



QuickStart Guide

Table of Contents

QUICKSTART GUIDE	1
TABLE OF CONTENTS.....	2
INTRODUCTION.....	4
LOGGING INTO CYGNUS TRACK.....	5
FORGET YOUR PASSWORD?	6
TRACKING ASSETS.....	7
DEVICES AND EMPLOYEES	7
ACCESSING THE TRACKING SCREEN	8
TRACKING AN ASSET’S MOVEMENTS	10
TRACKING A SINGLE ASSET	10
TRACKING MULTIPLE ASSETS	10
DISPLAYING AN ASSET’S COMPLETE ROUTE	10
CREATING GEOFENCES	11
DRAWING A NEW GEOFENCE.....	12
ASSIGNING A GEOFENCE TO AN EMPLOYEE	14
SETTING UP ALERTS	17
REVIEWING AND ACTIVATING/DEACTIVATING ALERTS	17
CONFIGURING HOW ALERTS NOTIFY YOU	18
ISSUING A TEST ALERT.....	20
VIEWING ALERTS FROM THE TRACKING SCREEN.....	23
DISMISSING THE “NEW MESSAGE” CHIME	23
CREATING A TRACKING SESSION WITH THE DEVICE SIMULATOR.....	25
LOGGING IN WITH THE DEVICE SIMULATOR	25
CREATING A MOCK SESSION	26
ADDING CUSTOM DATA AND ALERTS	27
ADDING CUSTOM DATA	27
ADDING AN ALERT.....	29
VIEWING YOUR SIMULATED SESSION IN CYGNUS TRACK	30
USING THE DASHBOARD	31
ADDING A NEW GPS TRACKING DEVICE TO YOUR SYSTEM.....	33
ADDING A NEW DEVICE.....	33
CHOOSING A DEPARTMENT	34
CONFIGURING THE DEVICE DETAILS	35
ASSIGNING THE DEVICE TO AN EMPLOYEE	36
REVIEWING AND VERIFYING WHAT YOU’VE ENTERED.....	37
VERIFYING THAT YOUR NEW DEVICE HAS BEEN ADDED.....	37
MANAGING YOUR DEVICE LICENSE SUBSCRIPTIONS	38
THE SUBSCRIPTION MANAGER.....	39
ENTERING YOUR CREDIT CARD INFORMATION.....	40

REDUCING YOUR DEVICE LICENSE SUBSCRIPTION.....	40
GOING FURTHER AND GETTING SUPPORT	43
CYGNUS TRACK USER MANUAL.....	43
DISCUSSION FORUMS.....	43
PROFESSIONAL SUPPORT	43



Introduction

Thank you for choosing Cygnus Track!

You've chosen a cutting-edge, Web-based GPS tracking solution that will keep your business assets safe, on time and on schedule no matter where they are. Now that you're ready to start tracking, it's time to show you the ropes.

In this QuickStart Guide, we'll help you get up and running with your new Cygnus Track GPS tracking system from ThinkGeo, introduce you to the common features that you'll be using most often, and walk you through some simple first-time tasks. Here's an outline of what we'll be covering:

1. Logging into the system
2. Using the Tracking Screen to locate your assets
3. Creating a geofence
4. Sending a test alert
5. Creating a simulated tracking session
6. Getting familiar with the Dashboard
7. Adding a new GPS tracking device to your system

Along the way, if you have questions or need help with Cygnus Track, professional support is available through a number of channels – including discussion forums, our online helpdesk, and by phone.

Let's get started!

Logging Into Cygnus Track

To begin using your Cygnus Track system, you'll need to login through your Web browser. When you signed up for your Cygnus Track account, you received the following information:

- Web address of your login page
- Username
- Password
- API Key

If you're using Cygnus Track Starter Edition, your login page is www.cygnustrack.com.



The standard Cygnus Track login screen.

To login, simply enter your username and password, then click the **Login** button. Cygnus Track will validate your credentials and you will be logged in.

The first time you login successfully, you'll be asked to accept the Cygnus Track License Agreement. Once you do, you'll be taken directly to the Tracking Screen, which we'll cover in the next section.

Tip

Cygnus Track is designed and tested for use with Internet Explorer 7 and higher, Mozilla Firefox 3 and higher, or Google Chrome.

FORGET YOUR PASSWORD?

If you've forgotten your password, Cygnus Track can send it to you at the email address attached to your account. Simply click the **Forgot Your Password?** link beneath the login form, then fill in your address in the box that appears. Finally, click the **Send** button.

Cygnus Track will inform you that the email has been dispatched, or if the address you entered couldn't be matched to an account.



Enter your email address to retrieve your password.

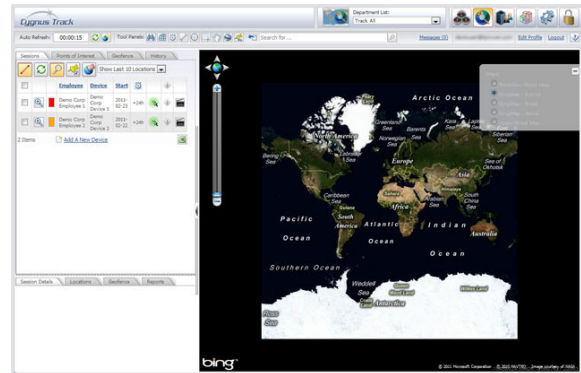
If you're still unable to login to Cygnus Track, simply contact ThinkGeo support and we'll be happy to help you out. For details on how to get in touch with our professional support team, please see *Contacting Support* at the end of this guide.

Tracking Assets

In Cygnus Track, you'll use the Tracking Screen to visually track your assets. The Tracking Screen is also where you can look at the history of movements for each asset, set up areas that you want to confine assets to (or prevent them from entering) and lots more.

You can track assets in two ways:

1. **By department** – meaning only the assets assigned to the department you select will be displayed on the map.
2. **Across all departments** – meaning all of your assets, regardless of which department they belong to, will be displayed on the map.



Tip

In Cygnus Track, a **department** allows you to logically separate assets that belong to different workgroups, offices, regions, or which serve different purposes. When you first start out, you'll have one department, which is named after the company you signed up with. You can add or delete departments any time you want.


When you first login to your Cygnus Track system, you'll be taken to the Tracking Screen right away. You'll see two demo assets have already been set up so that you can more easily get familiar with how the system works. We'll be using those demo assets now to experiment with the Tracking Screen.

DEVICES AND EMPLOYEES

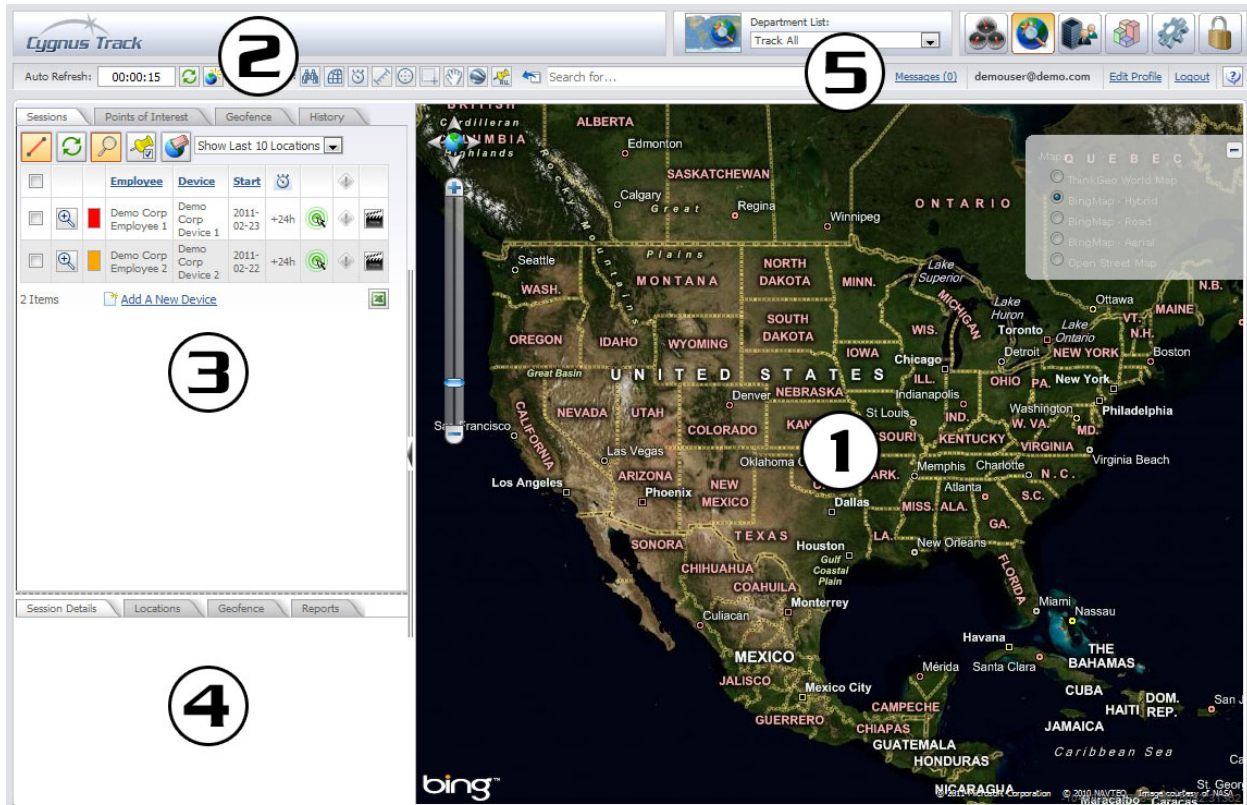
In Cygnus Track, a trackable asset is comprised of a **Device** and an **Employee**. You can think of a Device as the physical GPS tracking hardware; for instance, a mounted unit that is installed in a vehicle or a portable unit that is carried by hand.

The Employee, meanwhile, is the person to whom the device is assigned. It might be the driver of the vehicle the device is mounted in, or the person carrying the portable device.

ACCESSING THE TRACKING SCREEN

Whenever you login to Cygnus Track, you'll be taken to the Tracking Screen. Additionally, you can always access the Tracking Screen from anywhere in the Cygnus Track system by clicking the  button on the button bar at the top right corner of the page.

Here's what the Tracking Screen will look like when you first arrive:



The Cygnus Track Tracking Screen.

The different portions of the Tracking Screen, as numbered in the figure above, are:

1. **The map area.** This is where you can visually locate your assets and see where they have been over time. In the top left corner are the pan and zoom controls, and in the top right corner is the Overlay Switcher. The Overlay Switcher lets you view different types of maps – for example, a simple road view, an aerial imagery view, or a hybrid view (a combination of both).
2. **The toolbar.** The toolbar contains a number of controls that let you do things like enable auto-refreshing of the map, measure distances, export your tracking session to Google Earth, reposition the map to a specific set of coordinates, and so forth. There is also a search box that you can use to find any of your tracked assets easily. On the far right side of the toolbar, you'll

find the **Edit Profile** link, which will let you tailor certain aspects of Cygnus Track’s user interface to your own preferences.

3. **The session list.** The top portion of the left sidebar lists the devices and employees who have recently been tracked. Each unique device/employee pair is listed once, with its most recently recorded session date and duration displayed. (Historical sessions for that device/employee can be recalled using the History tab, which we’ll describe below.) Your new Cygnus Track system comes with several demonstration sessions already built in so that you can see how the session list works. The tabs along the top of this list give you access to different activities, specifically:
 - a. **Points of Interest** – Pinpoint and identify specific places that your assets commonly move to and from.
 - b. **Geofence** – Draw areas called “geofences” on your map. These can be areas that your employees should be prevented from entering, or areas that they should stay within during the course of their normal operation. You can cause an alert to be raised if an employee violates a geofence.
 - c. **History** – Find and display the historical movements of a particular mobile asset, whether it was yesterday or several months ago.

4. **The session details panel.** When you are looking at a session, you’ll see details from that session in this area of the left sidebar – including information like the asset’s maximum recorded speed, the estimated distance traveled, and so on. You can also see a complete list of every recorded location that asset visited along its route, or assign an employee to a particular geofence that they are either not allowed to enter, or that they must stay within.

5. **The department list.** On the Tracking Screen, you have access to your complete list of departments. At any time, you can track the assets belonging to a different department by selecting it from the drop-down menu here. If you want to track assets from all of your departments at once, select “Track All.” Please note that some features may not be available when using “Track All” (such as geofence assignment), as these features are department-specific.

Tips

To see a larger map, click the arrow between the map and the left side panel. The side panel will hide, allowing the map to fill your screen. Click the arrow again to restore the side panel.




You can also click and drag the dotted line between the session list and the session details panel to resize them. This lets you make room for the information that’s important to you.



TRACKING AN ASSET'S MOVEMENTS

You can see which assets are active by looking at the session list on the left side of the Tracking Screen. Assets which have been mobile recently are listed here, with the most recently mobile assets at the top. Each listing represents a session, which is a collection of movements made between an origin point and a destination point.

