



Blue Sky Network

SKYROUTER USER GUIDE

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SkyRouter

User Guide

Build 5.1.2

Version 0.2

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About this User Guide

This User Guide was designed to be easy to read and follow. We have organized the User Guide in sections based on the various pages of SkyRouter.

We sincerely hope that SkyRouter system enhances your ability to track your assets anywhere in the world.

About SkyRouter

Introduction to SkyRouter

SkyRouter is Blue Sky Network's cloud-based mapping solution that provides tracking, remote communications, and fleet management of global assets from any internet-connected device.

SkyRouter communicates with Blue Sky Network hardware deployed on assets in the field to provide a secure website interface that displays geolocation positions on multiple user-defined basemaps. SkyRouter also handles two-way message traffic, events, alerts, and telematic data. SkyRouter allows fleet network managers to monitor, interact, control, and communicate with vessels and assets in real-time, wherever they are on the globe.

Key features include:

- Real-time tracking & mapping
- Unlimited password-required users
- Innovative map overlays
- Customizable geofences
- Global two-way messaging
- Automatic email and SMS alerts
- Automatic report generation
- Historical trips archive
- Single or multi-screen views

Compatibility and System Requirements

To use SkyRouter, your computer or device needs to meet the following minimum requirements:

- An internet connection
- A browser that supports HTML5

Please note that your computer hardware will affect the performance of the SkyRouter Track page.

SkyRouter has been tested with the following recommended browsers:

- Google Chrome (Mac/Windows)
- Internet Explorer (Windows)
- Mozilla Firefox (Mac/Windows)
- Safari (Mac)

Getting Started

Logging into SkyRouter

Once you have purchased a Blue Sky Network product, you will receive an email with login instructions to the SkyRouter system. This email is sent to your registered email address, contains a link to the login page, and contains your SkyRouter UserID. All of this will be required to login to the SkyRouter 3 system.

Important: It is not recommended to have two users logged into your UserID and editing settings at the same time. Settings are instantly saved on the server and synchronized to each client, this can cause the appearance of settings changing themselves (e.g. enabling/disabling asset tags.)

To Log In to SkyRouter:

1. Launch your browser and type address for your SkyRouter domain into the address box
2. On the Login page, enter your UserID

This is the UserID which was sent in your welcome email.

3. Enter your password

NOTE: If this is your first time logging into the system; you are not automatically sent a password, you will need to use the password reset feature to generate a temporary password which will be sent to your contact email address.

4. Choose a Site Language
5. Click Sign In



Account Locked Out

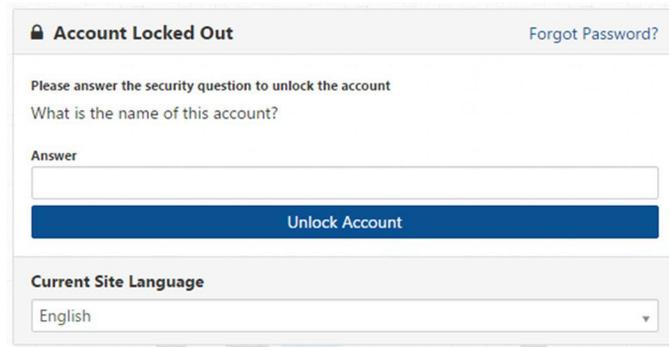
After 5 unsuccessful login attempts a UserID will enter a “locked” state. When an account is locked out it will not be possible to log into that account. You will need to either unlock your account by answering the “Security Question” (if one has been set) or by performing a Password Reset.

Account Unlock Feature

When trying to log in to a locked account, you will be prompted to answer a security question. The security question can be set in your SkyRouter settings and must be set prior to the account becoming locked out. If you have not defined a security question you will need to reset your password to access your UserID.

To unlock a UserID:

1. On the Login page; enter your UserID
2. Enter your Password
3. Answer your security question
4. Click Unlock Account



Account Locked Out [Forgot Password?](#)

Please answer the security question to unlock the account
What is the name of this account?

Answer

Unlock Account

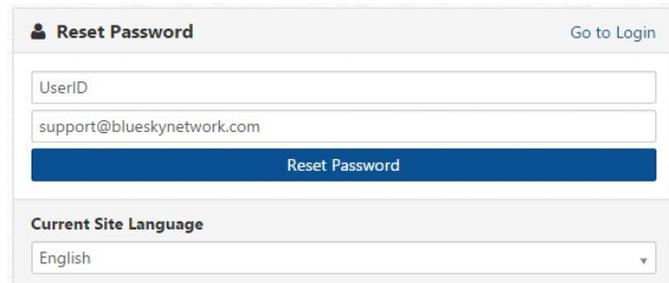
Current Site Language
English

Password Reset Feature

If you forgot your password, SkyRouter can quickly send you a temporary password via the Password Reset feature (also unlocks the UserID.)

