AppelloGEO User Guide
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appello GEO
asset recovery system

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Login

Please navigate to www.FindMyGEO.com

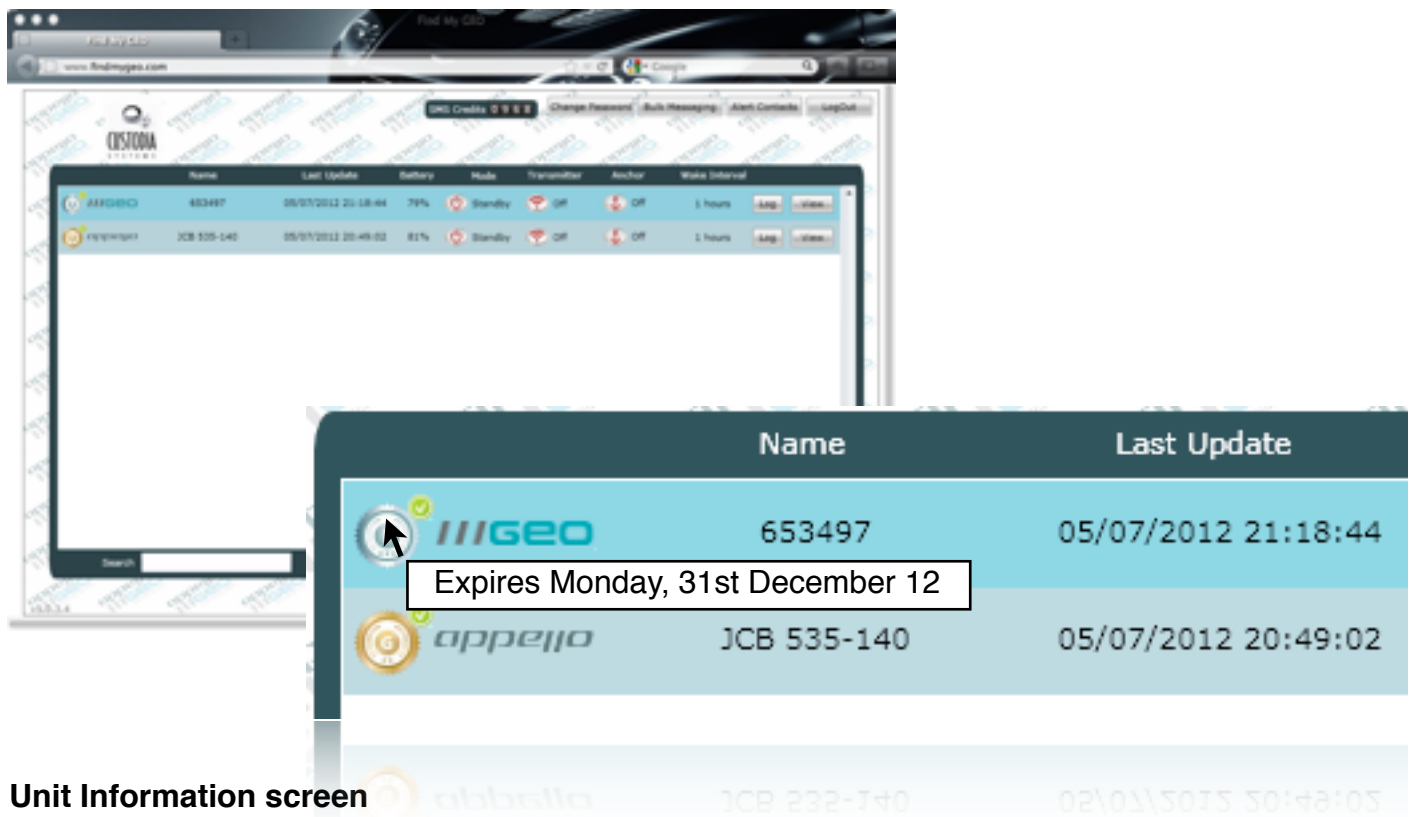Use the login details provided to you. Your username is your Club Membership number.
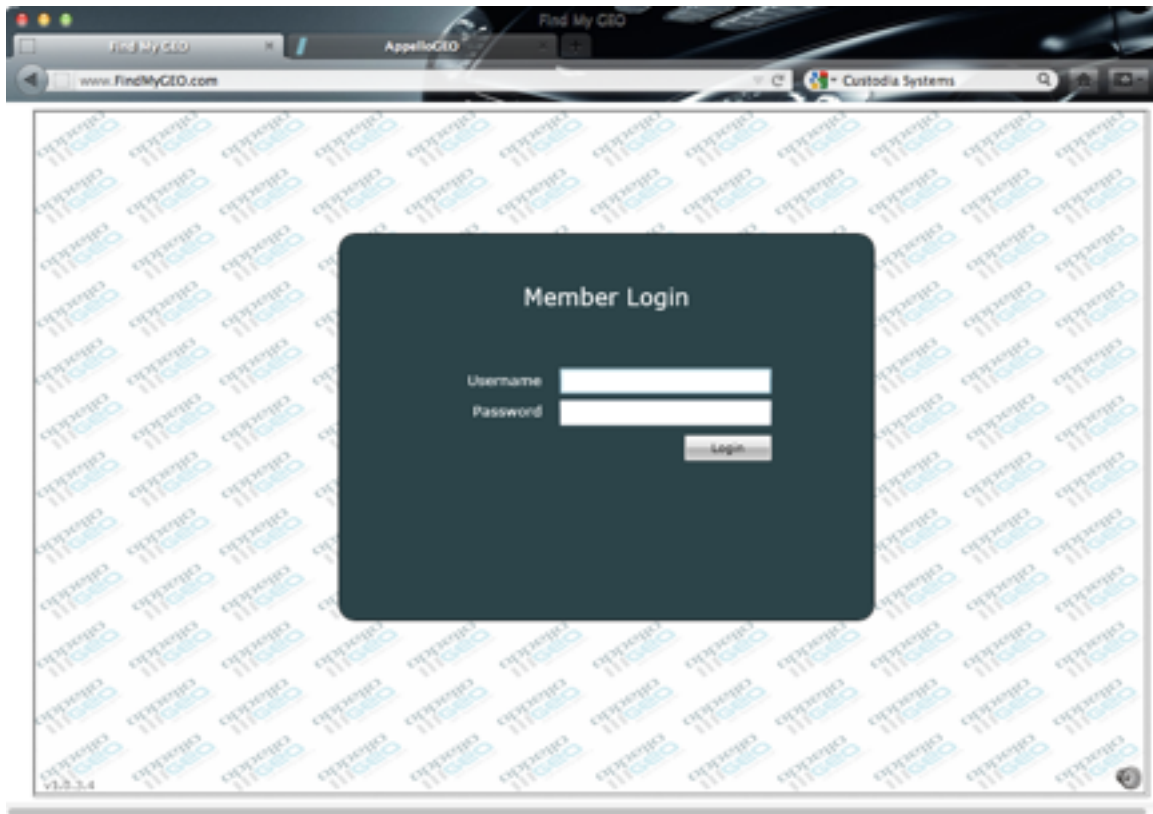
Change Password

