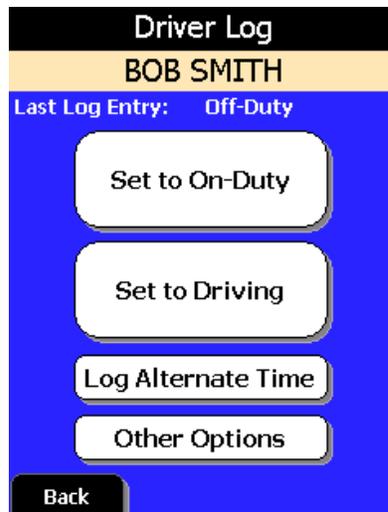


Figure 23 - Driver Logs State selection

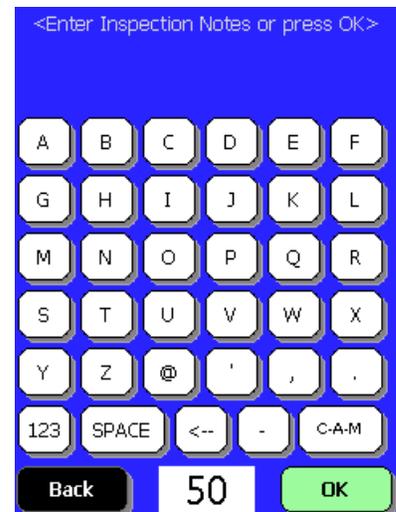


Figure 24 - Comment entry



Figure 25 - Driver Log save page

Changing Driver Status (alternate time)

Alternate Time drivers' logs are useful when a driver has failed to enter a state change at the appropriate time. By utilizing the Alternate time feature you can enter the correct time of the state change.

The driver log application starts at the 'Driver Logs' menu. A list of current drivers is created to choose from.

Correct a session by entering (or selecting) the driver's name from the buttons (figure 26). Select 'Log Alternate Time' button.



Figure 26: Driver Selection view



Figure 27: Driver Status view

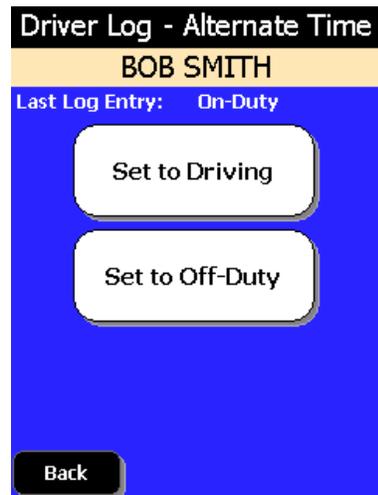


Figure 28 - Alternate Mode

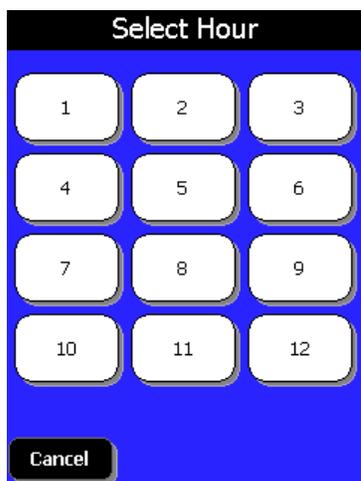


Figure 29 - Select Hour

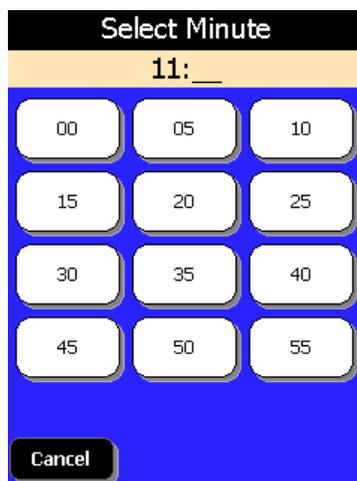


Figure 30 - Select Minutes

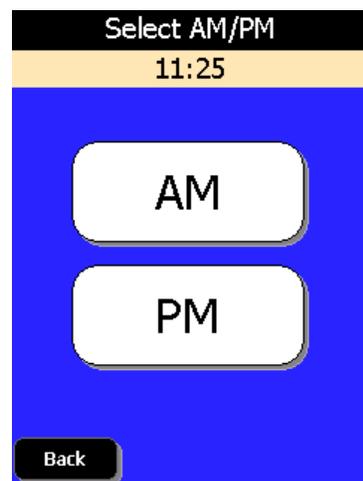


Figure 31 - Select AM / PM

You can now select the time of your alternate driver log.