To reset a password:

1. On the Login page; click 'Forgot Password'
2. Enter the UserID
3. Enter the email address registered with the account
4. Click Reset Password; you should receive a temporary password email shortly.



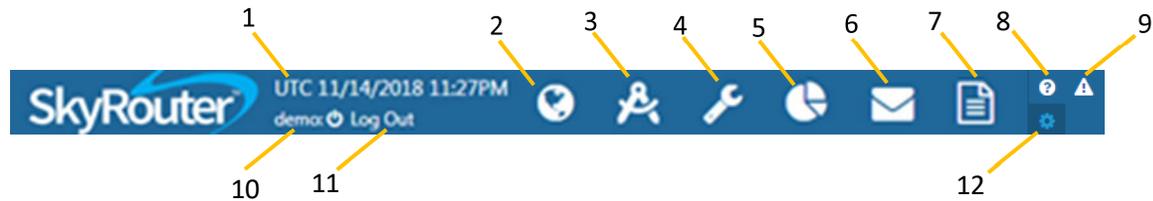
Reset Password [Go to Login](#)

Reset Password

Current Site Language
English

Navigation Bar

The Navigation Bar is designed to provide information and quick access to all areas of the SkyRouter application.



1. **UTC Date/Time** – displays the current UTC (Coordinated Universal Time) date and time. This clock cannot be customized and will always show in UTC.
2. **Track** – Click this button to access the Track Page.
3. **Operations** – Click this button to access the Operations Page.
4. **Manage** – Click this button to access the Manage Page.
5. **Report** – Click this button to access the Report Page.
6. **Communicate** – Click this button to access the Communicate Page.
7. **Forms** – Click this button to access the Forms Page.
8. **Help and Support** – Click this button access Blue Sky Network 24/7 technical support and the SkyRouter Portal Icon Legend.
9. **System Notifications** – Click this button to see System Notifications that have been posted by the Blue Sky Network Support Team.
10. **Username** – This shows you the current username logged into SkyRouter
11. **Log Out** – Click this button to end your session and log out of the application.
12. **Settings** – Click this button to access your user settings.

Settings

The Settings page provides access to configurable settings for all areas of SkyRouter. Settings are saved as soon as changes are made. There is no Save button.

NOTE: Please be aware that if you are sharing accounts, the changes made here will be changed instantly and synchronized to other user sessions.

1. **Contact Info** – View and Edit contact information on the account owner.
2. **Contacts** – Add other contacts to your account.
3. **Security** – Update passwords and set account unlock questions.
4. **Notifications** – Change Event notification settings such as timeout and sounds.
5. **Map** – Change Map specific settings such as Asset tags and Breadcrumbs.
6. **Units** – Set units of measurement and time zone.
7. **Miscellaneous** – Provides access to reset the application settings.
8. **Show Advanced Settings** – Shows advanced settings on each Settings tab (hidden by default).
9. **SkyRouter Build** – Displays the current SkyRouter version.



Contact Info

Access and modify contact information on the account owner. This includes the personal email address which is used for Password Resets and SkyRouter system emails. Your SkyRouter email address is also shown here. This is used for communicating with SkyRouter Assets.

Modifications are saved immediately upon entry. Use the Reset button to clear the Contact Info form.

Contact Info

Personal E-Mail		SkyRouter E-Mail
<input type="text" value="sales@blueskynetwork.com"/>		<input type="text" value="nsrtester@test.skyrouter.com"/>
Title	First Name	Last Name
<input type="text"/>	<input type="text" value="Blue Sky Network"/>	<input type="text" value="Sales"/>
Company	Department	Division
<input type="text" value="Blue Sky Network - Demo"/>	<input type="text"/>	<input type="text"/>
Phone	Extension	Fax
<input type="text" value="+1 (000) 000-0000"/>	<input type="text"/>	<input type="text"/>
Mobile	Employee Number	
<input type="text"/>	<input type="text"/>	
<input type="button" value="Reset"/>		

Security

Account Password

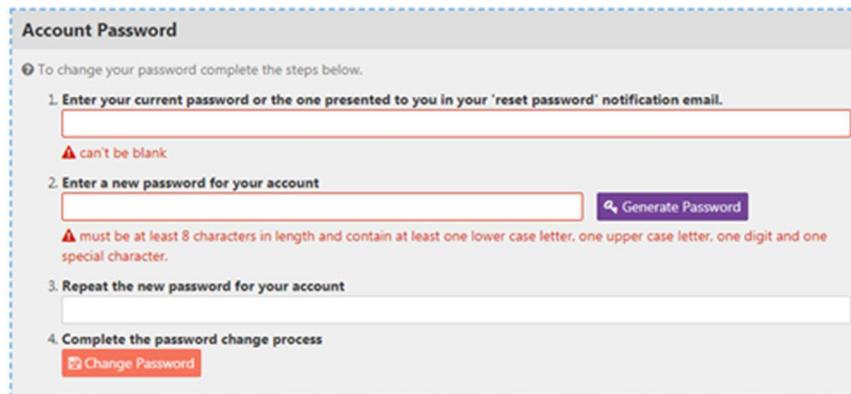
Use this feature to change your SkyRouter password.