Once logged in, in the top right of the Grid Screen you will see 4 buttons. Select the 'Change Password' button and input your new password choice.

The Grid Screen

Is the place where you can see all the summary information about your unit in one place.

Unit Information screen

At the top left of the information window, you'll see the key information about your unit. The first column shows the subscription type. Hovering the mouse over the subscription medal will tell you the expiry date of the unit.

Subscription Types

Platinum subscription type. Unit will automatically provide weekly updates to the panel.

Gold subscription type. Unit will automatically provide mid-month updates to the panel (starts on the 10th of the month)

Silver subscription type. Unit will not provide automatic updates, user may select available commands using purchased Credits.

Unit Type

The information window will tell you whether the unit is an Appello or AppelloGEO. There are some differences between how the original Appello and AppelloGEO work on www.FindMyGEO.com

AppelloGEO: The GEO will provide a battery update and location on a map if the unit has a Platinum or Gold subscription. All GEO units can use the Anchor function (Map Screen).

Appello: The Appello unit will provide a battery update on a map if a unit has a Platinum or Gold subscription. Locations can still be requested manually through the Map Screen. The system will intelligently work out if the unit is capable of using the Anchor function (Map Screen). Most units sold from circa June 2008 will be capable.

Unit Serial

To the right of the unit type, the units Serial ID can be found. If the unit has been assigned an alias name, it will be displayed here.

Update columns

To the right of the Serial ID, the latest position and battery status are displayed. The Last Update field shows the last time a message was received from the unit (not the last location time).

Status icons

To the right of the battery % you'll find the status icons.

Mode	Transmitter	Anchor	Wake Interval
⏻ LIVE	📶 Off	⚓ Active	4 hours
⏻ Standby	📶 Off	⚓ Off	1 hours

The current unit settings are displayed on the Grid Screen to enable you to see at glance the various modes of your unit. By default, icons will be in their 'Off' state. *Note: The Standby icon does not mean the unit is switched off, just in sleep mode between its set wake-up interval.*

The unit does not normally need to be set into Live mode, but switching the unit on can result in a more accurate location if necessary. The unit will take up to 4hrs to respond (depending on Wake Interval setting). **In Live mode, the unit will deplete the battery within 10 days if not switched off after use.**

The Transmitter should only be switched on in the event of theft. Switching on the Transmitter will deplete the battery within 10 days if not switched off.

The Anchor icon indicates whether you have set the Anchor alert on the Map Screen. Once the anchor has been triggered by movement, it will automatically cancel unless it is turned on again. If triggered, it will send alerts to the emails / SMS numbers entered in the Contact Centre (Page 9).

The Wake Interval not only tells you how often the unit is set to wake up, but by looking at the Last Update, it is possible to work out when the unit is next due to wake. By default, this is set to 4hrs.

Grid Screen Command Buttons

Log

Every transaction that takes place on the FindMyGEO panel can be viewed. This allows you to see a units history from it's first configuration on the panel.

Select a date range using the drop down filters and press Fetch.

A list of transactions during the date range will appear.
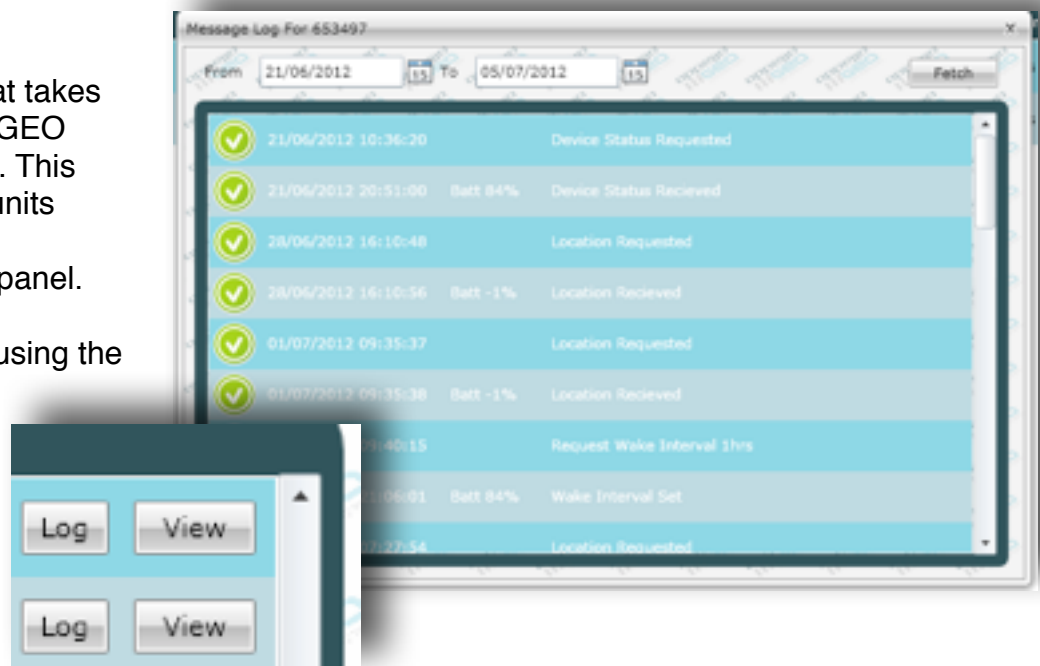
In the top right corner of the Grid Screen next to your available credit balance, you will find the command buttons. In addition to the Change Password function, you can also select LogOut to leave your panel securely.