TRACKING A SINGLE ASSET

To view the details of a session, including a geographic plot of the asset's route during the session, click on the  button next to the asset you want to view. Your map will be zoomed into the last recorded location of the asset, which will be marked with a colored icon. For the demo sessions that you'll find in your account, the icon may look like a pickup truck or a passenger car.

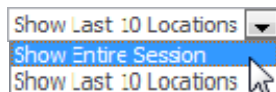
TRACKING MULTIPLE ASSETS

To view more than one asset on the same map, simply check the box next to those assets. This will refresh the map and display the last recorded locations of each asset you selected. You can also uncheck any assets that you want to stop displaying on the map.

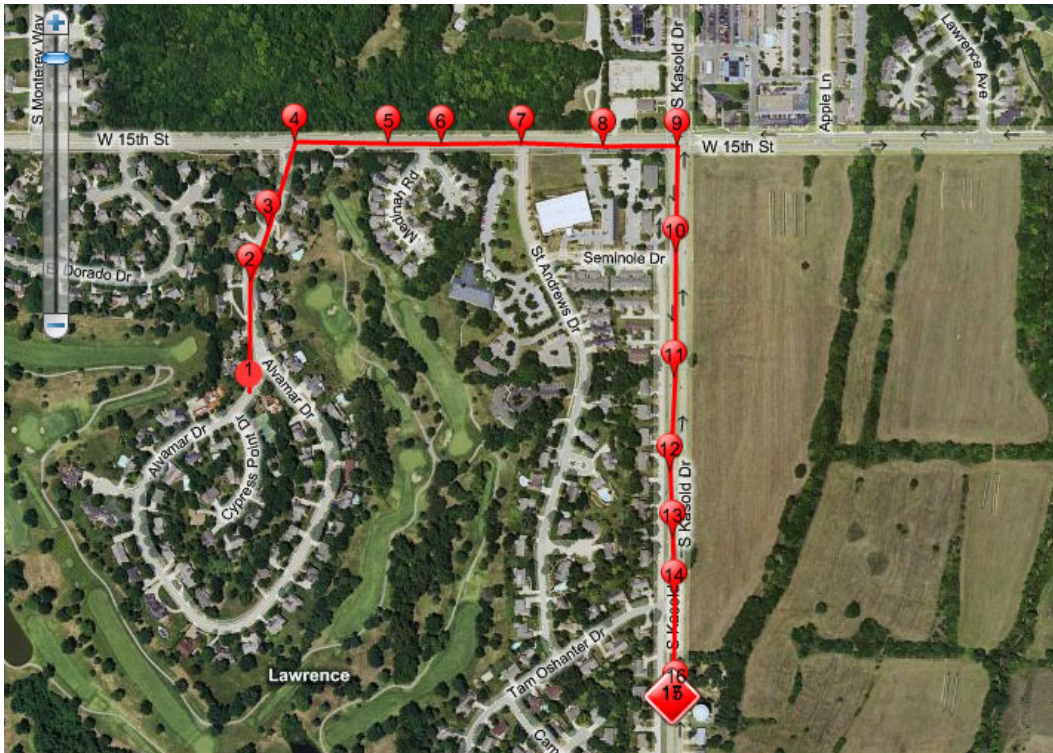
DISPLAYING AN ASSET'S COMPLETE ROUTE

By default, up to the last 10 tracked points in an asset's session are shown on your map. Each point is represented by a colored icon with a number in it. The number shows the order in which the points were tracked, so that you can see the direction the asset traveled in.


You can also choose to see *all* of the points visited by the asset along its route, which provides a complete picture of the entire path traveled by the asset during the session. To see all points, open the "Show Last 10 Locations" drop-down and click on "Show Entire Session."



Your map will update to show all of the tracked locations for the asset, and will connect the points with a colored line to help you better visualize the route. It should look like the image below:



A complete tracked session being displayed on your map. Each “pin” represents a point at which the asset’s position was recorded while it was in motion.

If you want to stop displaying all of the sessions currently shown on your map, simply click the  button at the top of the left sidebar.

Creating Geofences

Cygnus Track uses the concept of geofences to further control your mobile assets. You can use geofences in two different ways:

- If you want to restrict employees to a particular operating area – such as a service area that your company vehicles should not be allowed to leave.
- If you want to prevent employees from entering a particular area, such as a restricted zone that they should not be allowed to enter.

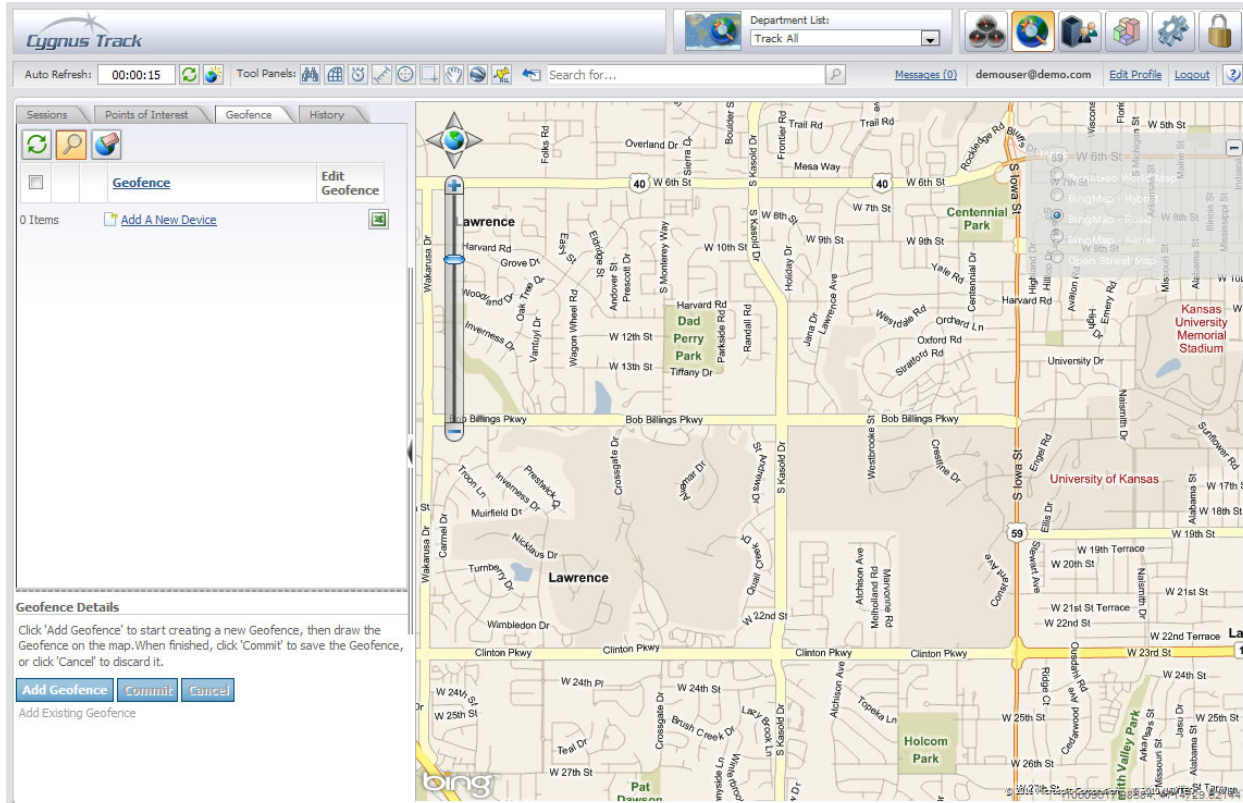
You can create a geofence as easily as drawing its outline on the map using a variety of common shape tools. This section will show you, step-by-step, how to create a new geofence and assign it to an employee.

To begin, set the Tracking Screen to display the department you want your geofence to belong to. To do this, select the department from the Department List at the top of the screen. The list looks like this:



Make sure that a single department name is chosen in the drop-down menu. Don't choose "Track All".

Next, select the "Geofence" tab at the top of the left sidebar. The sidebar will switch to the geofence controls as illustrated below.



The Tracking Screen with the Geofence tab selected on the left sidebar.






The Geofence tab shows you a list of geofences that have already been added to this department. Your new Cygnus Track account doesn't have any geofences preconfigured, but if you had a geofence listed here, you could click the button to display it on the map. This would show you what it looks like and where it's located.

DRAWING A NEW GEOFENCE

To create a new geofence, start by clicking the **Add Geofence** button at the bottom of the left sidebar. The shape drawing tool buttons will then appear right below it:



Click on one of the blue shapes to start shape drawing mode. Once you have chosen a shape by clicking on it, here's how to draw it on the map:

-  - **Rectangle** – Click and drag in any direction to create a rectangle.
-  - **Square** – Click and drag to create a perfect square, centered on where you clicked.
-  - **Polygon** – Click on the map to set the corners of your new polygon shape. Lines will connect the dots as you draw them. To finish your shape, double-click.
-  - **Circle** – Click and drag to create a perfect circle, centered on where you clicked.
-  - **Ellipse** – Click and drag in any direction to create an ellipse.

Once you are finished drawing your shape, click the **Commit** button to save it. You will then be presented with the Geofence Editor dialog:



The Geofence Editor dialog box has a title bar with a close button (X). On the left is a 3D wireframe cube icon. The main area contains the following fields and controls:

- Name:** A text input field.
- Description:** A text area with a vertical scrollbar.
- Status:** A dropdown menu currently set to 'ACTIVE'.
- External ID:** A text input field.
- At the bottom are two buttons: 'Save' and 'Close'.

The Geofence Editor dialog.

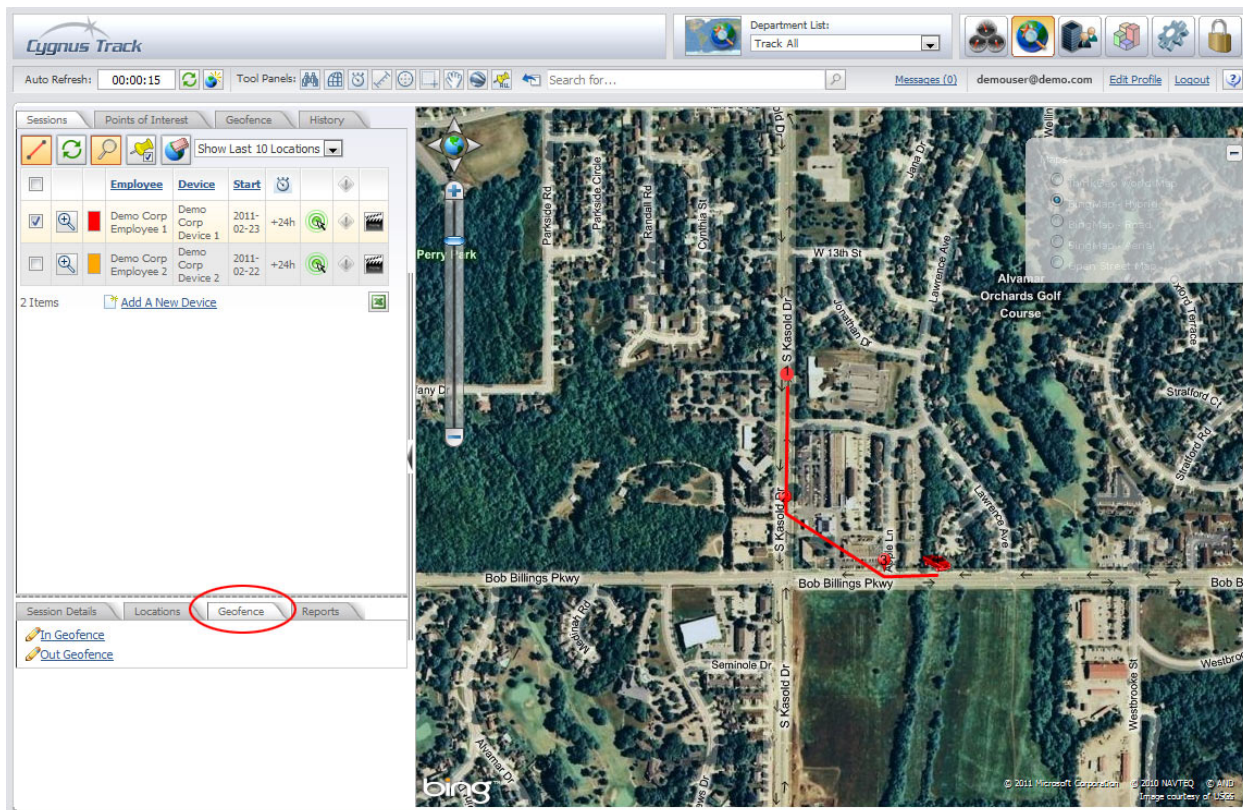
Simply enter a name and an optional description for your new geofence, then click **Save**. For the purposes of this example, let's name the new geofence "Work Zone." The Tracking Screen's left sidebar will now be updated to include the name of the geofence you just added.

ASSIGNING A GEOFENCE TO AN EMPLOYEE

Now that you've created a geofence, let's do something useful with it: Assign it to an employee. Remember, in Cygnus Track, an employee is a person to whom a GPS tracking device is assigned. You assign a geofence to the employee, not the device he or she is using.