Change Password

Passwords must be 8 characters in length and contain at least one lower case letter, one upper case letter, one digit, and one special character. Valid special characters are '@#\$%^+= '.

To change a password:

1. Once logged into SkyRouter, click Settings.
2. Click Security.
3. Locate the Account Password section and enter a new password.
4. Enter the password again into the Repeat Password field.
5. Enter your Current Password.
6. Click Change Password.



The screenshot shows a form titled "Account Password" with the following steps and fields:

- 1. Enter your current password or the one presented to you in your 'reset password' notification email.** A text input field with a red border and a warning icon below it stating "can't be blank".
- 2. Enter a new password for your account** A text input field with a "Generate Password" button to its right. A warning icon below it states "must be at least 8 characters in length and contain at least one lower case letter, one upper case letter, one digit and one special character."
- 3. Repeat the new password for your account** A text input field.
- 4. Complete the password change process** A red "Change Password" button.

Account Unlock Question

Use this feature to set an account unlock question. After 5 failed login attempts, SkyRouter accounts will enter a locked state. The next login attempt will present an account unlock question. Answer the account unlock question and your account will be unlocked (password will not change during this process.)

Set a Security Question

The security question answer cannot be viewed after it has been set, so it should be something that you can remember. You can update your security question and answer at any time when logged into SkyRouter.

To set a security question:

1. Once logged into SkyRouter, click Settings.
2. Click Security.
3. Locate the Account Unlock Question section; enter a security question of your choice.
4. Enter a security Answer.
5. Enter your Current Password.
6. Click Change Unlock Question.

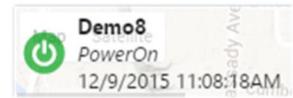
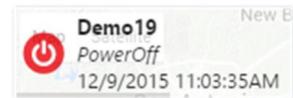
Account Unlock Question

Security Question	Security Answer
No security question has been provided. What is 1 + 1? hint: 2	<input type="text"/>
	⚠ can't be blank
Current Password	
<input type="password"/>	
⚠ can't be blank	
<ul style="list-style-type: none">ⓘ Security answer cannot be viewed after it has been set.ⓘ The question and answer should be something you remember. It is required in order to access your account in the event of a security issue.	
Change Unlock Question	

Event Notifications

SkyRouter supports customizable Event Notifications and Sounds. When Asset Events are received by the SkyRouter system, they are immediately pushed to client displays. Event Notifications appear in the top left corner of the application and will appear when you are on any page of SkyRouter. In addition, an Event sound plays to alert the user.

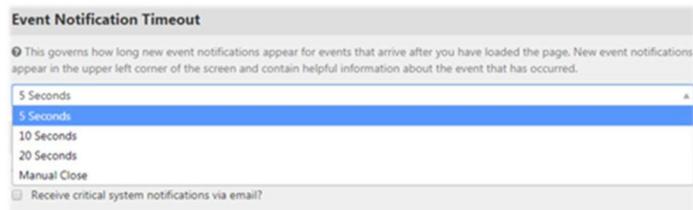
Event Notifications will either appear for a configured amount of time before disappearing or must be closed manually. The setting that controls this behavior is Event Notification Timeout. Recent events can also be seen in the Events Window on the Track page.



Notification Timeout

Configure Event Notification timeout

1. In the Navigation Bar; click Settings.
2. Click Notifications.
3. Use the drop-down menu to select an Event Notification Timeout.
4. Changes are automatically saved when the selection is made.



Map

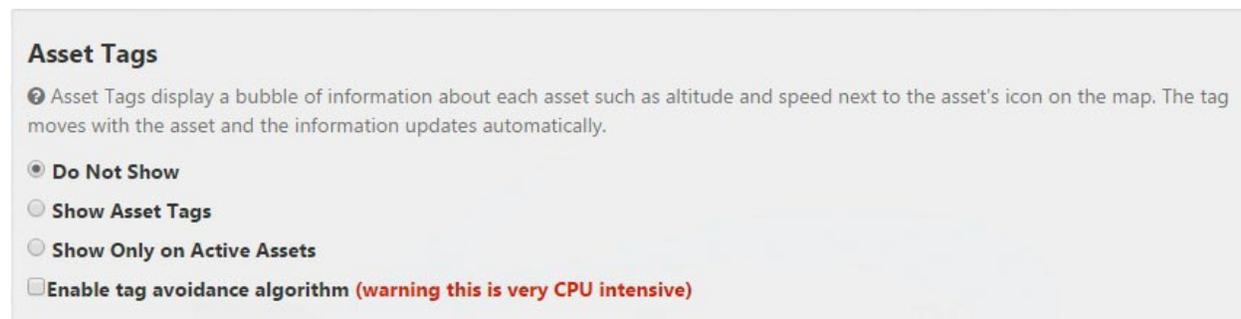
Provides access to configurable Track page specific settings.