Bulk Messaging

The Bulk Messaging tool allows you to send one or more messages to multiple units. These are the same messages as available on the Map Screen. You could send a selection of units a Location and Status message simultaneously allowing you to quickly investigate any units.

You can Select All units to make a change to all units in your account, for example setting all units to a new Wake Interval.
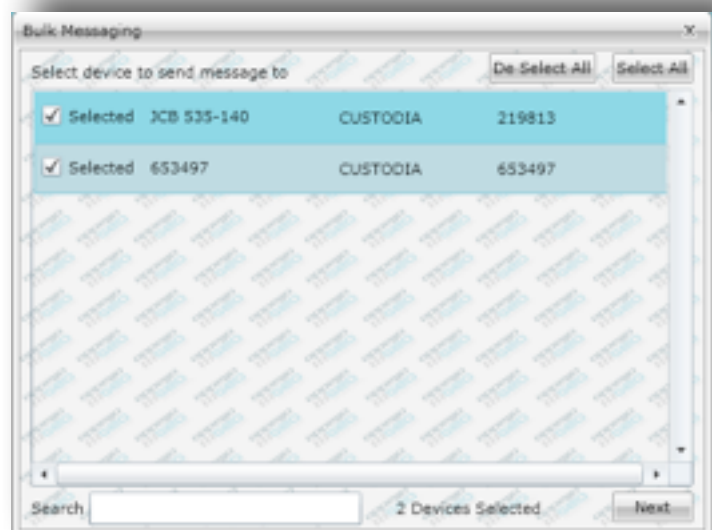
The panel will notify you how many devices are selected and the total number of credits that will be used.
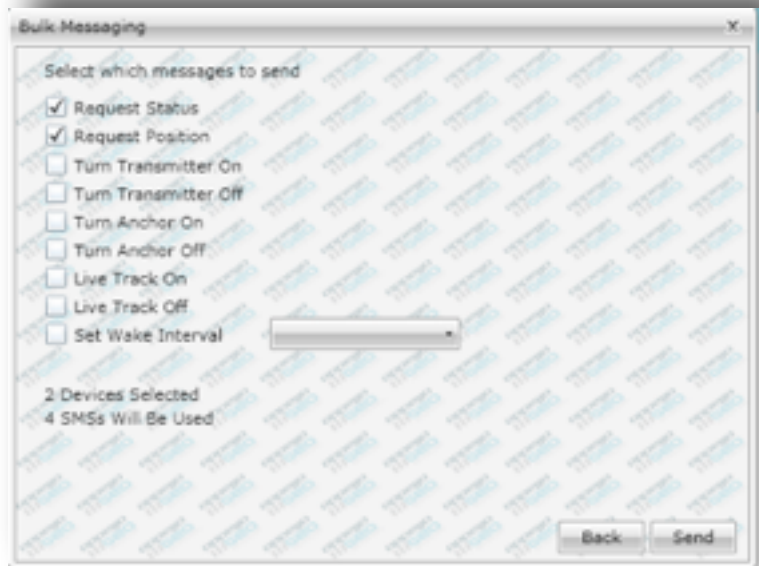
The Alert Centre
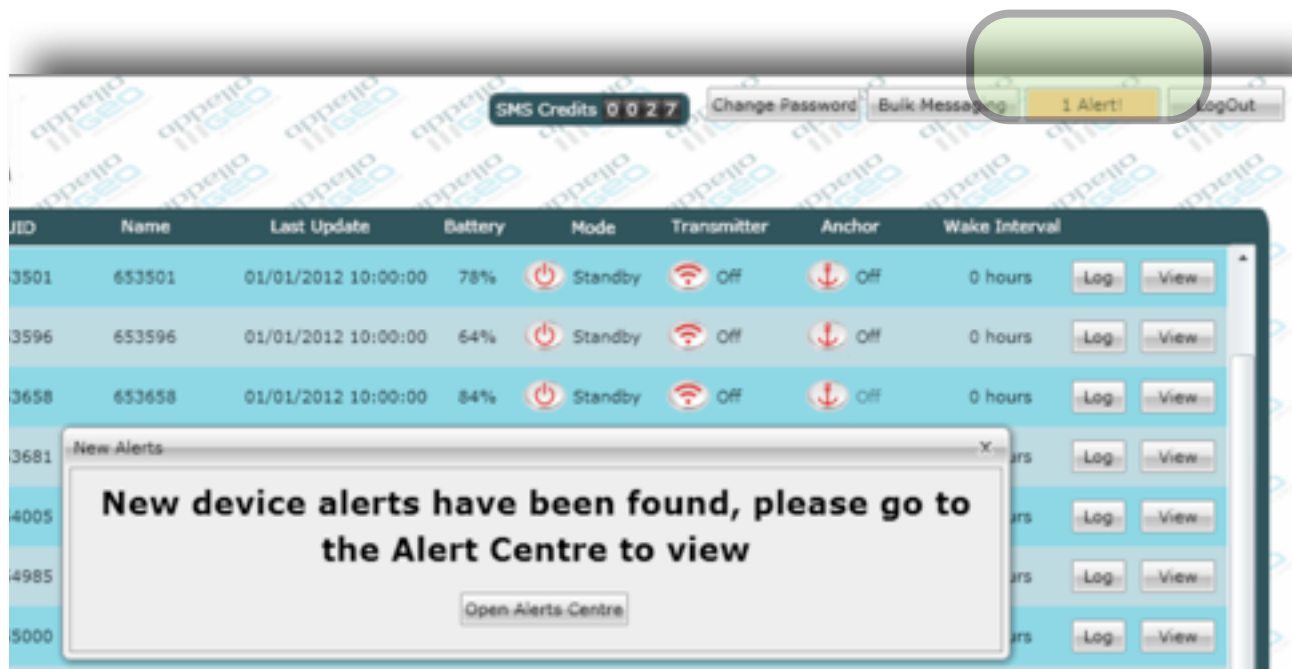
The Alert Centre is designed to let the user focus on only the important issues. It will report on the three crucial events that can happen to your unit.