**** The ‘Log Alternate Time’ is always back-dated from the current time. If the current time is 3:00 AM but you set the time to 4:00 AM (1 hour into the future), then the ROM Companion will assume you mean 4:00 AM of the previous day (23 hours in the past).**



Figure 31 – Drivers Log Date

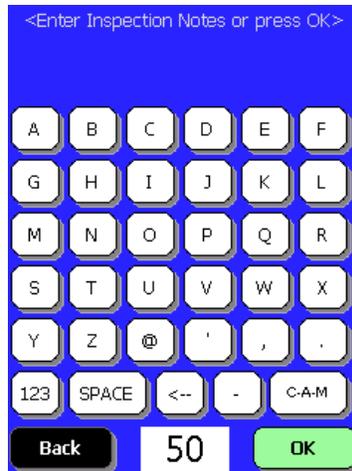


Figure 32 - Log Notes



Figure 33 - Save Driver Log

You can change the month, day or year by tapping on the corresponding date button and selecting a new value. Complete the comments section and save your driver log.

Other Options

The ‘Other Options’ page gives the driver(s) the ability to review their driver log history and manage the driver logs stored on the ROM Companion handheld.

Daily Graph

Daily Graphs displays a graphical 24 hour view of the driver’s status. A red line depicts the various states recorded into the logs. User can move back and forth using the buttons at the top of the page.

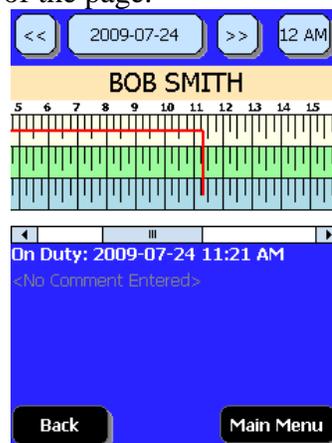


Figure 34 - Driver Graph page

The day's events and comments are placed in the grid below the graph. Events can be edited by selecting the event and tapping the 'Edit' button as long as the event has not been submitted to the web. Once submitted to the web, the event can no longer be changed.

Time Summary

Time Summary displays information about the currently selected driver. A total amount of hours of all three states is displayed. By choosing different time periods (Today, week and 2 week), a driver can quickly determine if they have sufficient hours remaining.

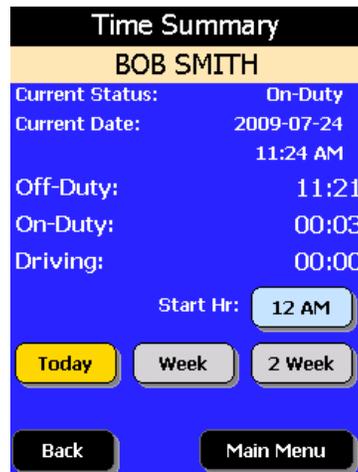


Figure 35 - Time summary with TODAY view

Maintenance

The Maintenance page is used to display information about driver logs stored on the device and maintain the driver logs.

As driver logs are stored on the **handheld device**, the log interface is also used to remove log history that is older than 60 days, or to remove drivers with no log history on their account.

Vehicle Inspections (optional)

The Vehicle Inspection tool is intended to assist companies manage vehicle inspection procedures and to keep mileage records.

To access the vehicle inspection system, tap the 'vehicle inspection' button on the home menu. Alternatively, you can access the vehicle inspection system through the driver log application when asked to perform an inspection after logging on as a driver.

New Vehicle Inspection

The first step is to enter the employee name performing the inspection, the vehicle km reading, and the type of inspection (pre-trip or post-trip).