Asset Tags

Configure Asset Tag behavior for the Track page.

Asset tag options:

- **Do Not Show** – Asset Tags are not shown on the Track page.
- **Show Asset Tags** – Asset Tags are shown on the Track page for all Assets.
- **Show Only on Active Assets** – Asset Tags are only shown on devices which are actively tracking.
- **Enable tag avoidance algorithm** – Check to enable or disable the Asset Tag avoidance algorithm. NOTE: The Asset Tag Avoidance feature is CPU intensive and should only be enabled on computers with faster processors and less than 50 assets.



Asset Event Breadcrumbs

Event breadcrumbs are markers placed on the map that indicate where an asset has previously been, you can set the historical timespan of breadcrumbs to display with this setting (default 30 minutes.) Each breadcrumb contains

full event information about what the asset was doing or experiencing at the time the event was received at SkyRouter.

Asset Event Breadcrumbs

Event breadcrumbs are markers placed on the map that indicate where an asset has previously been in the time period indicated. Each breadcrumb contains the full event information about what the asset was doing or experiencing at the time the event was received at the server.

Asset event breadcrumbs are hidden by default but can be shown by from the following locations:

- A particular asset's map pop-up menu
- A particular group's menu located in the asset list
- A particular asset's menu in the asset list.

Historical timespan of breadcrumbs to display

Past Hour

Quick Position Zoom

When enabled, any asset that enters Quick Position mode will trigger the active map to zoom to the location of the asset.

Quick Position Zoom

When enabled any asset that enters quick position mode will trigger the active map to zoom to the location of the asset.

Yes, automatically zoom in on assets that are in quick position mode.

Gray out Inactive Asset Icons

This setting changes an asset icon to a gray disabled state when the last event for the asset was an Inactive event. Inactive events indicate that the server has not received any communication from the device for a pre-determined amount of time (configured on the Manage > Devices page).

Gray out inactive asset icons

This setting alters the color of the asset's icon to a gray disabled state when the last event for the asset was an Inactive event. Inactive events indicate that the server has not received any communication from the device for a while.

When an asset goes inactive is determined by the assets settings.

Yes, gray out inactive asset icons

Show GeoFences on Map

By default, all GeoFences are displayed on the map at all times, this setting allows for hiding GeoFences when not selected or being edited.

Show Geofences on Map

By default all the users geofences are displayed on the map at all times. With this setting you can hide the geofences when not directly being highlighted or edited.

Yes, show Geofences at all times.

Units

Distance Units

These settings define the Distance Units used by various asset types. Assets can be set to a specific type on the Manage > Devices page. Changing these settings will require a reload of the page in order to take effect.

Distance Units

ⓘ Changing these settings will require a reload of the page in order to take affect.

Land Assets	Marine Assets
Miles	Nautical Miles
Air Assets	Other Assets
Feet	Miles
Measurement	
Miles	

Speed Units

These settings define the Speed Units used by various asset types. Assets can be set to a specific type on the Manage > Devices page. Changing these settings will require a reload of the page in order to take effect.

Speed Units

ⓘ Changing these settings will require a reload of the page in order to take affect.

Land Assets	Marine Assets
Kilometers Per Hour	Knots
Air Assets	Other Assets
Kilometers Per Hour	Kilometers Per Hour

Time Zone

The default Time Zone used for all display dates is UTC (Universal Coordinated Time). Changing the Time Zone setting will change the date/time that is shown throughout the SkyRouter system, including email, notifications, alerts, and reports. Changing these settings will require a reload of the page in order to take effect. NOTE: the SkyRouter clock is always shown in UTC. It is not possible to change the SkyRouter clock.

Load time settings from my computer

Configures the SkyRouter Time Zone based upon your local computer time.

Time zone

 By default the timezone used for all display of dates is UTC(GMT+0). Changing the timezone setting will change the date/time that is presented to you from any portion of the system, including email, notifications, alerts, and reports.