1. Low Battery Alert.
2. Anchor Breach Alert.
3. Button Push Alert.

As soon as one of the three above events occur, the panel will bring up a dialogue box warning you that there are active alerts. This will occur when you first login, or even whilst you are logged in.

Please note that alerts will not clear from the system until you have acknowledged them within the Alert Centre. With all Alerts, you have the choice to 'View' the unit on the Map

Screen, or 'Remove Alert' to permanently remove it from the Alert Centre. You can view any historical alerts in the Log for the unit (on the Grid Screen), and even filter for Alerts using the 'Only get alerts' tick box in the Log.

A low battery alert is sent directly from the unit when it's battery reaches 12%. With the default 4hr wake-up interval, this will give approximately 6 weeks notice that a battery needs re-charging.
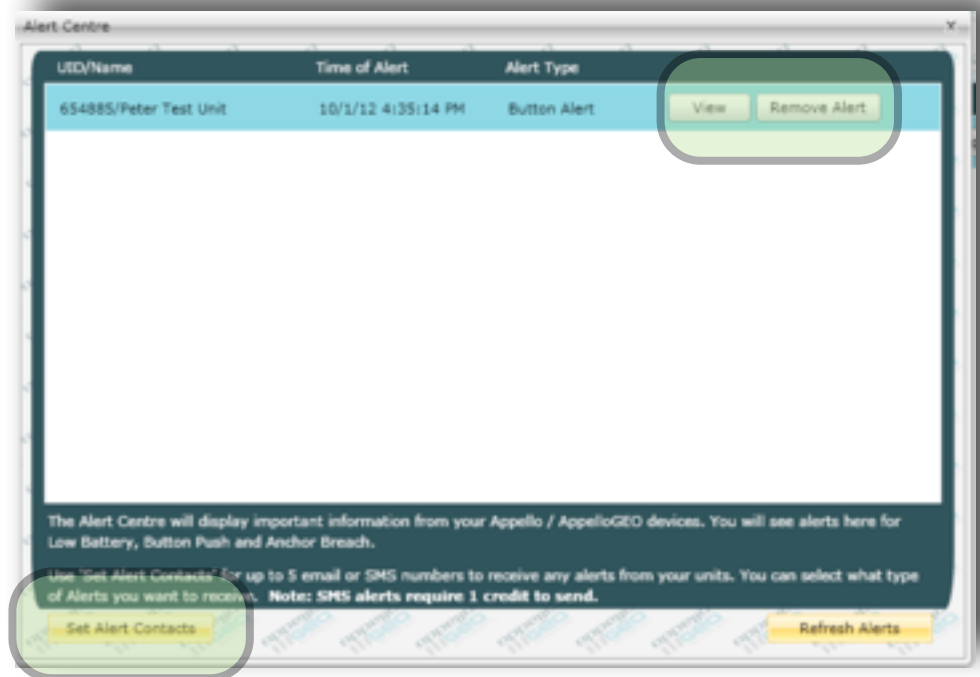
However, it is recommended that this is done as soon as the alert comes up to ensure that your unit will always have enough battery power to effect a successful recovery in the event a theft occurs after the low battery warning.

The Anchor Breach is an alert from when your unit leaves the Anchor alert zone. For more information on the Anchor, see the 'Using the Anchor' section of this guide.

The Alert Contacts button allows you to setup email and SMS notifications for your unit. If any alert is triggered, you will receive alerts for up to five different contact methods. Please note that each SMS alert sent costs 1 credit, email alerts are free of charge.

Use the international dialing format e.g. **+44**7712345678 for mobile numbers.

Only enter one email or mobile number per line.

You can select which alerts you wish to be notified about using the three tick boxes at the bottom of the pop-up. Regardless of the ticks used for SMS and email notification, alerts will always show in the Alert Centre.

Search, Groups and Order By

At the bottom of the Grid Screen, there are some options to make viewing your devices simpler.

The search text box will filter results as you type. It allows you to search by Unit ID or the Alias name you have given. Even if an Alias has been assigned, the search as you type text box will still show the unit if its Unit ID is typed in.

In the middle, the Group allows you to to assign your units into any groups you wish, such as asset types, or geographical territory. By default, your units are grouped into Invoice number to allow you to track a unit from a specific Invoice number. Groups are set on the Map Screen.

If you want to view all your units again, select 'All Devices' from the Group menu.

The Order By drop down allows you to select which column to sort by.

The Excel icon allows you to take an instant download of the current Grid Screen. For an off-line copy of your Appello / AppelloGEO fleet, simply press the icon and choose a location to save on your computer.

If you wish to disable any panel sounds, click the speaker icon in the bottom right corner.

To look at a unit in more detail, select the View button at the end of the unit line.