Make sure you are on the Tracking Screen, and then click the "Sessions" tab on the left sidebar to switch back to the Sessions view. Next, in the Sessions list, check the box next to the employee you want to assign the geofence to.

Now, click the "Geofence" tab at the **bottom** of the sidebar to display the geofence assignment controls.

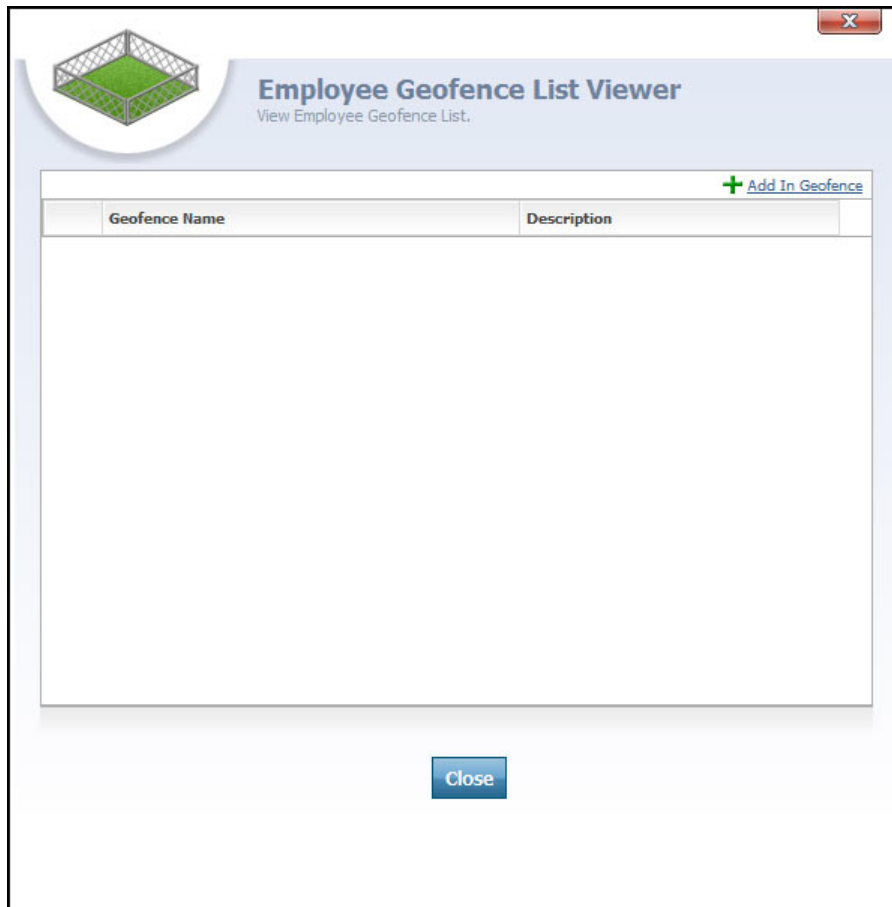


The Tracking Screen with the Geofence Assignment tab selected.

On the lower "Geofence" tab you will see two links: **In Geofence** and **Out Geofence**. Click one of these links, depending on how you want your Area to apply:

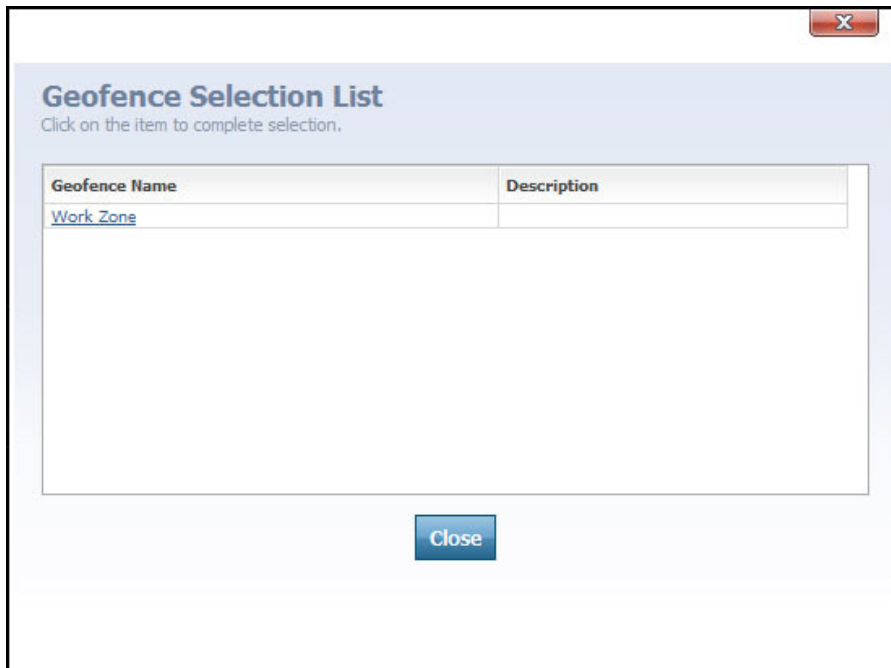
- Choose **In Geofence** if you want the employee to stay *within* the geofenced area.
- Choose **Out Geofence** if you want the employee to stay *out of* the geofenced area.

For this example, let's choose **In Geofence**. Once you click that link, the Employee Geofence List Viewer will appear.



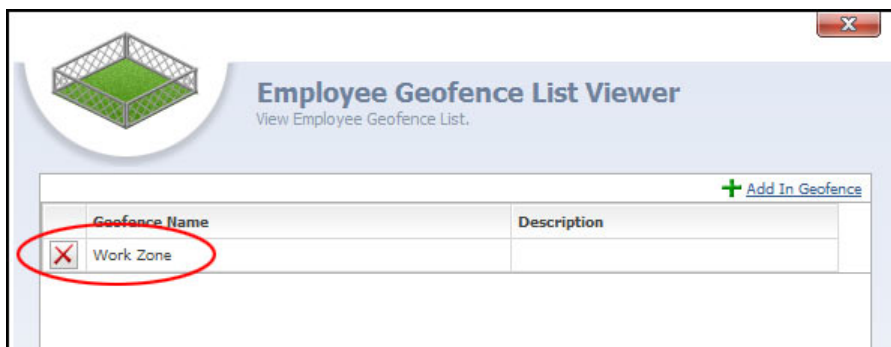
The Employee Geofence List Viewer.

This dialog lists any geofences that are assigned to the employee(s) that you selected from the session list. To assign the new geofence that you just created to the selected employee, click the [+ Add In Geofence](#) link at the top right side of the list. This will open the Geofence Selection List.




The Geofence Selection List.

Simply click on the name of the geofence you want to assign; in our case, “Work Zone”. The Geofence Selection List will close automatically and you will see the Employee Geofence List Viewer again. There, you can see that the “Work Zone” geofence has been assigned to your employee.



The Employee Geofence List Viewer showing an assigned geofence.

You can assign multiple geofences to the same employee or group of employees. If you ever want to remove a geofence assignment, just click the  button next to the geofence’s name on the Employee Geofence List Viewer.

Setting Up Alerts


Cygnus Track has a robust alert system that keeps you informed about what your tracked assets are doing. Depending on what kind of GPS tracking devices you're using, your device may communicate a variety of events that can raise an alert – for example, when the vehicle door is opened, when the vehicle leaves its assigned work area, or when the engine is overheating, just to name a few.

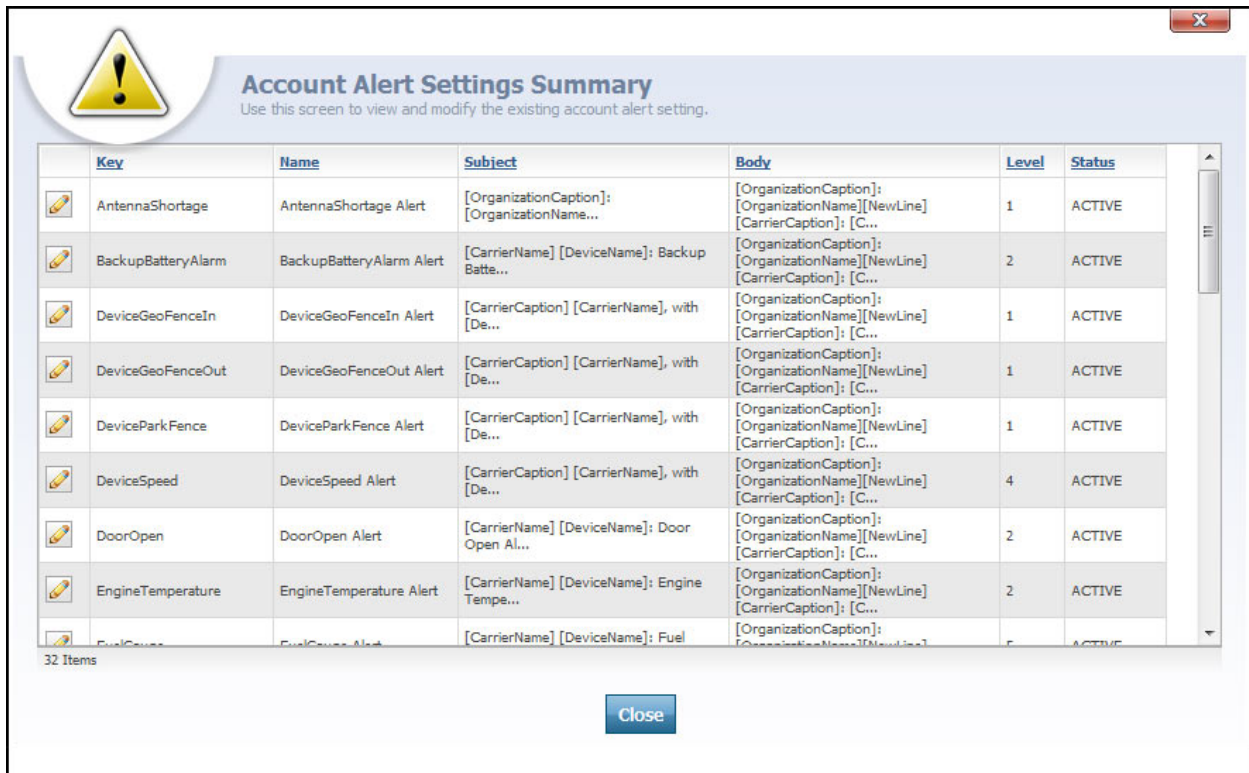
Each alert condition in Cygnus Track is assigned a “level,” which indicates the importance of the event that raised the alert. Level 1 is the least important, while Level 5 is the most important. Cygnus Track's alert system is highly configurable, meaning that alert settings can be tailored individually to each department, as well as for each level – 1 through 5 – in that department.

By default, Cygnus Track is set up to alert you when a number of events occur. The alert for each event can be activated or deactivated individually, giving you total control over the alerts you want to see.

REVIEWING AND ACTIVATING/DEACTIVATING ALERTS

NOTE: You can configure alerts either at the department level, or at the account level (which applies to all of your departments). For the purposes of this guide, we'll be showing you how to configure them at the account level.

To begin reviewing your alerts, switch to the Tools and Settings area by clicking the  button on the navigation bar in the top right corner of any Cygnus Track screen. Then, once you get to the Tools and Settings area, click “Configure Alerts.” The Account Alert Settings Summary dialog will appear.



The Account Alert Settings Summary dialog.

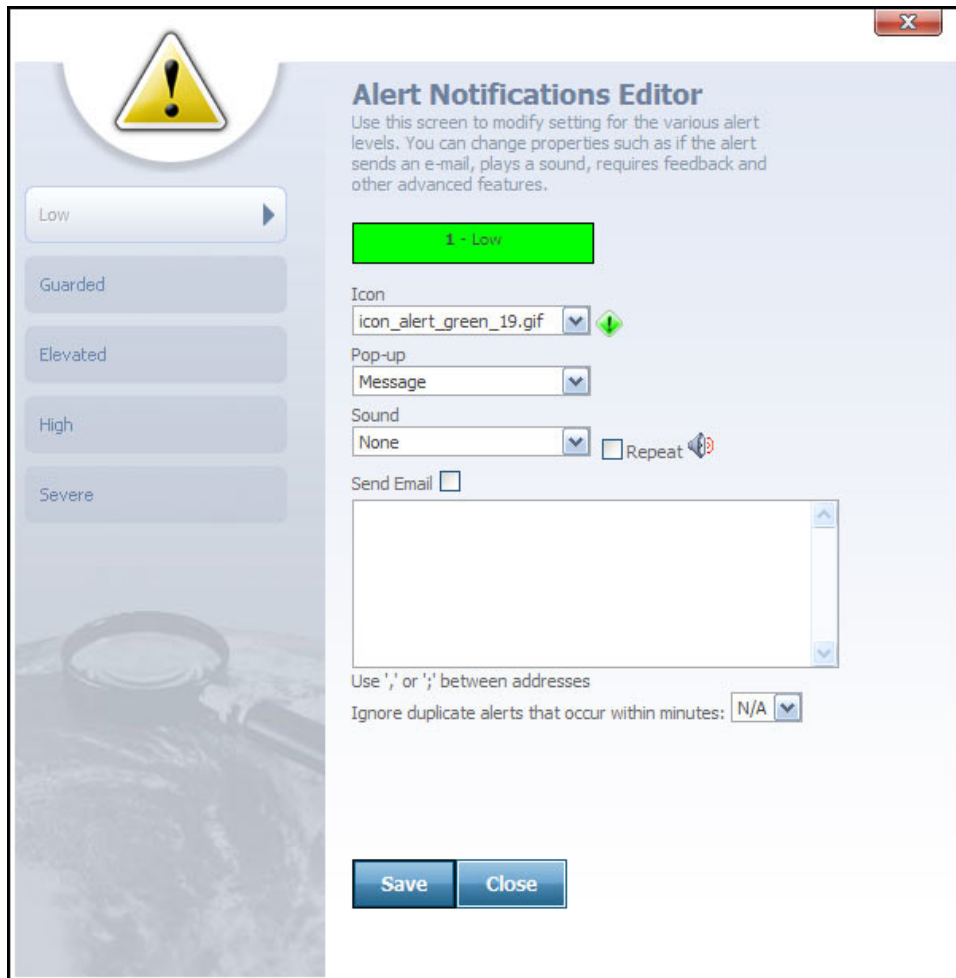
This dialog lists the alerts that are available in your Cygnus Track account. If an alert is active, it will show “ACTIVE” in the Status column at the far right.