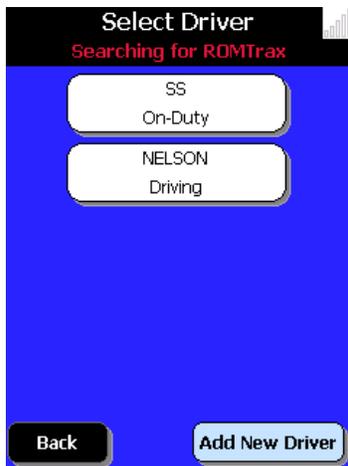


Figure 36 - Driver Selection

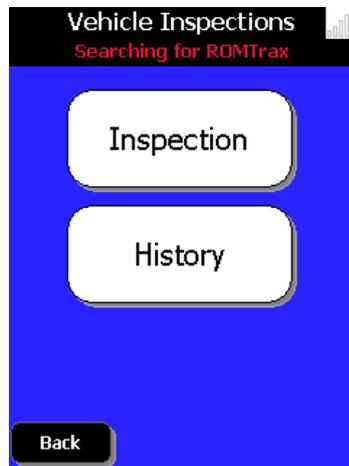


Figure 37 - Inspection History selection



Figure 38 - Inspection Type selection

The second step is to complete the checklist. The 3 choices are 'Working', 'Deficient', or 'Not Applicable'. Enter the vehicle mileage in the Odometer page.



Figure 39 - Inspection Item Status

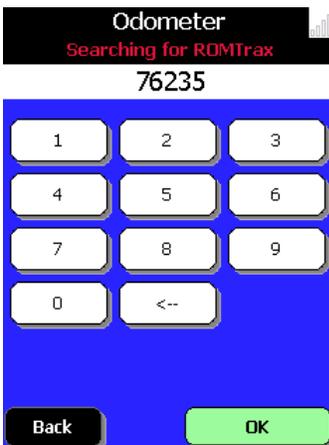


Figure 40 - Odometer Entry

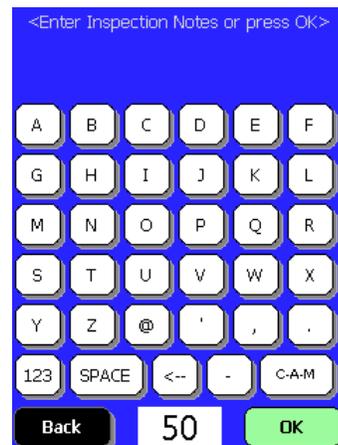


Figure 41- Inspection Comments

Last, enter an inspection comment (if necessary) and certify the accuracy of the report by checking the ‘certify data’ checkbox (figure 15).

All fields must be completed before you can submit the inspection checklist, including the ‘other’ field (select N/A if it is not used).



Figure 42 - Inspection Summary

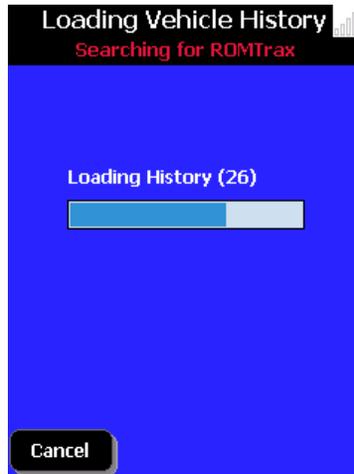


Figure 43 - Updating ROMTraX unit.

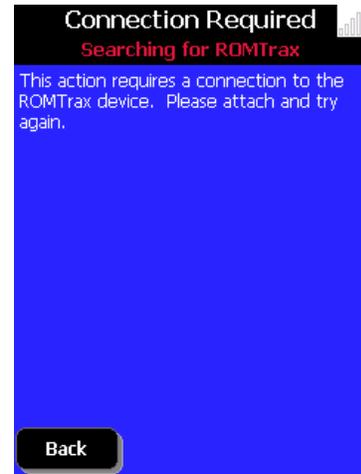


Figure 44 - Information Screen

Once completed, the handheld must be connected to the **ROMTraX modem** in order to submit and save your inspection report. Be sure to have a clear view of the sky when submitting. Inspection checklists are submitted to the web immediately and are saved to the **ROMTraX modem** for future review. Up to 39 inspections will be stored. If a new inspection is added, the oldest record is overwritten.