 **Warning** Changing these settings may require a page reload for all the dates to change properly

Display Time Zone Time Format

GMT -8 12 Hour (01:00-12:59) 24 Hour (01:00-23:59)

[Load time settings from my computer](#)

Latitude & Longitude Units

This setting defines the units that are used throughout SkyRouter to display Latitude and Longitude values. Available values are Decimal Degrees, Degrees, Minutes, and Seconds. Changing these settings will require a reload of the page in order to take effect.

Latitude & Longitude Units

 **Warning** Latitude & Longitude Units

Display Units.

Decimal degrees

Miscellaneous

Reset Local Application

This will reset all SkyRouter information stored locally on your computer. You will then be returned to the login page and your computer will download the latest version of SkyRouter. Locally stored information includes language preferences and current selected track layout. It is recommended to restart your browser after performing the reset.

WARNING: Only use this option if you are experiencing issues with the site.

Reset Local Application

This will reset every piece of information that is stored locally on this machine for the site. It will then kick you back to the login page and download the latest version of the application. Use it only if you are having problems with the site.

 Types of information stored locally are.

- Your language preference
- Current track page window arrangement

 For best results please restart your browser before logging back in.

[Reset Local Application](#)

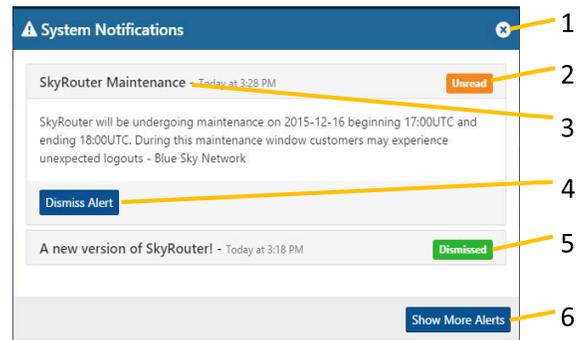
System Notifications

The System Notifications feature provides access to important Notifications posted by Blue Sky Network Support. Notifications normally include content such as Iridium or SkyRouter maintenance, upcoming events, and product releases.



The System Notifications icon appears red when there are unread Notifications. It appears white when all notifications have been read. Click the icon to view the System Notifications window.

1. **Close** – Closes the System Notifications dialogue.
2. **Unread** – Indicates that the Notification has not been read.
3. **Notification Title** – Click to expand or collapse the Notification text.
4. **Dismiss Alert** – Marks the Notification as read
5. **Dismissed** – Indicates that the Notification has been read.
6. **Show More Alerts** – Shows alerts from further in the past.



Help and Support

Click the Help and Support Icon to find information on Technical Support hours and links to Support resources:

The Icon Legend shows a collection of icons throughout the site and their associated meanings:

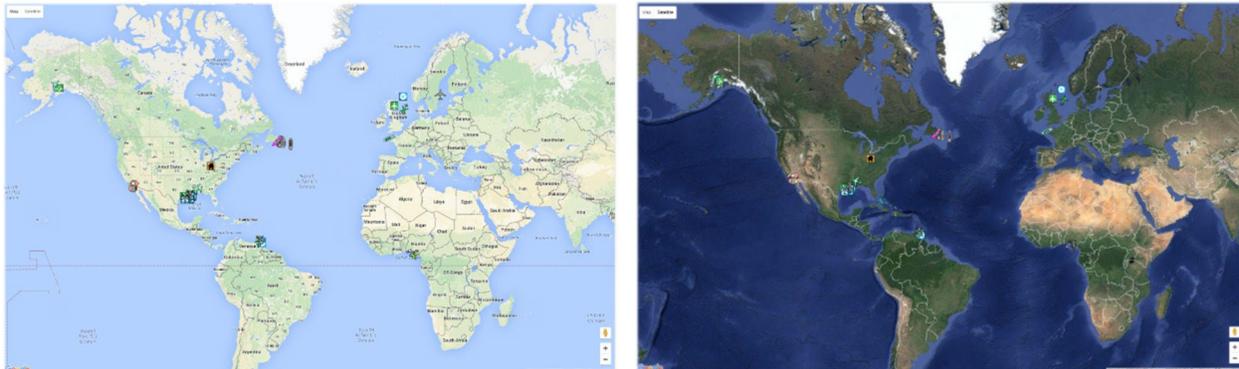
<ul style="list-style-type: none"> + Add another window 🔒 Visible to admin only ⚠️ System Notification ✕ Asset / Device ⌂ Close / Cancel / Clear ✉️ Communicate Window ✕ Delete / Remove 📍 Asset Event(s) 🗑️ Hide Event(s) ➕ Show Event(s) 📄 Filter List 📅 Flight Plan 👤 TouchID / FaceID Created By Bradley Treweek 📍 Geofence 📍 Circular Geofence 📍 Polygon Geofence ▶️ Group of Items are Collapsed ▼ Group of items are Expanded 🔍 Help / Support 📄 Info About an Item 📍 Location(s) on Map 	<ul style="list-style-type: none"> 🔌 Logout Message(s) New Message(s) 🔧 Manage Devices 🗺️ Add a new Map Window 👤 Map Hand Tool ☰ Menu 🗑️ Pop-out Window Into New Browser 📄 Report Window 🔍 Search 🖨️ Server / Server Side Only 🔄 Communicating with Server ⚙️ Settings 🔧 Site Settings 📄 Sort By ↕️ Sort Direction ▼ Sort Descending ▲ Sort Ascending 🔌 Prevent / Allow Auto Hiding 📄 Upload to Server
--	--