To prevent a particular alert from ever going off, you can change its Status to “INACTIVE.” To do this, simply click the button next to the alert you want to change. This will open a new dialog box where you can adjust the status, set the alert’s level from 1 to 5, and even customize the name, subject and body of the alert message.

CONFIGURING HOW ALERTS NOTIFY YOU

When an alert condition is detected, you can configure Cygnus Track to simply display a message, to play a sound, to require a response from the Cygnus Track user, or even to send an email to one or many people. These settings can be controlled independently for each alert level, 1 through 5.

To configure how Cygnus Track issues notifications of an alert condition, switch to the Tools and Settings area by clicking the button on the navigation bar in the top right corner of any Cygnus Track screen. Then, once you get to the Tools and Settings area, click “Configure Notifications.” The Alert Notifications Editor dialog will appear.



The Alert Notifications Editor dialog.

On this dialog, you can configure the notification settings for each alert level, 1 through 5, individually. By default, you will see the settings for Level 1, which is called the “Low” level. To adjust the settings for other levels, click one of the tabs on the left sidebar.

The available settings include:

- **Icon** – The icon image that will be used to indicate an alert condition at this level. This icon will appear on the Tracking Screen next to a device that issues an alert, among other places.
- **Pop-Up** – What type of message Cygnus Track will display when the alert is raised. Choices are:
 - **None** – No message will be displayed. The alert will be logged and is available for viewing later, on the Alert Report.
 - **Message** – A message box will appear within the Cygnus Track system, indicating the alert and the tracking device that originated it.

- **Alert Response (Optional)** – A dialog box will appear within the Cygnus Track system, which provides a text box where the user can optionally type a response to the alert condition. This response will be logged along with the alert itself.
- **Alert Response (Required)** – Similar to Alert Response (Optional), except that in this case, the user *must* type a response to the alert condition.
- **Sound** – Indicates the sound effect that will be played by Cygnus Track when the alert condition is raised. Check the “Repeat” box to play the sound in an endless loop until the alert is acknowledged.
- **Send Email** – Check this box to send an email notification of the alert when it occurs. Once checked, you will need to enter the email address of the recipient in the text box below. You can send alert notification emails to more than one recipient; just separate each address with a comma or a semicolon.
- **Ignore Duplicate Alerts That Occur within x Minutes** – Allows you to prevent Cygnus Track from notifying you if the exact same alert condition is raised more than once in x number of minutes. For example, if a vehicle door is opened ten times in a 2-minute period, you could choose to be notified only one time.


When you have finished adjusting the notification settings, click the **Save** button.

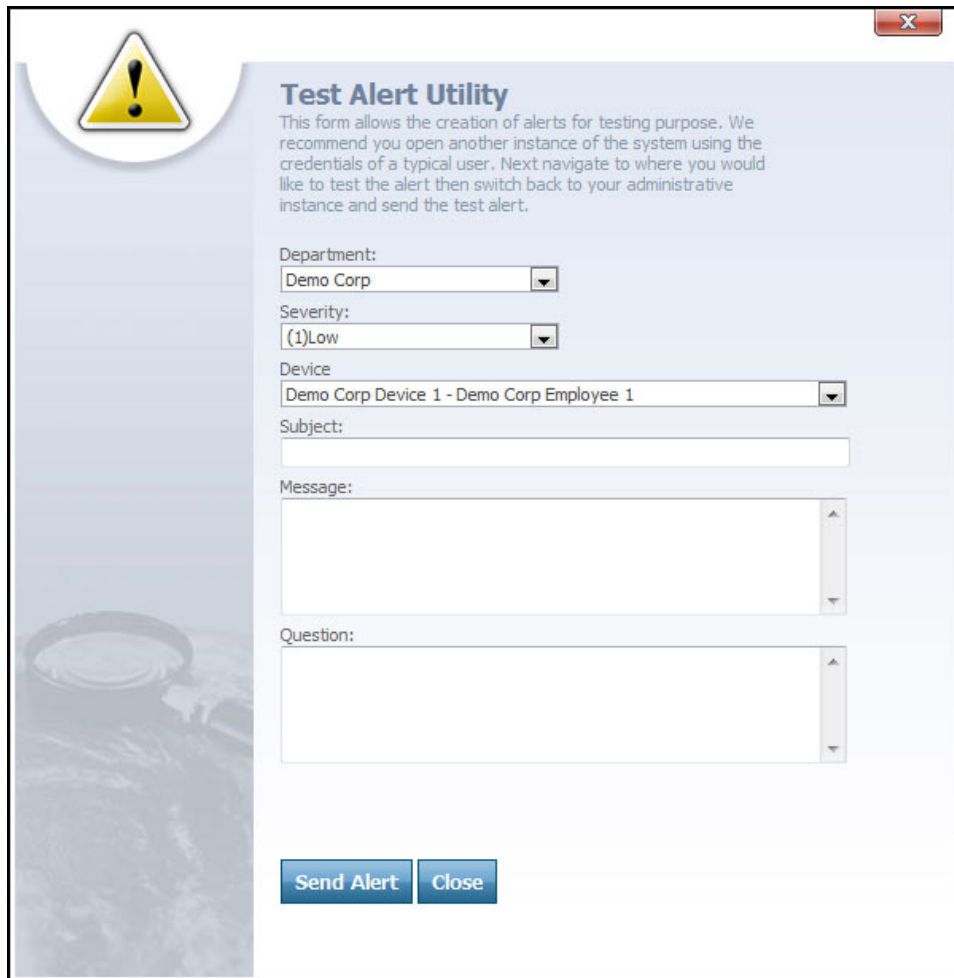
ISSUING A TEST ALERT

You can simulate an alert condition in one of two ways:

1. By using the Test Alert Utility, which you’ll find in the Tools and Settings area, or
2. By using the Device Simulator, a downloadable application that we’ll discuss further in the next chapter of this QuickStart Guide.

For now, let’s simulate an alert by using the Test Alert Utility.

To begin, switch to the Tools and Settings area by clicking the  button on the navigation bar in the top right corner of any Cygnus Track screen. Once you get there, click “Test Alerts” to bring up the Test Alert Utility dialog.




The Test Alert Utility dialog.

On this dialog, you can configure some basic settings for your test alert, including:

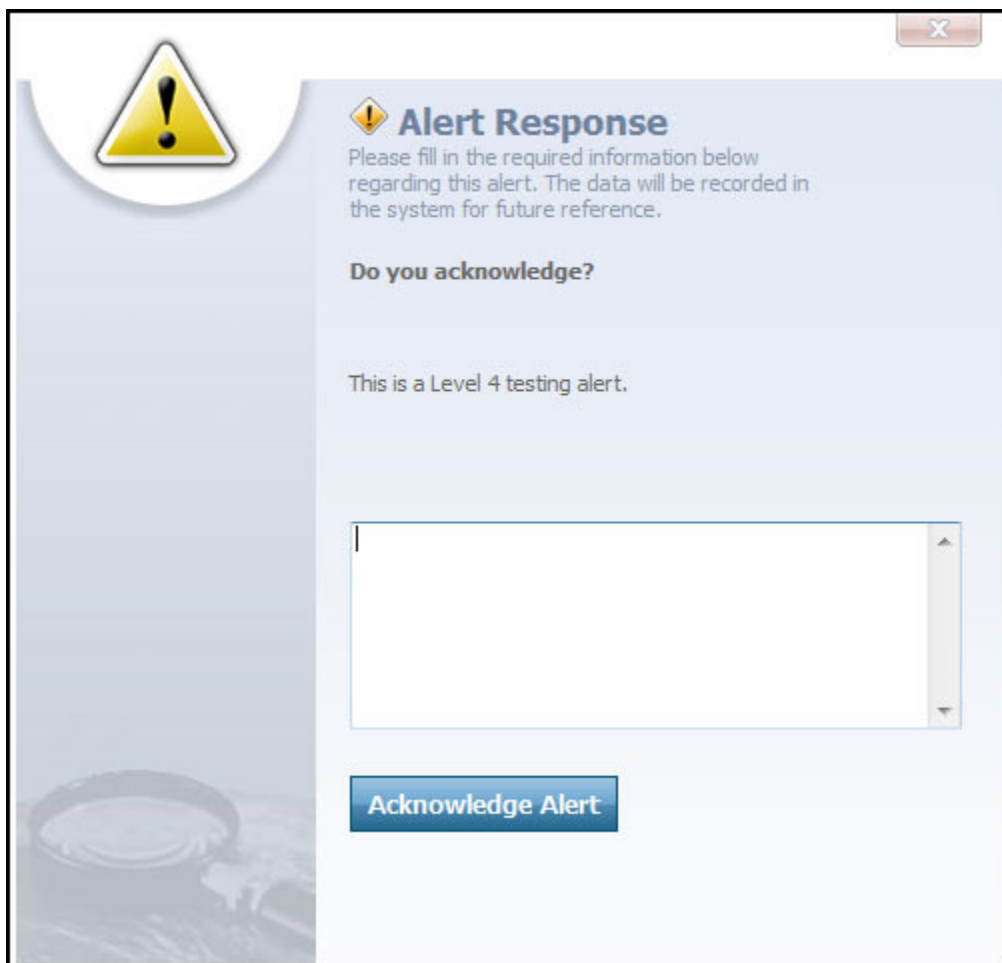
- **Department** – The department in which you want to create the test alert.
- **Severity** – The severity level (1 through 5) for the test alert.
- **Device** – The device you want to appear to have issued the test alert.
- **Subject** – The subject line for the test alert. (Think of this as a very brief description of the event that caused the alert condition.)
- **Message** – A message you want to go along with the alert. This could be a detailed description of the alert event or anything else you want to be logged with the alert condition. Please note that this message will not appear in the alert pop-up when it is raised; it will only be stored in the alert log.
- **Question** – A question that you want to go along with the alert. This will be a question that you would want the Cygnus Track user to see and respond to when the alert is raised.

When you have finished configuring your test alert, you can send it by clicking the **Send Alert** button.

When an alert condition exists in Cygnus Track, you'll be notified in a variety of ways. How Cygnus Track notifies you depends on how you've configured your alerts, as described in the section "Configuring How Alerts Notify You" above. Here are some of the ways in which you may be notified:

- An alarm sound plays, or a "new message" chime is heard every few moments.
- An alert icon and new message indication appears on the toolbar: 
- An "Alert Response" dialog box appears, requiring that you respond to the alert.

The Alert Response dialog box may also present you with a specific question, if you entered one when you sent the test alert. Here's an example of an Alert Response dialog that asks a question:



An Alert Response dialog that asks "Do you acknowledge?"

To dismiss the alert pop-up, enter a response in the text box and click the **Acknowledge Alert** button.