The Map Screen

When you click onto the View button, the page will flip over to reveal the units details. The screen is split into three main areas, Command Buttons, Map and Status Bar.
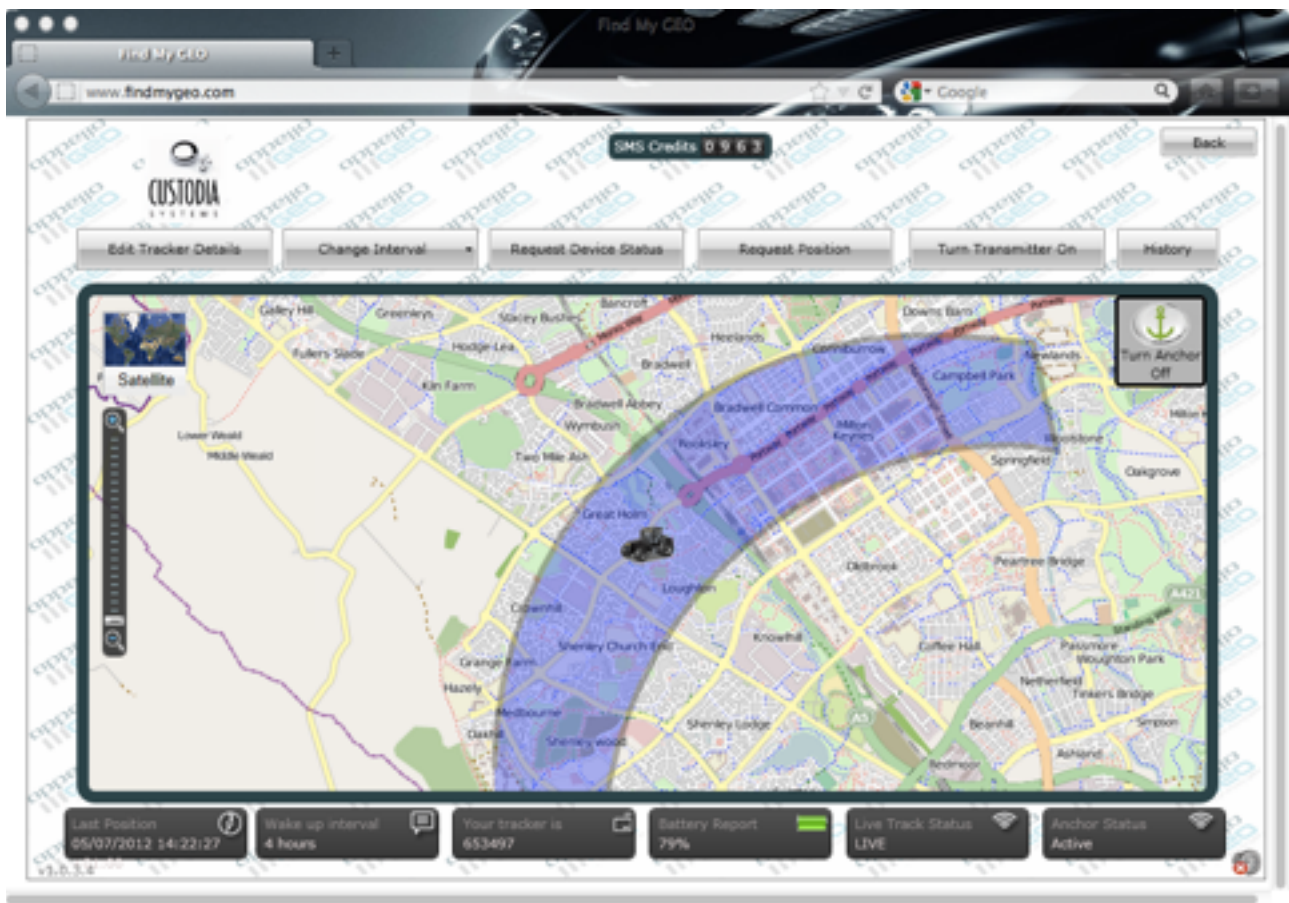
The Command Buttons

At the top of the screen you will find all the command buttons to activate the Appello and AppelloGEO functions.
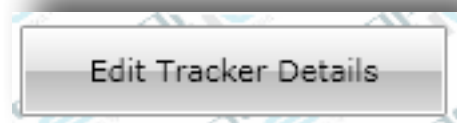
When you click on the Edit Tracker Details, you can assign an Alias name to the unit such as fleet number or equipment type. In addition you can assign the unit to an existing group, or create a new group for the unit.

To select an icon, scroll the mouse wheel up and down to look through the available icons or click to the icon left or right of the one currently selected. Press the Save button to complete your changes or the cross in the top right hand corner to cancel.

The Change Interval button allows you to either turn your unit into 'Live Track On' (unit will awake to process commands in real-time and stay on until you select 'Live Track Off'), or select a new wake interval. *Note: You cannot change the wake interval whilst in Live Track mode, the other options will be greyed out.*

Change Interval ▾

Live Track On
1 Hour
4 Hours
12 Hours
24 Hours

Interval Change Pending ▾
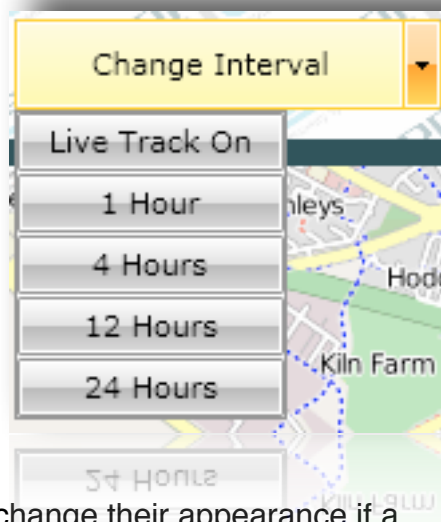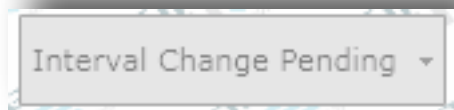
As with all command buttons on the Map Screen, they change their appearance if a message has already been sent to prevent users from sending the same message again before the unit has woken up to respond to the first.

Request Battery Level

Request Battery Level will check the battery level of a unit. The unit will respond the next time it awakes, usually within 4 hours depending on network coverage.
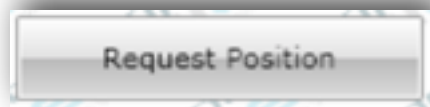
Request Position

Request Position will show the last known location of your unit. The panel will intelligently determine the best way to obtain a location. Most locations will come back immediately, some will wait until the unit next wakes up for a position. The Last Location status in the bottom left corner displays the time and date of the location currently displayed on the map, not the time it was requested by the user.