History

The history interface allows previously saved inspections to be viewed. To view a previous inspection, select the inspection by tapping its corresponding button.

Inspections can also be navigated by using the 'Review Inspection' button and then review the various check points.

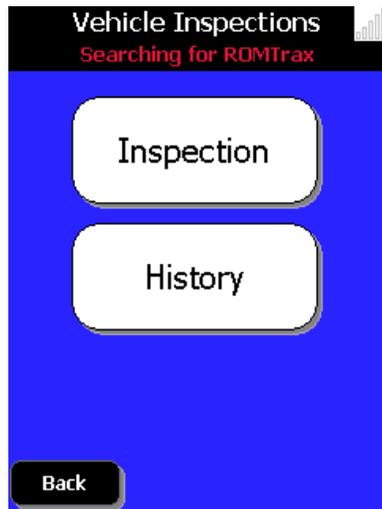


Figure 45 - Inspection History

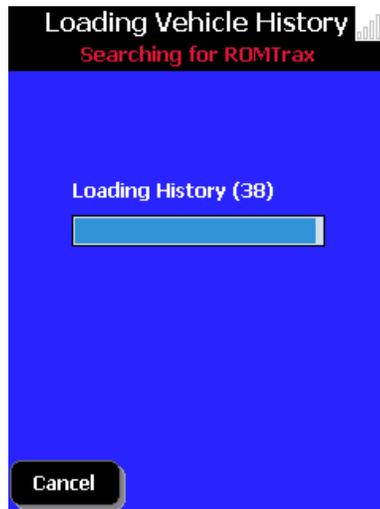


Figure 46 - Downloading history from ROMTraX unit.

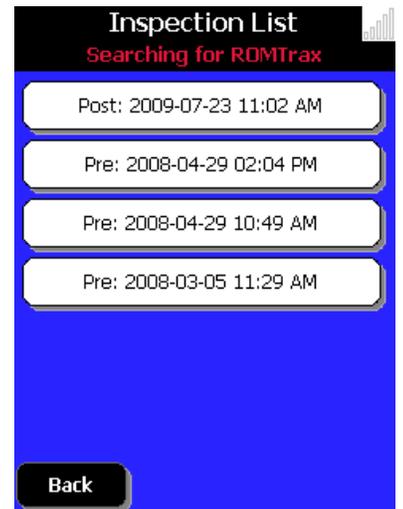


Figure 47 - List of stored Inspections.



Figure 48 - Inspection Summary.



Figure 49 - Inspection Items Summary.

Usage Overview

The following usage overview is a sample work day and how the ROMTraX system could be used.

1. Start ROM Companion application on handheld device.
2. Open Drivers Log application from “Main” screen.
 - a. Set to On-Duty or Driving.
 - b. Set Alternate start time, if required.
 - c. Exit
3. Open Vehicle Inspection application from “Main” screen.
 - a. Enter Driver name.
 - b. Enter mileage of vehicle.
 - c. Set as Pre-Trip inspection.
 - d. Complete checklist and verify.
 - e. Attach handheld to cable in vehicle and tap “submit” button.
 - f. Exit when save and upload is complete.
4. Change to “NAV” screen during travel.
5. Change to “Site Visit” screen when leaving vehicle to work onsite.
 - a. Tap “Enter Site” button.
 - b. Reset Timer at specified intervals.
6. Open Drivers Log application, set driver from ‘Driving’ to ‘On-Duty’
 - a. Select employee that is driving.
 - b. Set to “On-Duty”.
7. Parts are required for site? Send an email to the store’s manager.
 - a. Change to “E-Mail” screen.
 - b. Enter email address in ‘To:’ field or select from contact list.
 - c. Enter message into text box.
 - d. Tap “SEND” button.
8. When leaving site, tap “Leave Site” button.
9. Change to “NAV” screen during travel.
10. When finished shift.
 - a. Change to “Main” screen.
 - b. Open Vehicle Inspection application and complete post-trip inspection.
 - c. Open Driving Log application and change employee status to “Off-Duty”
 - d. Activate Geo Fence.
 - e. Disconnect hand held from cable.