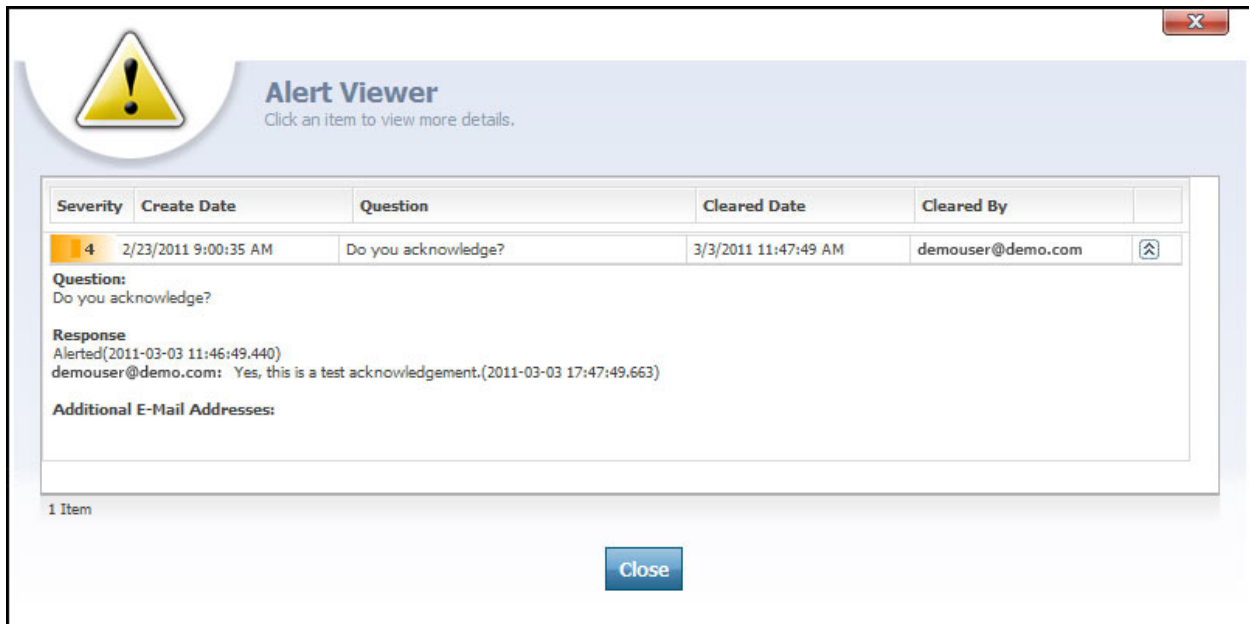
VIEWING ALERTS FROM THE TRACKING SCREEN

On the Tracking Screen, when an alert is raised by a particular asset on your sessions list, that asset's listing will change color. Specifically, it will be highlighted in the same color associated with the severity level of the alert.

<input type="checkbox"/>		Employee	Device	Start				
<input type="checkbox"/>		Demo Corp Employee 1	Demo Corp Device 1	2011-02-23	+24h			

An example of a session with a highlighted Level 4 alert.

For example, if you sent a Level 4 alert, the device that issued it will be highlighted in orange. On the Tracking Screen, you can click the alert icon in the session list to view the alert.



The Alert Viewer dialog box displays the following information:

Severity	Create Date	Question	Cleared Date	Cleared By	
4	2/23/2011 9:00:35 AM	Do you acknowledge?	3/3/2011 11:47:49 AM	demouser@demo.com	

Question:
Do you acknowledge?

Response
Alerted(2011-03-03 11:46:49.440)
demouser@demo.com: Yes, this is a test acknowledgement.(2011-03-03 17:47:49.663)

Additional E-Mail Addresses:

1 Item

Close

The Alert Viewer dialog.

The Alert Viewer allows you to see a list of the alerts triggered by a particular device. To expand an alert and view further details about it, including any user response that was entered, click its icon.

DISMISSING THE “NEW MESSAGE” CHIME

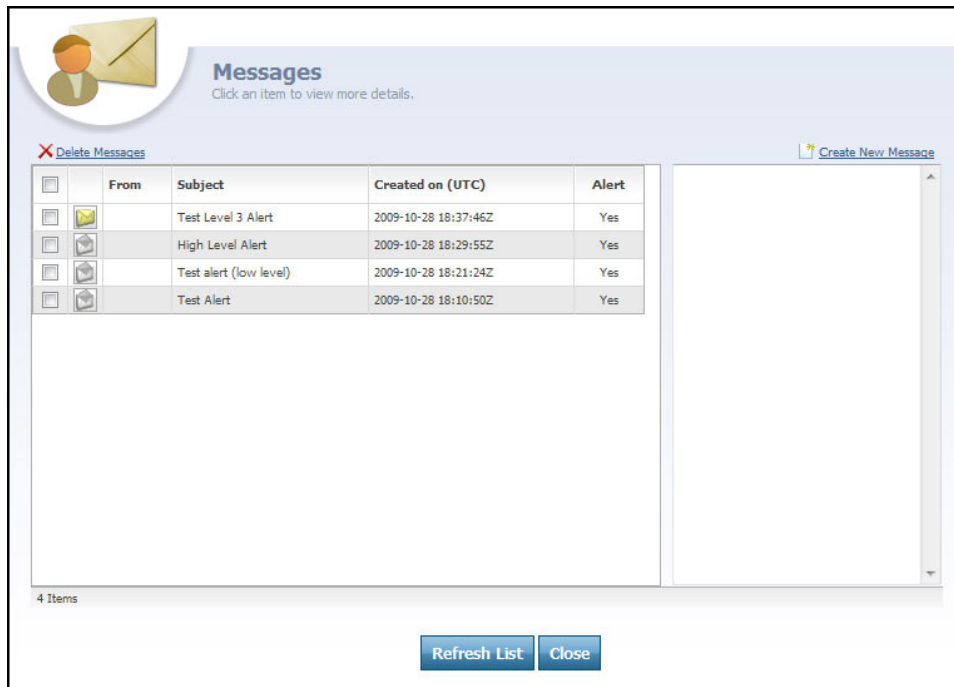
When an alert is generated, a new message will be sent to your Cygnus Track inbox with details of the alert, including its description and the time it was sent. A “new message” chime may be heard every few moments until you read the message.

To read the message, click on the **Messages** link on the toolbar near the top of your screen. When a new message is waiting, it will look like this:




The “message waiting” indicator.

The number (1) indicates that one new message is waiting. When you click on the link, the Message Viewer will appear. (If it doesn’t, please ensure that your browser’s pop-up blocker is set to allow pop-ups from Cygnus Track.)



The message viewer.

You’ll see a list of messages in the left-hand pane. Any unread message is marked with a  icon. To read the message, click on that icon and the text of the message will appear in the right-hand pane.

Once a message has been read, the recurring “new message” chime will be silenced.

Creating a Tracking Session with the Device Simulator

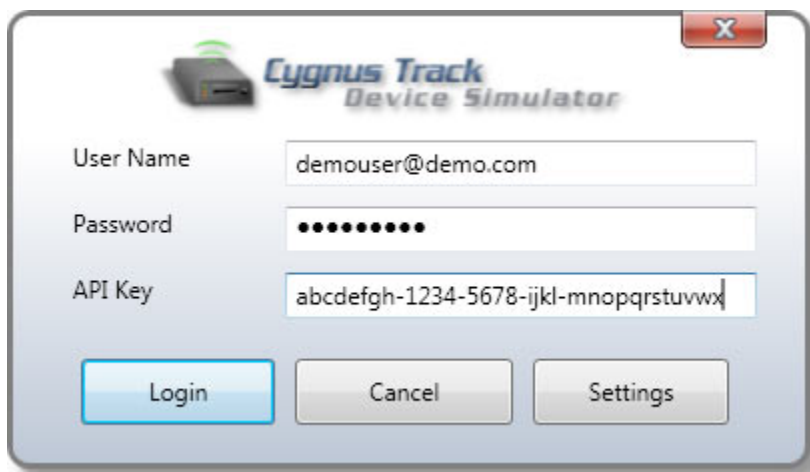
Your Cygnus Track account comes with download access for the Device Simulator, a free and powerful Windows desktop application that lets you simulate the activity of an actual GPS tracking device without ever having to deploy one in the field.

From the comfort of your own home or workstation, using the Device Simulator, you can create a simulated tracking session that will appear in Cygnus Track to be authentic in every way. This is useful for testing alerts, entering demo data, trying out the features of Cygnus Track, or for developing your own custom integration with specialty GPS tracking device hardware. These mock sessions can be created with just a few clicks on an interactive map, and you can simulate a session using any of the active devices in your account.

To begin, download and install the Cygnus Track Device Simulator from our website. A link to the downloadable package was included in the welcome email you received when you signed up for your Cygnus Track account, or you can get the Device Simulator from our website's [Developer Center](#). Once you have installed the Device Simulator, launch the application and login.

LOGGING IN WITH THE DEVICE SIMULATOR

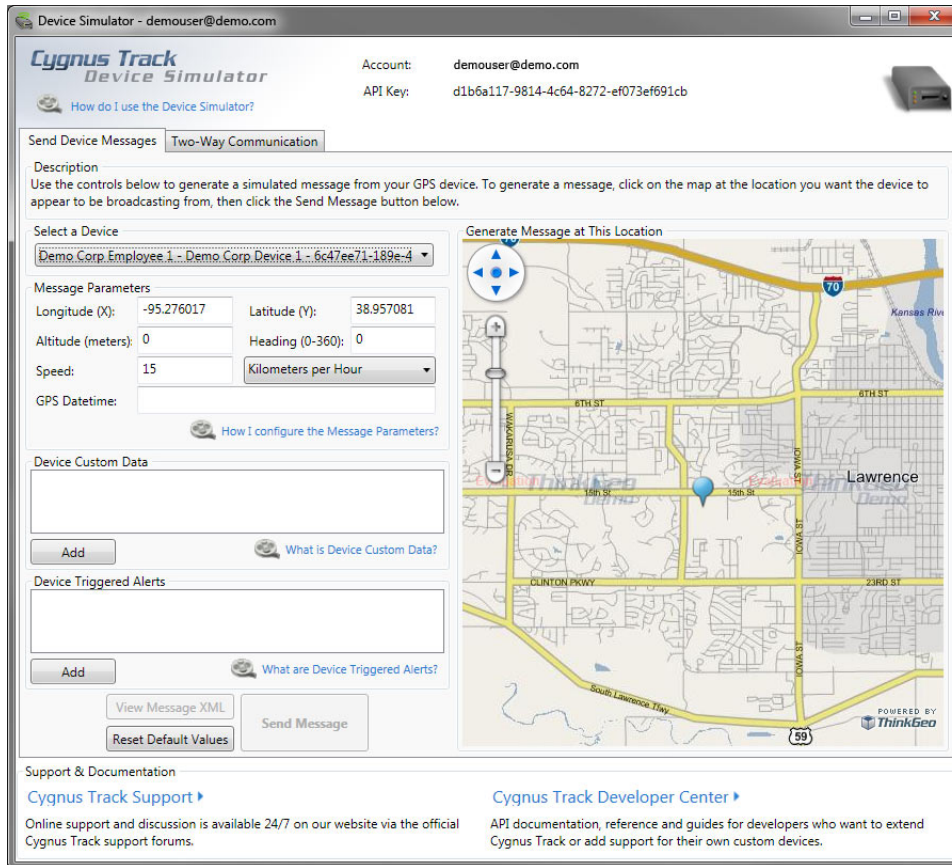
The Device Simulator authenticates with your Cygnus Track account. You'll use the same username and password that you use to access your Cygnus Track account, plus the addition of one other piece of information: your API key. Your API key is a long alphanumeric value that was included in the welcome email you received when you signed up for your Cygnus Track account.



The Device Simulator login screen.

CREATING A MOCK SESSION

When you log into the Device Simulator, you will see a handful of controls on the left and an interactive map, similar to the one on Cygnus Track’s tracking screen, on the right.



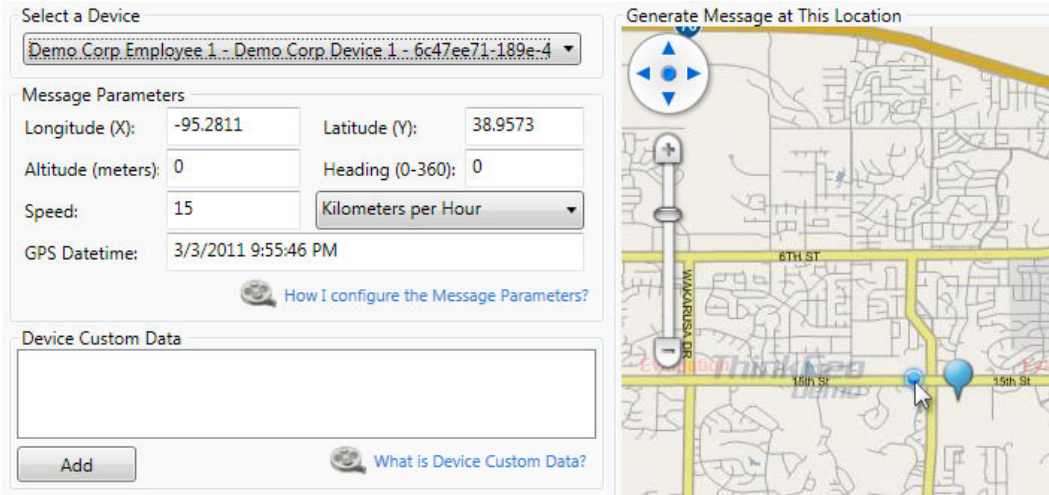
The initial view seen when you first login to the Device Simulator.

First, let’s take a look at what we’re seeing here. You’ll notice that one of your Cygnus Track account’s tracking devices (and the employee it’s been assigned to) already appear in the “Select a Device” dropdown list on the top of the left side. In our case, we have “Demo Corp Employee 1 – Demo Corp Device 1” selected. At the center of the map on the right, you’ll see a blue “pin” icon. This represents the last tracked location of the selected device. If you choose a different device from the dropdown list, the map will change to show that device’s most recently tracked location.