Turn Transmitter On

Turning the transmitter on is only required in the event of theft, and should usually be left alone unless you are a trained investigator with the appropriate Custodia Systems Contact receiver.
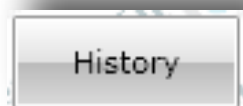
History

The history button allows you to look at location history for your unit. Any time the unit has been located, it's history will be displayed here.

Selecting a location from the list will display the location on a map. Note that only locations gathered as part of your Gold (monthly) or Platinum (weekly) automated checks will display a battery level.

The Location History screen
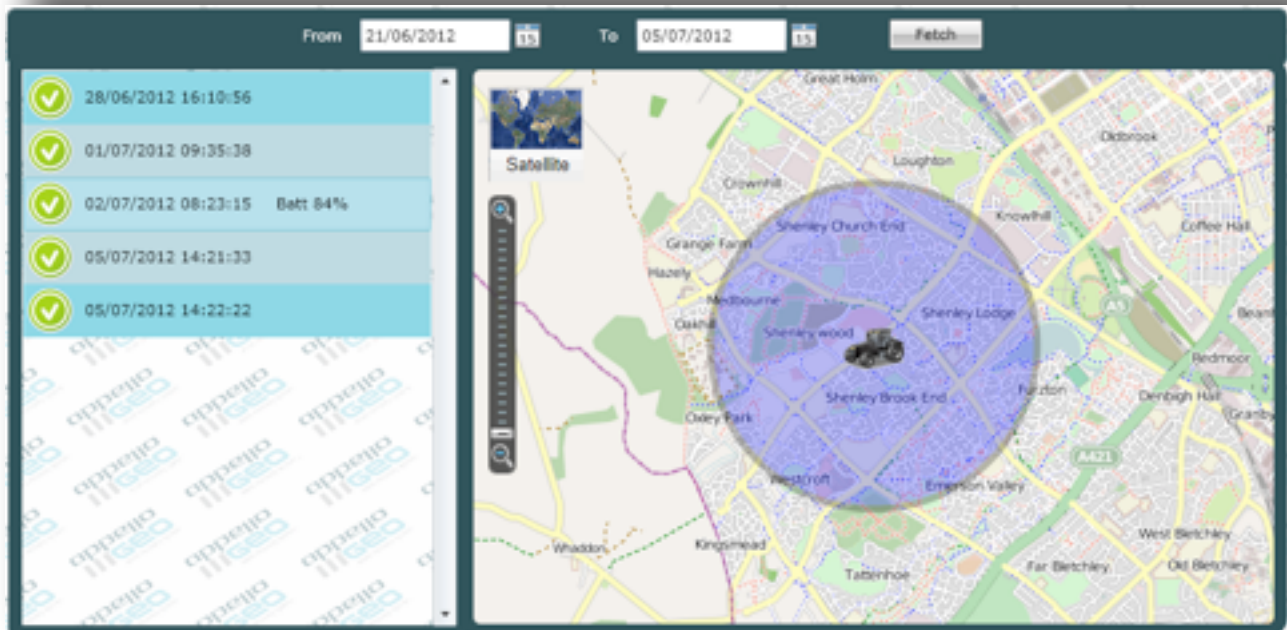
Map Window
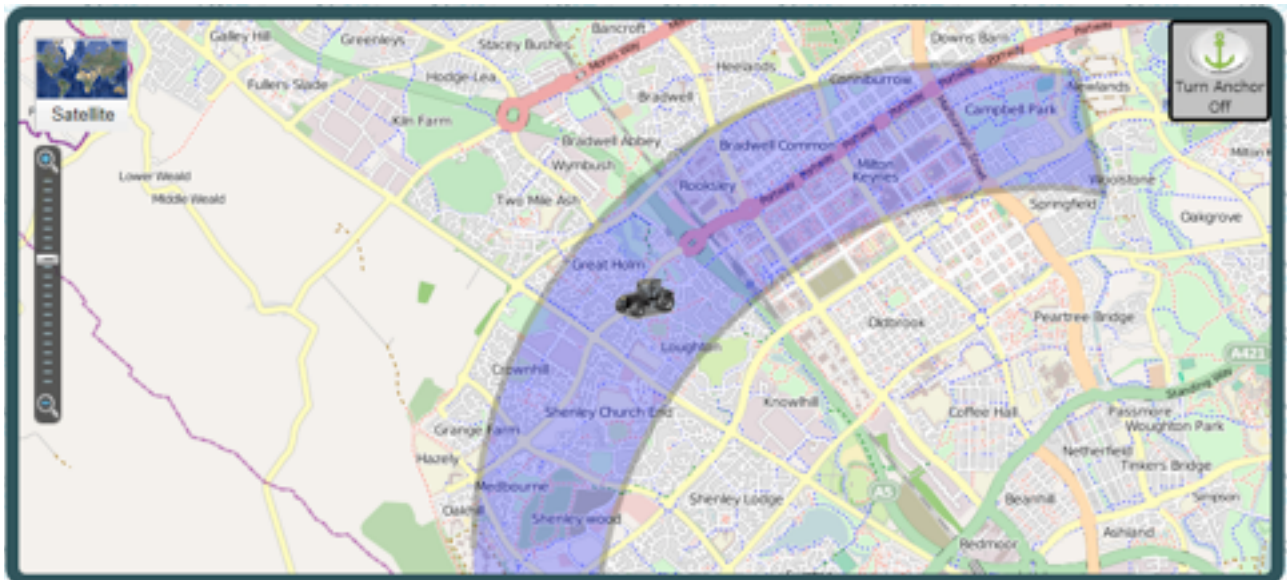
The main map window will always show the most recent location of your unit. You can grab the map screen and move it around using the left mouse button.