Map Controls

Map Types

SkyRouter uses the Google Maps platform. There are two types of maps available in SkyRouter; Standard Map (default) and Satellite. Use the Map Selector (top left of any map window) to choose a Map Type. You can change the Map Type for any open map window.



Map Zoom

Each map window has its own zoom controls. Use the +/- buttons to zoom in/out on the selected map window. You can also use the mouse scroll wheel to zoom.

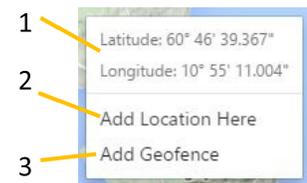
Google Maps Street View is also available, to use it; drag the yellow Pegman icon  onto the area you want to see in Street View.



Right-Click Menu

Right-click the SkyRouter Maps to see the Right-Click Menu.

1. Latitude and Longitude of the clicked map location.
2. **Add Location Here** – Click to open the Add Location feature and create a new Location at this point on the map.
3. **Add GeoFence** – Click to open the Add GeoFence menu and create a new GeoFence.



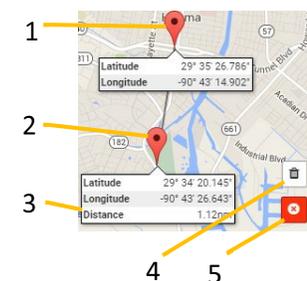
Distance Tool



The Distance Tool can be used to measure the distance between two or more points.

To use the Distance Tool:

1. From the Track page, click anywhere on the map to establish a starting point.
2. Click the map again at the end point.
3. Distance between the points is calculated in the tooltip at the end point.
4. Click the trash can icon to delete all points.
5. Click the close icon to close the Distance Tool.



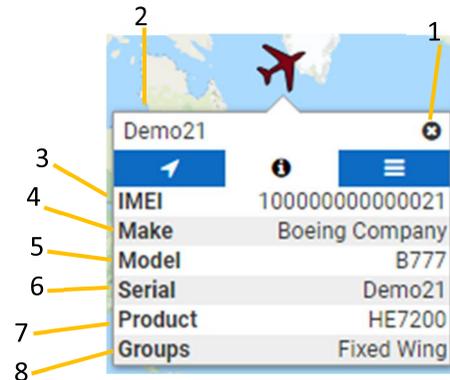
Asset Tooltip

Clicking on an Asset displays the Asset Tooltip. The Asset tooltip provides access to Asset-specific data such as name, registration, IMEI number, and device model. It also provides the most recent GPS data, flight plan information, and the Asset Control Menu.

Asset Information

Contains Asset-specific information.

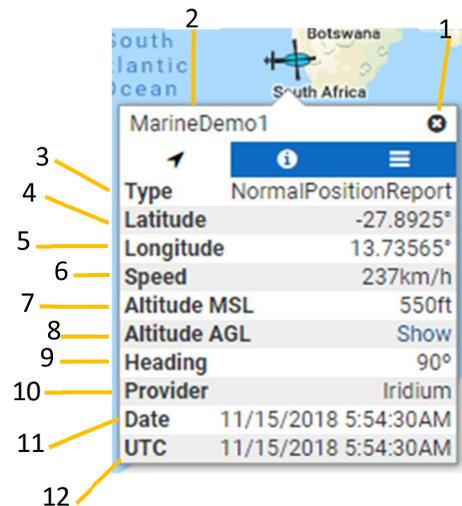
1. **Close** – Close the tooltip.
2. **Asset Name** – The Asset name as defined on the Manage > Devices page.
3. **IMEI Number** – Device IMEI or 'International Mobile Equipment Identity' (a unique 15-digit identifier assigned to the tracking device.)
4. **Make** – The aircraft manufacturer.
5. **Model** – The aircraft model.
6. **Serial** – The device serial number.
7. **Product** – The tracking device model.
8. **Groups** – A list of Groups that the Asset is assigned to.



GPS Information

The GPS Information tab shows the most recent GPS fixed data that was sent from the device to SkyRouter.