Tip

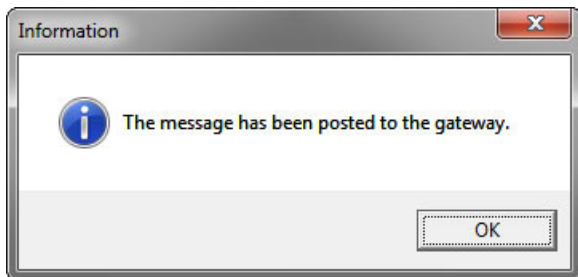
The blue pin represents the last tracked location of the selected device, not the first point of the mock session you are building. The first place you click on the map will serve as the first point of your mock session.

If you're ready to create a mock session, select the device you want to simulate movement for. Then, simply click on the map where you want the device to appear to be. A blue "blip" icon will appear on the map where you clicked, and the Message Parameters on the left will fill in with values like latitude, longitude, altitude, speed and more. You can edit these values to customize the location information.



Clicking the map to select a location point.

Once you have clicked on the map to choose a location, you can package up and send this information to your Cygnus Track account by clicking the **Send Message** button at the bottom left side of the Device Simulator window. If the send was successful, you'll receive a confirmation message like this:



To continue building up your mock session, you can simply repeat the steps above – click on the map and then click **Send Message** to post the new location to Cygnus Track.

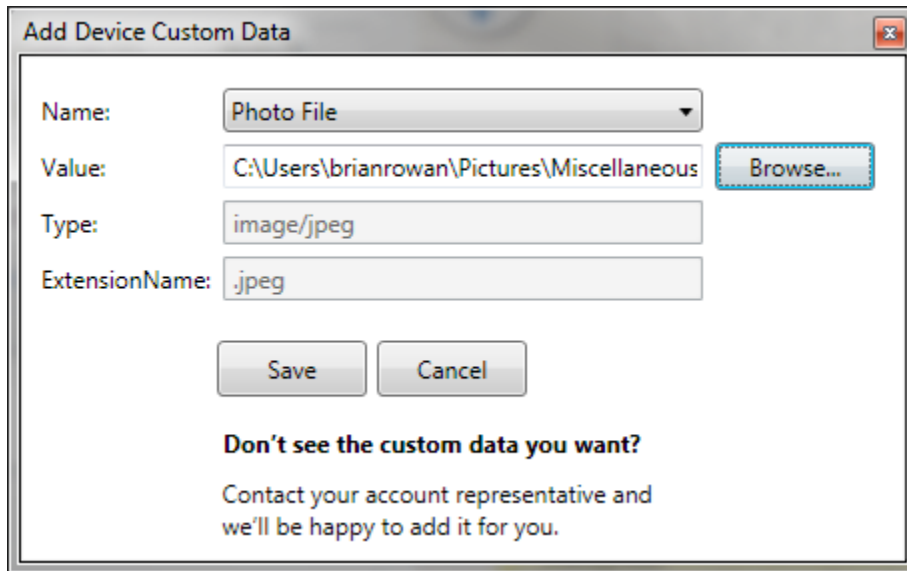
ADDING CUSTOM DATA AND ALERTS

ADDING CUSTOM DATA

The Device Simulator lets you do a lot more than just build a mock session using location points. Whenever you send a message from your simulated device to your Cygnus Track account, you can attach optional information like Device Custom Data or Device Triggered Alerts. This lets you include

special details like a photo, a comment, telemetric information or even trigger an alert in your Cygnus Track account.

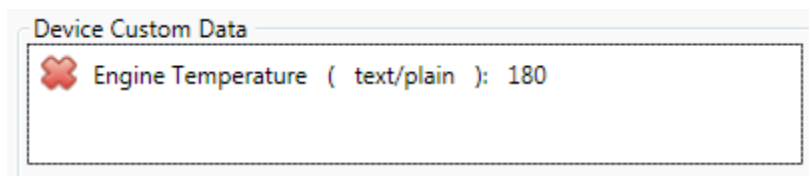
To add custom data, click the **Add** button below the Device Custom Data list box. A popup dialog will appear.



The Add Device Custom Data dialog, configured to send a photo file.

From this dialog, you can add a custom data item to attach to your location message. A custom data item consists of a name, such as “Engine Temperature”, and a value, such as “180”. Certain special custom data types, such as “Photo File” or “Audio File”, accept files as their value, meaning you can attach a picture, video or sound clip to your device location message.

Click the **Save** button to add the custom data item that you have configured. The dialog will close and you’ll see your item appear in the Device Custom Data list box.



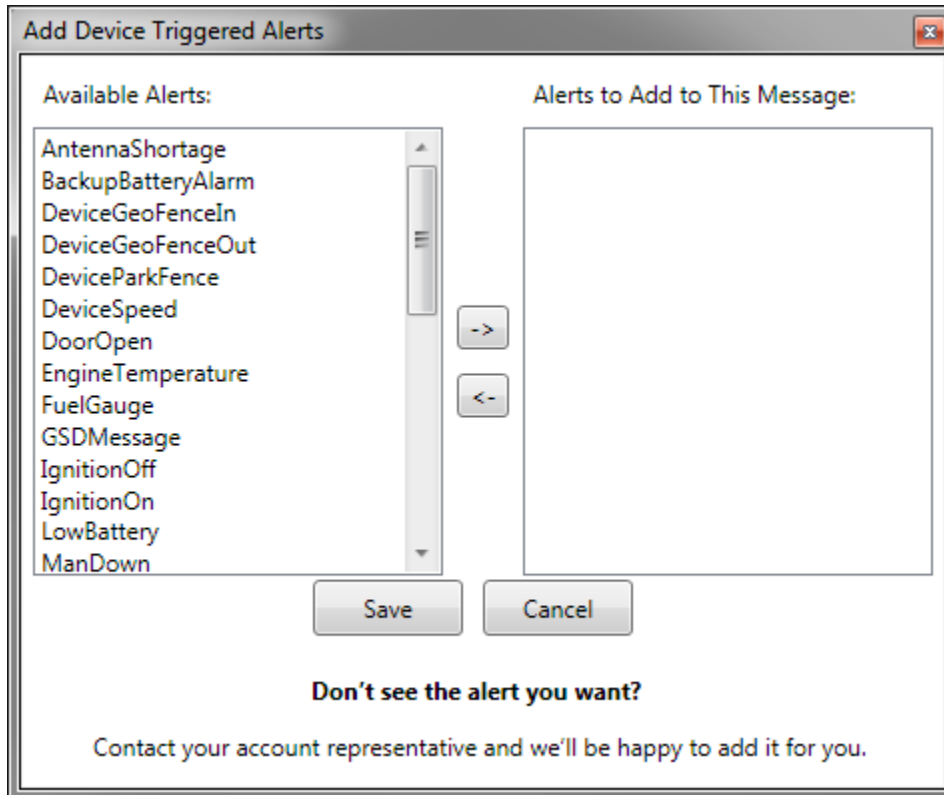
The Device Custom Data list box with a custom data item added.

To send the location message to Cygnus Track with your custom data attached, now just click the **Send Message** button as usual.

ADDING AN ALERT

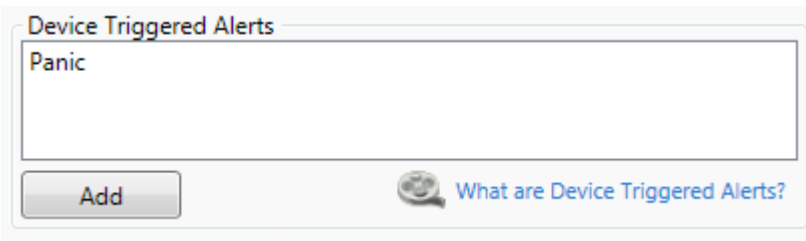
The location messages you create with the Device Simulator can also trigger alerts in your Cygnus Track account. This is useful when you want to test the alert configuration that you have set up within your Cygnus Track account (for more information on configuring alerts, see the “Setting Up Alerts” chapter earlier in this guide).

To trigger an alert as part of a location message, click the **Add** button below the Device Triggered Alerts list box. A popup dialog will appear.



The Device Triggered Alerts dialog, listing the available alerts.


You can trigger as many alerts at one time as you like. Select the alert(s) that you want to trigger from the list on the left, then click the -> button to add them to your message. Click **Save** when you're finished. The dialog will close and you'll see a list of the alerts that will be triggered in the Device Triggered Alerts list box.




The Device Triggered Alerts list box with an alert added.

To send the location message to Cygnus Track with your alert trigger attached, now just click the **Send Message** button as usual.

VIEWING YOUR SIMULATED SESSION IN CYGNUS TRACK

Once you've sent all of the location messages that you want to, simply close the Device Simulator. You can then login to your Cygnus Track account and view your new session on the map, just as you would if an actual GPS tracking device had been moving about in the field. Simply login to your Cygnus Track website account to get started, and then click the  button on the button bar at the top right corner of the page to go to the tracking screen.

The session details panel on the left should have a listing for the device and employee for which you just created your mock session. Click the  button next to it. Your map will be zoomed into the last recorded location that you sent with the Device Simulator and you should see the last 10 points that you clicked when you recorded your mock session.

If you attached some device custom data to any of the location points that you recorded using the Device Simulator, click on one of those points on Cygnus Track's map. A balloon popup will appear to identify the point and provide some details about it, including the date, time, address information (if available) and recorded speed. Below that, you'll see the custom data items you attached, if any.



A location point's balloon popup containing custom Engine Temperature data.

Using the Dashboard

When you're not tracking your assets on the Tracking Screen, you might want to see a quick snapshot of your Cygnus Track account and the assets it contains. You can do this – and more – on the Dashboard. The Cygnus Track Dashboard is your “home base” that provides you with a quick overview of the departments in your account, some system statistics (such as the number of assets being tracked), and a News panel for the latest updates.



The Cygnus Track Dashboard screen, as it appears the first time you login.

The different portions of the Dashboard, as numbered in the figure above, are:

1. **Your list of departments.** Here, you can quickly see your complete list of departments, as well as the number of employees, devices and points of interest that belong to each.
2. **The Department Snapshot pane.** This displays a snapshot of basic information about the department that you've selected from the list (1).
3. **The navigation and user controls.** The large buttons switch you between the different major areas of Cygnus Track: Dashboard, Tracking screen, Entity Summary lists, Reports, Tools &

Settings, and Security. There is also a search box that you can use to find any of your tracked assets easily.

4. **News panel.** This is a customizable area in which you can display your own message—anything from a reminder about your business policies or Cygnus Track usage tips, to news and announcements that will appear to all of your company’s users. (Please note that multiple user accounts apply to Cygnus Track Hosted, Enterprise and Integrator Editions only).
5. **System Statistics panel.** This panel shows you what version of Cygnus Track you’re running, how long it’s been since you last logged in, and the total number of departments, users, devices, employees, points of interest and areas that you’ve set up in your Cygnus Track system. Also displayed is the number of failed login attempts since your last visit, which can alert you if someone has been trying to guess your password.




Adding a New GPS Tracking Device To Your System

As you've seen, your Cygnus Track account comes with two demo devices and two demo employees already preloaded. But you will eventually want to go further by adding a new device of your own – for example, an actual GPS tracking device that you have installed in a vehicle.

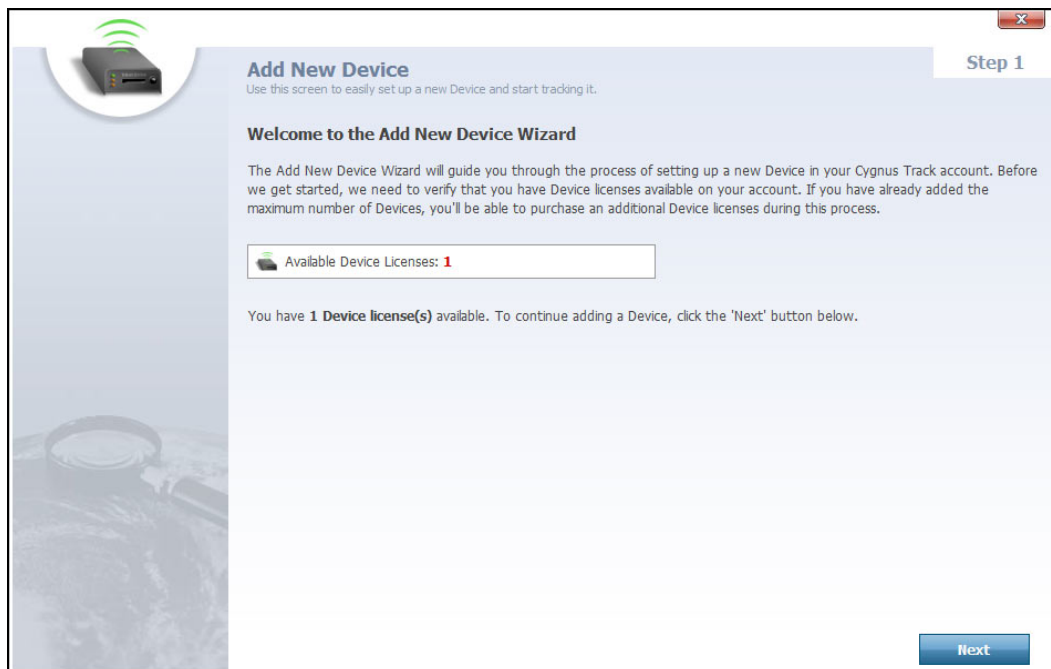
Tip

Cygnus Track Starter Edition allows you to add up to three devices for no additional charge. Adding more than three devices will require you to purchase a subscription of \$9.95 per month for each additional device.