Using the mouse wheel or the zoom slider on the left side of the map screen will allow you to zoom in or out of the map. Clicking the Satellite button in the top left will switch between Satellite and Map view.

In the top right corner of the map screen you can see the Anchor icon. It will display whether the Anchor is currently on (Green) or off (Red).

For more information, see 'Using the Anchor' section below.

The Status Bar

At the bottom of the screen, the status bar gives you a break down of the current units settings and status. None of the sections are selectable, they are for information only.
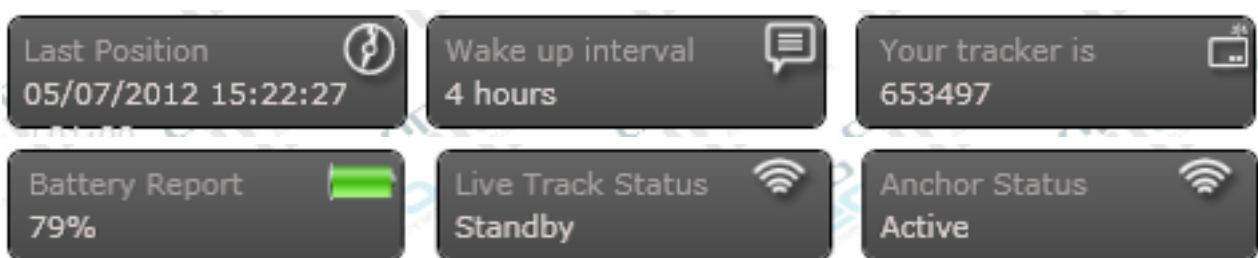
Additional Map Functions

Using the Anchor

The Anchor function is a feature unique to the AppelloGEO. It is the only non-GPS (satellite) system capable of determining whether it has moved from a geographical location. Unlike a movement alarm that would just alert when their is vibration, the Anchor alert requires a movement of around 2 miles to trigger.

This means you can safely move your asset around without false alerts because you forgot the Anchor had been set. For example, caravan and motorhome owners who store their assets during the winter can safely move them around the storage site to rotate the wheels without accidentally triggering the alarm.
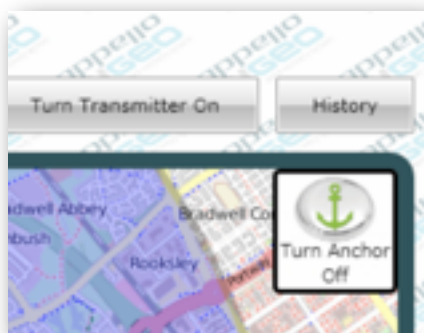
To set the Anchor, click on the red Anchor icon on the top right of the Map Screen for the unit you wish to protect. Depending on your Alert Centre contact settings, the AppelloGEO can be told to notify you if triggered. Note that once the Anchor has triggered, it will need to be re-armed through the software if you wish to set it again.

The Anchor is checked by the unit every time it wakes up, with standard settings this is every four hours.

The Anchor can also be set to 'drop' at a pre-scheduled time and date should you wish it to be set up in advance e.g. if the asset is going on a site in the future. To set in the future change the option box from 'Send Now' to the 'Time and Date' option. The box will show a calendar pop-up.

Vodafone Coverage Checker - "Check Signal Strength"

In the bottom right hand corner of the map view, you will see an icon to the Vodafone Coverage Checker. This will open a new window in your Internet browser and take you to the Vodafone website.
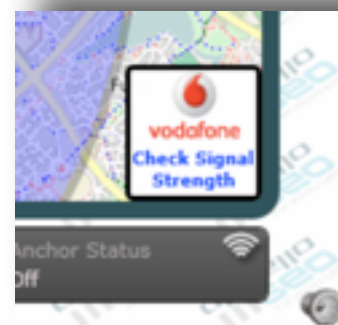
This is intended to be a diagnostic tool if your Appello / AppelloGEO has not responded in for a period of time. If it is operating in a new area unfamiliar to you, or where the signal may be poor, use the tool to check.

You can use a post code or town/city to look at the coverage. If the tool indicates that there is only Limited or Outdoor Only coverage, then the mobile phone signal may be the reason your Appello / AppelloGEO is not responding to messages.

We do recommend that if the unit has not reported in for an extended period of time and it had a good battery level the last time it communicated you investigate the problem. It may require relocating the unit on the asset you are

protecting to achieve a good signal - especially if the Coverage Checker is indicating a good quality signal in your area (such as 3G data available).

Frequently Asked Questions / Troubleshooting

Summary

Whilst the User Guide tells you how to interact with the software, this is more of a guide on why and when you should use the FindMyGEO.com panel (hereafter referred to as FMG) and common questions we have received since the software was launched.

We would welcome any feedback about items you'd like to see included, and if you require any further help, we'd be more than happy to help you on 0845 6088012 or by emailing enquires@clubsecure.co.uk

Q. Why does my unit have its 'Log' and 'View' buttons disabled on the Grid Screen?

A. If those buttons are disabled, it means your unit subscription has expired. The system is linked to our financial system, so the software loses functionality until the subscription is renewed. The AppelloGEO will continue to function for a further one month grace period from the end of your subscription in case of theft (in the event of theft during the grace period, renewal will be required before an investigator will be sent out).

To find out when your subscription is due to expire, simply hover the mouse over the subscription medal icon at the beginning of the line. It will show you the expiry date.

Once payment has been made for any expired units, they will automatically become available for commands once more.

Q. How often and when do my units automatically update their battery / location?

A. Units will automatically update their battery level and location every week for Platinum subscriptions.

Platinum subscriptions update on the 1st, 8th, 15th and 23rd of each month. If the unit doesn't respond first time, it can take up to 5 days for a response.

The AppelloGEO unit will display both a new battery level and location in its automated updates.