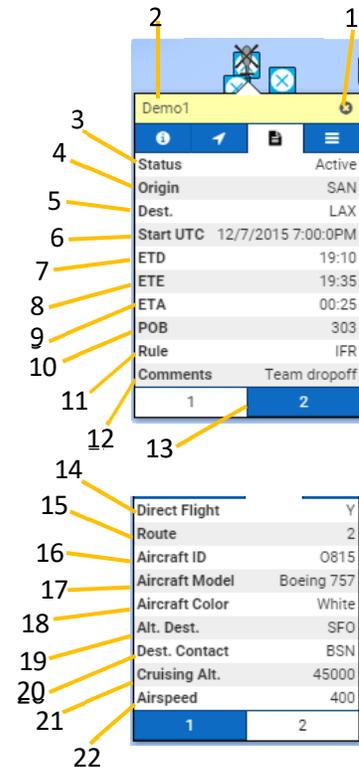
1. **Close** – Close the tooltip.
2. **Asset Name** – The Asset name as defined on the Manage > Devices page.
3. **Type** – The most recent position report type or Event received from the device.
4. **Latitude** – GPS Latitude data.
5. **Longitude** – GPS longitude data.
6. **Speed** – GPS speed data.
7. **Altitude MSL** – GPS altitude mean sea level data.
8. **Altitude AGL** – GPS altitude above ground level.
9. **Heading** – GPS heading data.
10. **Provider** – The transport network that the most recent report or Event was sent over (e.g. Iridium, GSM).
11. **Date** – Current date/time in your configured local time-zone.
12. **UTC** – Current date/time in UTC (Coordinated Universal Time).



Flight Plan Information

The Flight Plan Information tab shows data from an Asset's active Flight Plan (or the most recent Flight Plan if none are active). Data shown in the Flight Plan Information tab is based upon Flight Plan date (Manage > Flight Plans).

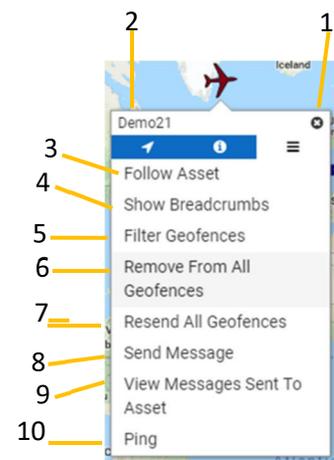
1. **Close** – Close the tooltip.
2. **Asset Name** – The Asset name as defined on the Manage > Devices page.
3. **Status** – Status of the current Flight Plan (Active, Cancelled, Complete, Pending).
4. **Origin** – Flight Origin.
5. **Dest.** – Flight Destination.
6. **Start UTC** – Start time of the Flight (in UTC).
7. **ETD** – Estimated time of departure.
8. **ETE** – Estimated time en-route.
9. **ETA** – Estimated time of arrival.
10. **POB** – People onboard.
11. **Rule** – Flight Rule (VFR/IFR).
12. **Comments** – Comments can be added to Flight Plans.
13. **Paging** – 1/2 buttons page between Flight Plan pages.
14. **Direct Flight** – States if the flight is a direct flight.
15. **Route** – The flight route being taken.
16. **Aircraft ID** – Usually a tail or registration number.
17. **Aircraft Model** – Model of aircraft.
18. **Aircraft Color**
19. **Alt. Dest.** – An alternate destination.
20. **Dest. Contact** – A point of contact at the flight destination.
21. **Cruising Alt.** – The expected cruising altitude during the flight.
22. **Airspeed** – The expected cruising speed during the flight.



Asset Control Menu

The Asset Control menu allows you to interact with your asset, providing access to features such as Follow Asset, Show Breadcrumbs, and Send Message.

1. **Close** – Close the tooltip.
2. **Asset Name** – The Asset name as defined in Manage > Devices.
3. **Follow Asset** – Click this button to follow an Asset on the SkyRouter Maps, the map will move with the Asset as each report comes into the system.
4. **Show Breadcrumbs** – Toggles displaying of historical position reports and Events on the SkyRouter map (see map settings for breadcrumb timespan.)
5. **Filter GeoFences** – Toggles displaying of GeoFences that the Asset is currently assigned to.
6. **Remove from all GeoFences** – Removes an Asset from all assigned GeoFences.
7. **Resend all Geofences** – Undoes Step 6 (above).
8. **Send Message** – Send a Message to the Asset.
9. **View Messages Sent To Asset** – View a list of all messages sent to the Asset.
10. **Ping** – Sends a packet requesting a Ping Event response from the Asset. Ping responses can be seen on the Track page and in Reports.