ADDING A NEW DEVICE

You can add a new device directly from the Cygnus Track tracking screen or dashboard. On the tracking screen, click  [Add A New Device](#) at the bottom of the session list on the left side panel. Or, on the dashboard, click either  [Add A New Device](#) at the top of your department list, or the smaller  [Add A New Device](#) link next to any existing department in the list. (Clicking the smaller link will let you add your device directly into that department, saving you a step.)

When you click any of these links, the Add New Device wizard will appear.



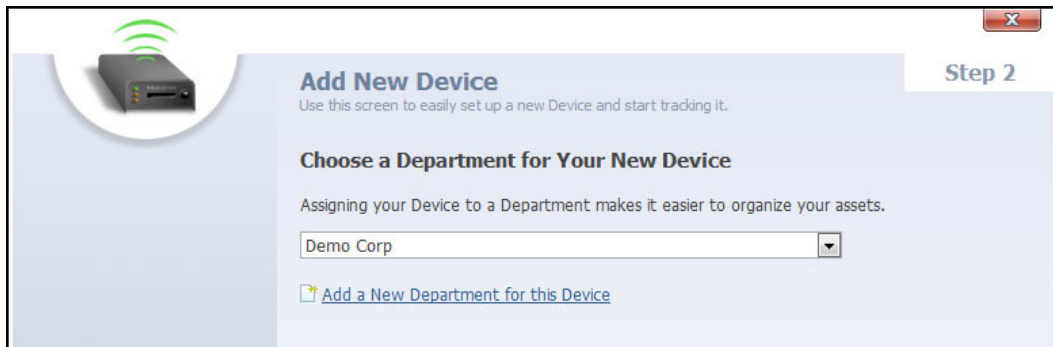
Step 1 of the Add New Device wizard: Checking available device licenses.

On Step 1 of the Add New Device wizard, you'll see a number that indicates how many **device licenses** you have available. A device license is an allowance that lets you add a tracking device to your account. Each license lets you add one device, at which point the license will be considered "in use" and the number of available licenses will decrease by one. Deleting a device from your Cygnus Track account will return its license back to the pool for later use.

If you do not have any available licenses, you will need to purchase a subscription for an additional license before you can add another device. This can be done seamlessly right from within the Add New Device wizard, and we'll describe that process a bit later in this guide.

If this is your first time adding a device to your Cygnus Track Starter Edition account, you should have one free device license available. Click the **Next** button at the bottom of the Add New Device wizard to continue to the next step.

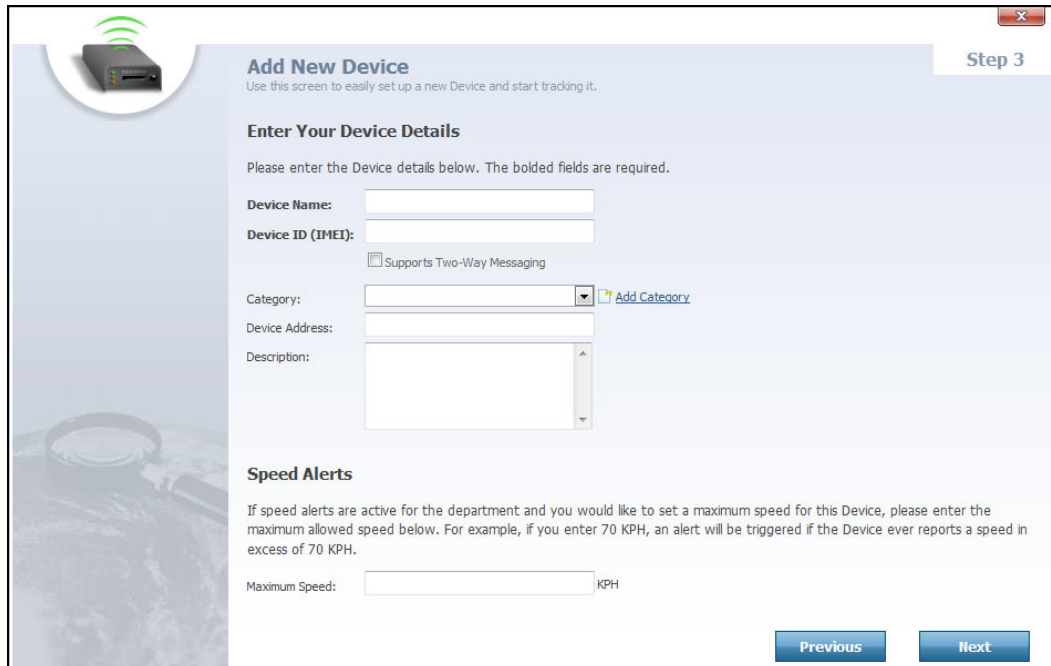
CHOOSING A DEPARTMENT



Step 2 of the Add New Device wizard: Choosing a department.

If you clicked the [+ Add A New Device](#) next to an existing department on your Dashboard, you won't see this step. Otherwise, you'll be asked to choose which department you want to assign your device to. If you want to create a new department for this device, you can do so by clicking "Add a New Department for this Device". When you're done, click the **Next** button to continue.

CONFIGURING THE DEVICE DETAILS



Add New Device Step 3

Use this screen to easily set up a new Device and start tracking it.

Enter Your Device Details

Please enter the Device details below. The bolded fields are required.

Device Name:

Device ID (IMEI):

Supports Two-Way Messaging

Category: [Add Category](#)

Device Address:

Description:

Speed Alerts

If speed alerts are active for the department and you would like to set a maximum speed for this Device, please enter the maximum allowed speed below. For example, if you enter 70 KPH, an alert will be triggered if the Device ever reports a speed in excess of 70 KPH.

Maximum Speed: KPH

[Previous](#) [Next](#)

Step 3 of the Add New Device wizard: Configuring the device details.

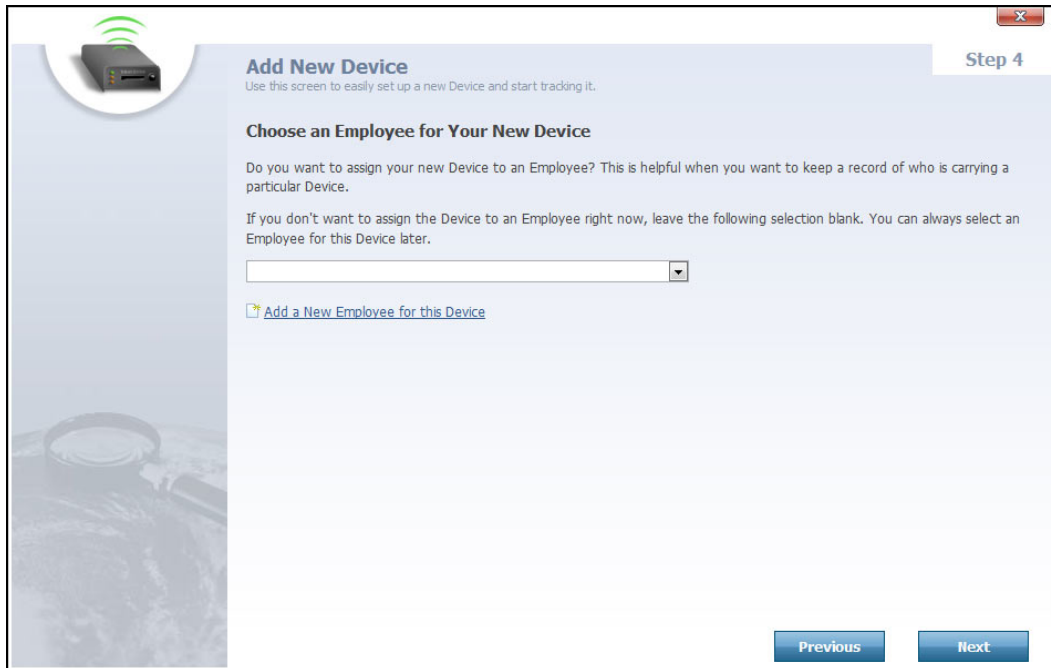
This step is where you'll tell Cygnus Track about your device. You must give your device a name (so that you can recognize it) and specify its Device ID, which is also known as its **IMEI** (International Mobile Equipment Identity). The IMEI usually consists of a 15 or 17 digit sequence of numbers and can often be found on a label beneath the device's battery, or somewhere else on the device itself.

Also on this step of the Add New Device wizard, you can optionally assign the device to a category (either an existing one or a new category), provide an address, or give a brief description of the device.

Lastly, you can specify the maximum speed at which this device is allowed to travel. When used in concert with an overspeed alert in Cygnus Track, the device can trigger an alert when this speed is exceeded.

When you've finished configuring your device details, click the **Next** button.

ASSIGNING THE DEVICE TO AN EMPLOYEE

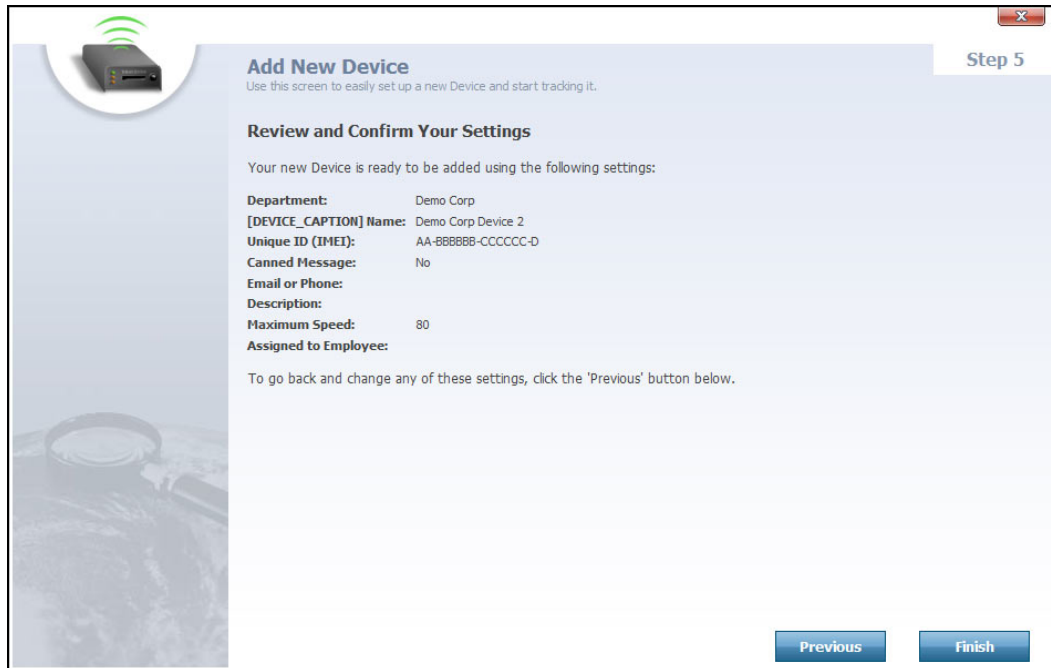


Step 4 of the Add New Device wizard: Assigning the new device to an employee.

This is an optional step which allows you to choose an employee you want to assign your new device to. This can be the person who is carrying the device, or driving the vehicle the device is installed in. If you don't want to make this assignment just yet, you can leave the dropdown menu blank. Or, if you want to add a new employee to the list, click "Add a New Employee for this Device".

When you're done, click the **Next** button to proceed to the final step.


REVIEWING AND VERIFYING WHAT YOU'VE ENTERED

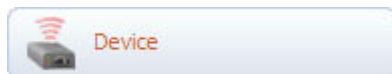



Step 5 of the Add New Device wizard: Review and confirm your settings.

The final step is a review of everything that you've entered so far. If you see anything wrong, click the **Previous** button to step back through the wizard and make any needed changes. Otherwise, click **Finish** to tell Cygnus Track to set up your new device as you've entered it. The wizard will close and your new device is now added to the system.

VERIFYING THAT YOUR NEW DEVICE HAS BEEN ADDED

To view your device in the system, click the  button on the button bar at the top right corner of the page. This will take you to the Summary List page, which lists all of the departments, users, devices and so forth that are present in your Cygnus Track account. Once you get there, click the **Device** button on the left side of the screen.