Q. My unit hasn't updated this month. What does it mean and what should I do?

A. There are two common reasons why a units hasn't updated during the 5 days in which it is tested.

The most common reason is due to your unit not having a good enough Vodafone signal during the test period. We have added the Vodafone Coverage Checker which is a link to an external webpage hosted by Vodafone as described in the User Guide.

Having a poor signal is not necessarily any cause for concern if you know that your unit usually works in this hiding place on your asset. When an asset is stolen it will be moved about and obtaining a signal shouldn't be any issue. It is usually better to hide the Appello / AppelloGEO well, than put it in a hiding place that is easy for the thieves to find.

If this is a new hiding place and the map shows a Pink colouring indicating a 'Good Indoors' signal, then it could be worth hiding the unit in a different location on the asset. This is why we always recommend checking a unit is working before sending the asset to where it will be deployed (see Alert question below).

The other reason your unit might not be responding is because it has run out of battery. The best way to check into this is to look at the Log for the unit. Click the 'Log' button for the unit on the Grid Screen and change the date to a period for review. We would recommend looking at the last three months. You will see all the battery updates and when they came into the system and what the battery level was. This will give you a good idea about whether battery life is the likely cause of the issue. If the last three months show 18%, 14% and then 8% for example, then battery is the likely cause. Conversely if the battery level is plentiful, then coverage is likely to be the issue.

Note the Appello / AppelloGEO will send a battery alert once the battery reaches 12% or lower to the Alert Centre (see below). However, if it is in a poor signal area and the battery becomes low, then it might not have been able to send the low battery message and the Log will give you the information to base a decision on whether to go and charge the AppelloGEO.

Q. What should I use the Alert Centre for and what should I do about the alerts?

A. The Alert Centre brings to you the messages that you need to see and allows you to focus on important events affecting your fleet. You should add email addresses and / or SMS notification numbers to your Alert Centre for the notifications you want sent directly to you. Note that the tick box options in the Alert Centre relate to what SMS or email alerts are sent to you, un-ticking these will not stop them appearing in the Alert Centre itself.

The point of the Alert Centre is that it forces the user to look at and acknowledge / action the alerts before dismissing them.

There are three alerts you will see:
1. Low battery alert: If you receive a low battery alert, you will have up to 6 weeks remaining battery life left. However we recommend swapping or charging the unit as soon as possible in case a theft occurs to maximise the available battery. Note that you may see a higher battery level in the Grid Screen than 12%; check the message log to see when the last battery level and Low Battery alert was sent. If you receive the alert, your unit **does** require charging.
2. Button alert: The button alert means the button on the Appello unit has been pressed. If you don't think this should have been pressed, be aware it could be an indication

that someone is tampering with your unit. Usually however, this button is used to test a unit is working before deploying. It also serves as a audit trail to demonstrate a unit is charged and working to customers if required.

3. Anchor alert: If you receive an Anchor alert (after setting it on one of your units) and you are not expecting it to have moved, investigate immediately! This is likely to be a theft, although there are rare occasions where it could be down to a Vodafone network issue (for example a network outage in the area and the unit believes it has moved).

Q. How should I use FMG to test a unit before sending out on an asset?

A. We strongly recommend doing this every time you put the AppelloGEO back out on your unit. After charging the unit (until the green light goes out), send a 'Request Battery Level' for the unit and then press the button. You will get a button alert pop up in the Alert Centre to verify the unit is working as you expect and the battery will be updated to it's current level. The 'last update' time/date will update to the current date and time.

Q. Is there anything I should do on a regular basis with my units on FMG?

A. We recommend you log into your FMG panel at least once a month. This is an opportunity to review and clear down your Alert Centre messages and take action as necessary. If you do not have alerts set up to send to your email or SMS, then it would prudent to log in once a week.

You should plan on charging your AppelloGEO from about 20% or lower. Although you still have plenty of battery power at this point, it's best to leave plenty in case of theft. You should ensure a unit is charged immediately when it reaches 12% or lower for this reason.

Generally you will just log into FMG as you need to, probably to do a location and check on an assets whereabouts, but these regular logins will help you identify any current or potential future issues.

Q. I have requested a location and it has deducted a credit, but no new location is being displayed; why is this?

A. The likely reason is that the unit has not been on the network for a week or more and Vodafone has no information on the current whereabouts. Check the message log on the Grid Screen to see when the unit last communicated. Vodafone charge us to check the message, even if the answer doesn't result in a new location hence the credit charge.

Q. I have requested a command from the Map Screen and now the button is greyed out, what does that mean?

A. This is to confirm that the command you requested has actually been sent to the unit and to prevent you or another user of your account sending the same message again accidentally and using more credits than necessary.

The button will remain greyed out until the unit responds or 72hrs has elapsed at which point you will be able to re-send the message.

Q. What do the icons in the message log mean?

A. The green tick means the message was sent or received successfully. A blue arrow means the message has been sent, but not yet delivered to the unit. If it doesn't get delivered within 72hrs (meaning the unit is either out of Vodafone coverage or is switched off), then blue arrow turns into a red cross indicating the message delivery has failed.

Q. I have requested a command for my unit from the Map Screen, how do I know when FMG has received a response?

A. Log into FMG and use the quick search window in the bottom left of the map screen to find your unit by typing in either the name you have given it or the serial number. The last update will tell you when a message was last received and you can check the log for details of what message and when.

Q. When a view a unit on the Map Screen, sometimes it says it is 'Parsing Location' and then comes up with an error. Why?

A. This only affects AppelloGEO units (not V1 Appello units) when they are performing their monthly / weekly location and battery updates. These checks use a different method to obtain the location information than using the 'Request Location' and occasionally the database doesn't contain information on the mobile masts in the area your unit is working in. Be assured that this database is continually being updated and will improve over time.

If it is necessary to obtain a location, the 'Request Location' will be able to provide a location as this is sourced directly from the Vodafone system in real time.

Q. How do I get more credits for FMG?

A. Credits can be added by Custodia Systems on your behalf. Please go to the PDF download section of the AppelloGEO website to download the latest Datasheet including pricing from www.AppelloGEO.com/pdf-download