How to Guide

This guide provides a quick reference to the most common functions of the ROM Companion.

** It is assumed that the handheld is attached to the data cable.

Start Geofence

Prerequisites

At “Main” screen.

Directions

Tap “Geofence” button.

Tap “Start Geofence” button.

Results

Returned to “Main” screen.

“Stop Geofence” button is displayed.

Next Step

Stop Geofence to move vehicle.

Stop Geofence

Prerequisites

At “Main” screen with ‘Stop Geofence’ button displayed.

Directions

Tap “Stop Geofence” button.

Results

Geofence is disabled, ready to move vehicle.

Next Step

No action required.

Site Visit Timer

Prerequisites

At “Site Visit” screen.

Directions

Tap “Enter Site Timer” button.

Results

Hazard site timer is started.

Returned to “Main” screen.

Next Step

Reset timer before timer expires.

Reset Site Visit Timer

Prerequisites

At “Site Visit” screen with Hazard Timer activated.

Directions

Tap time counter button.

Results

Hazard site timer is reset.

Next Step

Stop timer before timer expires.

Stop Site Visit Timer

Prerequisites

At “Site Visit” screen with Hazard Timer activated.

Directions

Tap “Leave Site” button.

Results

Hazard site timer is stopped.

Returned to “Main” screen.

Next Step

No Action required.

Sending a Panic Message

Prerequisites

At “Main” screen.

Directions

Tap “Panic” button.

Results

A panic message is sent by satellite after 5 second timer expires and returned to “Main” screen.

Next Step

N/A

Cancel a Panic Message

Prerequisites

“Panic” screen is active and 5 second timer has not expired.

Directions

Tap “Cancel Panic” button.

Results

A panic message is cancelled and returned to “NAV” screen.

Next Step

N/A

Activate Blast Mode

Prerequisites

At “Site Visit” screen, Hazard timer activated.
Tap ‘Time’ button on “Main” screen.

Directions

Tap “Radio Off (Blast Mode)” button.
Tap “Enter Blast Mode” in warning dialog box.

Results

On board transmitter is disabled. No Radio Frequency energy is allowed to be transmitted.

Next Step

Deactivate Blast mode by enabling transmitter after leaving area.

Deactivate Blast Mode

Prerequisites

At screen with “Blast Mode” active.

Directions

Tap “Exit Blast Mode” button.

Results

On board transmitter is enabled. Unit returns to ‘Main’ screen in ‘Site Visit’ mode.

Next Step

No action required.

Read a received SMS email message

Prerequisites

Green envelope displayed in upper left corner.

Directions

Return to ‘Main’ screen (if required) .
Tap the ‘Email’ button.
Tap the ‘Inbox’ button.
Select message to read by tapping on email in list.

Results

“SMS” email message is displayed.

Next Step

Reply to message.

Reply to a received SMS email message

Prerequisites

At “SMS” screen active with email selected.

Directions

Tap “Reply” button.

Tap text area to start entry of message.

Type message using on screen keyboard.

Tap “Send” button when completed message.

Tap “OK” button on conformation message box.

Results

SMS Email message is sent to recipient.

Next Step

N/A

Glossary of Terms

In this manual, the following terms may be used:

ROMTraX Modem: The ROMTraX modem is the physical device mounted permanently or magnetically to your vehicle.

ROM Companion: ROM Companion is the application on the hand held used to interface with the ROMTraX modem.

ROMTraX System: Combination of the ROMTraX modem and the ROM Companion software running on a WinCE device.

Handheld Device: The handheld device is the PDA or similar device used to run the ROM Companion application, such as an HP iPAQ or other Windows CE 5.0 device.

Hazard Warning: A hazard warning is a type of notification sent by the ROMTraX modem if (1) the modem is in **on-site** mode; and (2) the operator has not reset the timer prior to the hazard warning expiry time. It is intended to alert a supervisor that a vehicle is on a site, but the operator has not returned to the vehicle to reset the timer.