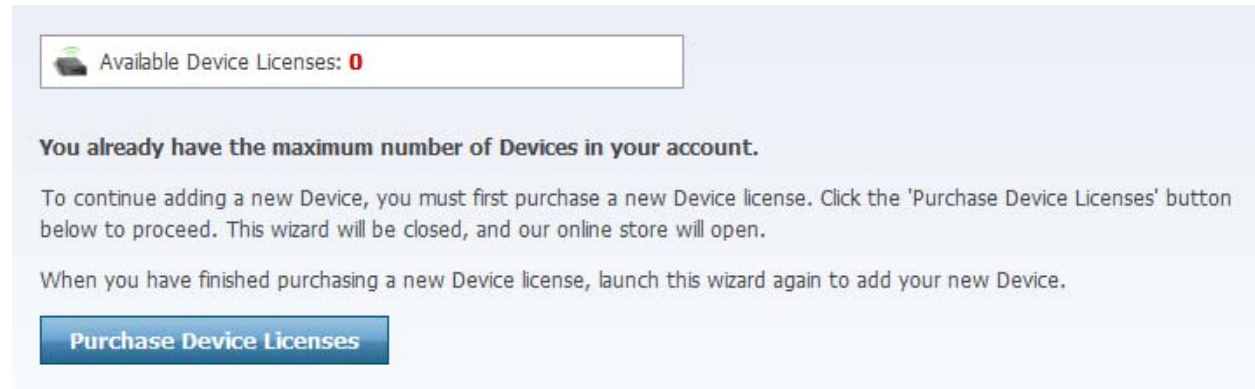


A list of all the devices in your account will be shown, and you should see the device you just added from the Add New Device wizard. If you want to edit the device's settings, click the  icon next to it.

MANAGING YOUR DEVICE LICENSE SUBSCRIPTIONS

As mentioned earlier, you can only add as many devices to your Cygnus Track account as you have available device licenses. If you run out of licenses, you will need to purchase a subscription for at least one additional license in order to add another device.

When you try to add a new device without any available device licenses, the first step of the Add New Device wizard will display this message:



The screenshot shows a message box with a device icon and the text "Available Device Licenses: 0". Below this, the text reads: "You already have the maximum number of Devices in your account." It then explains that to continue adding a new device, a new device license must be purchased first, and provides instructions on how to proceed. At the bottom of the message box is a blue button labeled "Purchase Device Licenses".

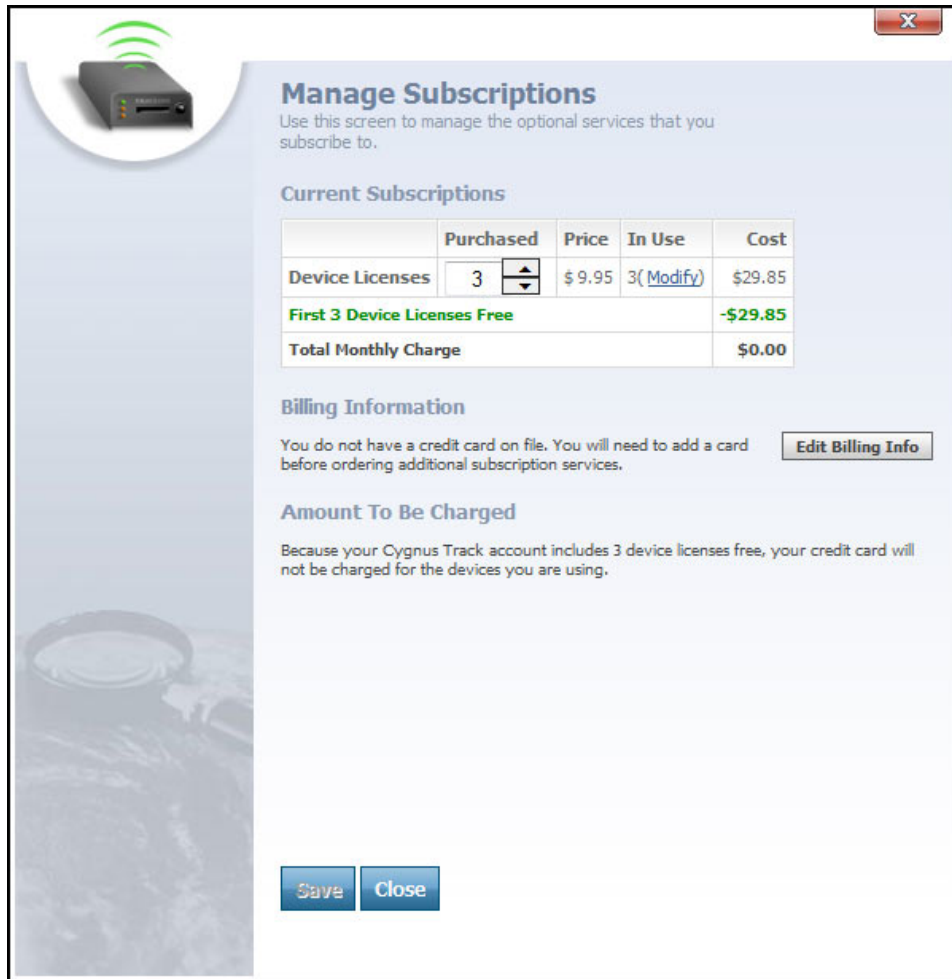
The Add New Device wizard indicating that you have no device licenses available.

To add more licenses to your account, click the **Purchase Device Licenses** button. This will pop open the Subscription Manager dialog.

Tip

To access the Subscription Manager at any time, click the **Manage Subscription** link on the System Statistics panel, located on the Cygnus Track Dashboard.

THE SUBSCRIPTION MANAGER

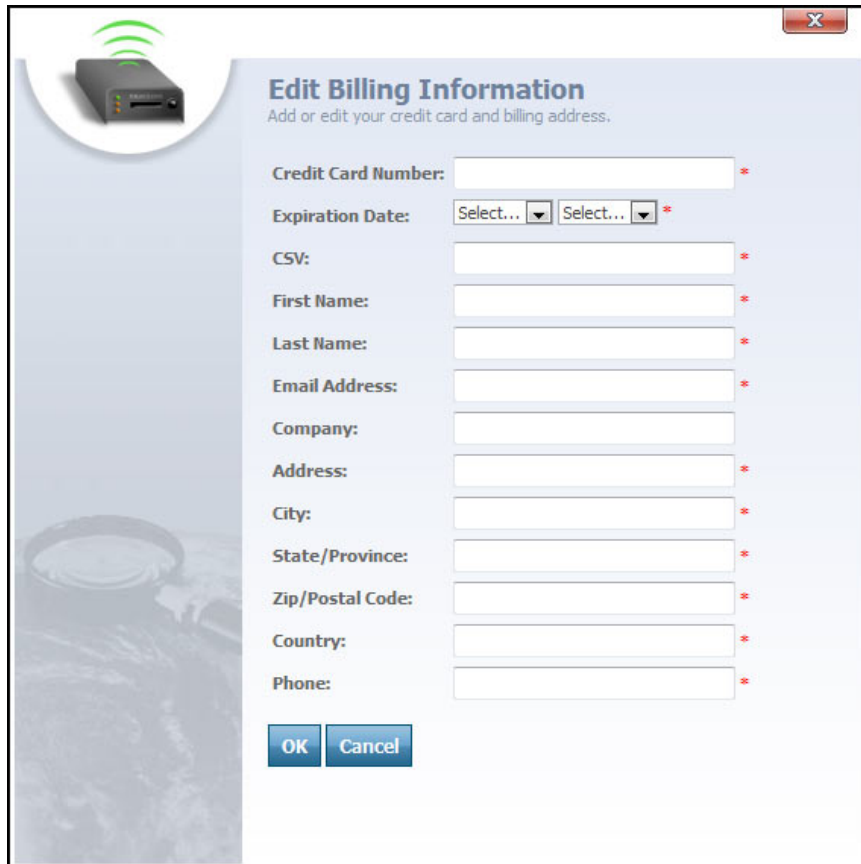


The Subscription Manager dialog.

The Subscription Manager gives you a snapshot of your current subscriptions. By default, your Cygnus Track Starter Edition account comes with three device licenses at no charge. To add more licenses, click the button next to the number of purchased licenses to increment that number one at a time. You'll see the cost of your subscription adjusting in real time as you do. Remember that each device license (beyond your third) costs \$9.95 per month.

When you're satisfied with the number of device licenses that you have selected, you'll need to add a credit card to your account so that you can be automatically billed each month for your subscription. If you don't have a credit card on file yet, the **Save** button will be grayed out and you won't be able to save your subscription purchases. To add a credit card to your account, click the **Edit Billing Info** button.

ENTERING YOUR CREDIT CARD INFORMATION



The Edit Billing Information dialog where you add your credit card details.

This pop-up dialog is where you enter the credit card that you want to automatically bill each month for the cost of your device license subscription. Make sure to fill in all of the fields marked with a red * and then click the **OK** button when you are finished. The dialog will close, and you'll be returned to the Subscription Manager.

Now, you'll be able to click the **Save** button to save and confirm your subscription. If this is the first time you've subscribed to more than three device licenses, your credit card will be charged immediately and again on the same day of each successive month (or the last day of the month, whichever comes first).

REDUCING YOUR DEVICE LICENSE SUBSCRIPTION

If you want to reduce your number of available device licenses to save money, you can do that with the Subscription Manager as well. Let's say you have five device licenses on your Starter Edition account. The first three are free, and for licenses four and five, you pay a combined total of \$19.90 each month. You want to reduce your licenses down to three so that you will no longer have to pay a monthly charge.

To begin, open the Subscription Manager and take a look at the number of devices in the **In Use** column.

Current Subscriptions

	Purchased	Price	In Use	Cost
Device Licenses	5	\$ 9.95	5 (Modify)	\$49.75
First 3 Device Licenses Free				-\$29.85
Total Monthly Charge				\$19.90

The number of devices you have in use.

If the number of devices in use is greater than the number of licenses you want to reduce down to, you will first have to delete some devices from your account. For our example, we have five devices in use, but we want to reduce our number of licenses to three so that we no longer pay a monthly charge. To do this, we will first need to delete two devices from our Cygnus Track account, so that the total number of devices in use is three.

To delete a device, click the **Modify** link next to the number of devices in use. The Modify Devices In Use dialog will appear.

Modify Devices In Use
Use this screen to quickly take Devices out of service so that you can reduce your Device license subscriptions.

Removing a Device From Service
To free up Device licenses, delete one or more Devices from your account using the list below. Deleting a Device will remove it entirely from your account, but will allow you to reduce the number of licenses that you pay for.


Devices In Use (3 Items)

	Device	IMEI	Employee	Category	Department	Last Activity (UTC)	Status
<input checked="" type="checkbox"/>	Demo Corp Device 1	6c47ee71-189e-4	Demo Corp Employee 1	Truck	Demo Corp	3/3/2011 10:34:47 PM	ACTIVE
<input checked="" type="checkbox"/>	Demo Corp Device 2	f5365bb8-a5ee-4	Demo Corp Employee 2	Truck	Demo Corp	2/24/2011 6:40:31 PM	ACTIVE
<input checked="" type="checkbox"/>	Demo Corp Device 3	AA-BBBBBB-CCCCC-D			Demo Corp		ACTIVE
<input checked="" type="checkbox"/>	Demo Corp Device 4	b86822-c48e-3			Demo Corp		ACTIVE
<input checked="" type="checkbox"/>	Demo Corp Device 5	82a3e7-34f5-6			Demo Corp		ACTIVE

Close

The Modify Devices In Use dialog, showing five devices.

Simply click the button next to any device that you want to delete. For the purposes of our example, we would delete the last two devices, which will free up their licenses. Then, click the **Close** button to return to the Subscription Manager. You should now see fewer devices being reported as “In Use”.

Now you can click the  button next to the number of **Purchased** device licenses to reduce the number down to the desired amount; in our case, 3. Your calculated cost will change in real time as you do so. To finalize your subscription modification, click the **Save** button.


Tip

For Cygnus Track Starter Edition customers, if you reduce your number of device licenses to three, your credit card will no longer be charged each month. Additionally, the stored credit card details that you had placed on file will be deleted for your security. In the future, if you want to purchase more device licenses, you will need to enter your credit card details again.

Going Further and Getting Support

This QuickStart Guide has only covered a small set of Cygnus Track's many powerful and versatile features! Here's how you can find further information, ask questions and get support when you need it.

CYGNUS TRACK USER MANUAL

To help you get informed about everything the system has to offer and answer any questions you encounter, we've prepared the Cygnus Track User Manual. It's Web-based, fully searchable and indexed documentation that will help you find answers quickly. You can access the online User Manual by clicking the  icon in the upper right area of any Cygnus Track screen.

Tip

A printable PDF copy of the user manual is also available. Contact ThinkGeo for details.

DISCUSSION FORUMS

Ask questions and get support from other users and Cygnus Track experts any time of day at the Cygnus Track Discussion Forums, available at <http://gpstracking.thinkgeo.com/ctforums>.

PROFESSIONAL SUPPORT

Depending on your Cygnus Track license, you may have additional options for professional support direct from ThinkGeo. Get in touch with your ThinkGeo sales representative for details, or contact:

ThinkGeo Sales

sales@thinkgeo.com

Toll-Free Phone: 1-866-847-7510 (U.S. and Canada only)

International Phone: 1-785-727-4133

Operating Hours:

9:00 AM - 5:00 PM Central Time

Monday - Friday