Blast Mode: Blast mode is a special case of a site visit. It means that the ROMTraX modem's transmitter is turned off to prevent interference with sensitive equipment (such as an explosives detonator). While in blast mode, no messages of any kind will be transmitted.

Iridium: Iridium is the satellite service provider used to transmit data messages for the ROMTraX modem.

Short Message: ROM Companion allows short text messages to be sent through the ROMTraX modem to a destination email. This feature is not related to the cellular SMS text messaging services available on most cell phones.

Troubleshooting

** Please note that the **ROMTRAX** unit may need several minutes to acquire satellite and GPS signals after the unit are installed, powered down or stored in a covered structure.

Issue	Cause	Fix
Handheld fails to respond to Touch/Tap	<ul style="list-style-type: none"> ➤ ROMTRAX Modem not detected by handheld 	<ol style="list-style-type: none"> 1. Check “HOME” screen for State. If “Searching for Unit”, see below.
	<ul style="list-style-type: none"> ➤ Software lock up 	<ol style="list-style-type: none"> 1. Push reset on handheld. 2. Restart ROM Companion application.
Handheld Screen ‘Flashing’ on and off.	<ul style="list-style-type: none"> ➤ Charge on Handheld device below 40%. 	<ol style="list-style-type: none"> 1. Plug wall charger into Handheld device. 2. Allow to charge to > 50%
“Searching for Unit” state.	<ul style="list-style-type: none"> ➤ Cable Disconnected 	<ol style="list-style-type: none"> 1. Connect cable to handheld. 2. Connect cable to Interface board.
	<ul style="list-style-type: none"> ➤ Interface Board not powered. 	<ol style="list-style-type: none"> 1. Check for lit indicator on Interface board. 2. Check Interface board connector plugged in.
	<ul style="list-style-type: none"> ➤ ROMTRAX Modem failure 	<ol style="list-style-type: none"> 1. Check wires into Interface Board. 2. ROMTRAX unit missing from roof.
Navigation Information is missing or not changing	<ul style="list-style-type: none"> ➤ Loss of GPS signal 	<ol style="list-style-type: none"> 1. Move unit from building or structure. 2. ROMTRAX modem covered or not pointing to sky. 3. Allow 5 minutes to acquire signal.
	<ul style="list-style-type: none"> ➤ Failure of GPS unit in ROMTRAX modem. 	<ol style="list-style-type: none"> 1. In “DAIG”, “Status” screen check. 2. Serial(RX) number is not counting higher. 3. GPS age is greater than 30.

No Satellite Signal Detected	➤ Loss of Satellite signal	<ol style="list-style-type: none"> 1. Move unit from building or structure. 2. ROMTRAX modem covered or not pointing to sky. 3. Allow 5 minutes to acquire signal.
	➤ Failure of ROMTRAX Modem	<ol style="list-style-type: none"> 1. In "DAIG", "Status" screen check. 2. Serial(RX) number is not counting higher. 3. Signal Level is zero.
Blank screen on Handheld.	➤ In Sleep mode	<ol style="list-style-type: none"> 1. Tap power button on handheld.
	➤ Discharged Battery	<ol style="list-style-type: none"> 1. Connect handheld to cable. 2. Insure orange light is lit on handheld. 3. Allow to charge for 2 hours.
Dark Screen on Handheld	➤ Backlight in low power mode.	<ol style="list-style-type: none"> 1. Touch screen to activate backlight.
ROM companion's state is "Serial Closed".	➤ Another application is running and has control of the communications port. This could be a mapping application or second instances of the ROM companion itself.	<ol style="list-style-type: none"> 1. Go to the memory management page (Start -> Settings -> System -> Memory). 2. Look under the "Running Programs" list. 3. If "ROM Companion" appears twice or if a mapping application is in the list, select it and tap "Stop". 4. Return to the ROM Companion to see if the issue has been resolved

Contact Information

ROM Communications Inc.
Suite 540 – 1632 Dickson Ave.
Kelowna, British Columbia
V1Y 7T2
CANADA

Phone: 1.250.860.3762

Facsimile: 1.250.860.3763

Information: info@romcomm.com

Find us on the web at <http://www.romcomm.com>