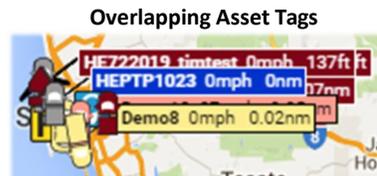
Asset Tags

Asset Tags are small text boxes that contain basic information on an Asset, such as name, speed, and altitude. The asset tag is linked to the Asset with a black line and is colored the same color as the Asset. Asset tags are always shown as long as they are enabled in Settings, regardless of zoom level.



Asset Tag Avoidance

SkyRouter introduces the Asset Tag Avoidance feature. The Asset Tag Avoidance feature allows asset tags to avoid each other. When this feature is enabled, the asset tags are stacked next to each other which prevents overlapping.



This setting can be enabled in the Settings page (see Settings section of User Guide for further information).

NOTE: The Asset Tag Avoidance feature is CPU intensive and should only be enabled on computers with faster processors and less than 50 Assets.



Asset Clustering

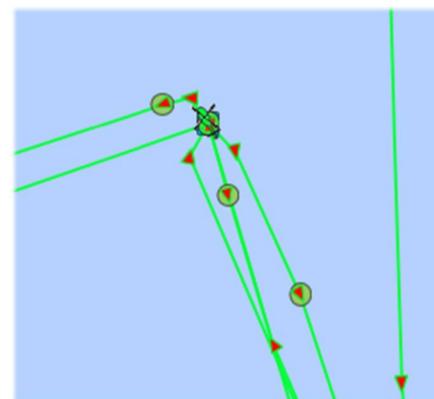
Asset clustering is another new feature introduced with SkyRouter. Asset Clustering allows you to see multiple assets in close proximity and are stacked on top of each other. Simply click the stack of assets to cluster them. You can then click an Asset to see its Asset Tooltip. Asset Clustering is very useful on accounts with lots of Assets. Asset clustering is enabled by default and cannot be disabled.



Asset Breadcrumbs

Event Breadcrumb markers are shown as colored circles on the map. The various event colors can be seen in the key below (NOTE: Normal Position Reports are shown on the map as triangles.)

	TakeOff, Start
	Landing, Stop
	OffGate, InGate, Picking Up, Dropping Off
	Short Codes, MEA, Available
	Enter GeoArea, Exit GeoArea
	Enter NoGo Area, Exit NoGo Area, QuickPosition
	Inactive



Overlays

Overlays are layers that can be enabled to show additional information on the map. Overlays are layered directly on top of the SkyRouter Maps.

The Overlay button appears in the top right corner of every map window (individual control for each map window in multiple map configurations). Click the Overlay button to access the Overlay controls.

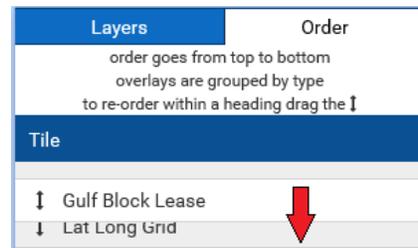
Layers

The Layers control shows a full list of the available Overlays. Click the eye icon to enable or disable an Overlay. Click the opacity icon to show a slider. Adjust the slider bar to change the level of opacity for that overlay (opacity percentage is displayed next to the overlay name). The opacity option is especially useful when there are multiple overlays in the same area.



Order

The Order control shows a list of enabled overlays. Click the arrow icon and drag up/down to re-order the overlays. The order that overlays are shown in the list represents the order that they will be overlaid on the map (top overlay is applied last and will show on top of other overlays).



Common implementations of map overlays are the 'Lat Long Grid' and 'Gulf Block Lease' (see images below):

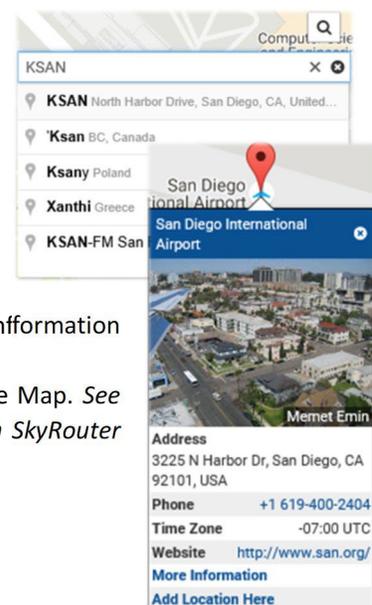


Map Search

SkyRouter includes a Map Search feature which can be used to find any location within the Google Maps database.

To use the Map Search feature:

1. Select the  icon in the upper-right corner of the map.
2. Enter text into the text box.
3. A list of results is returned. Select a result from the list to see that location.
4. The location marker appears on the map with a tooltip containing information about the location.
5. Click 'Add Location Here' to create a new SkyRouter Location on the Map. See *Manage > Locations* section of this guide for further information on SkyRouter Locations.



Windows



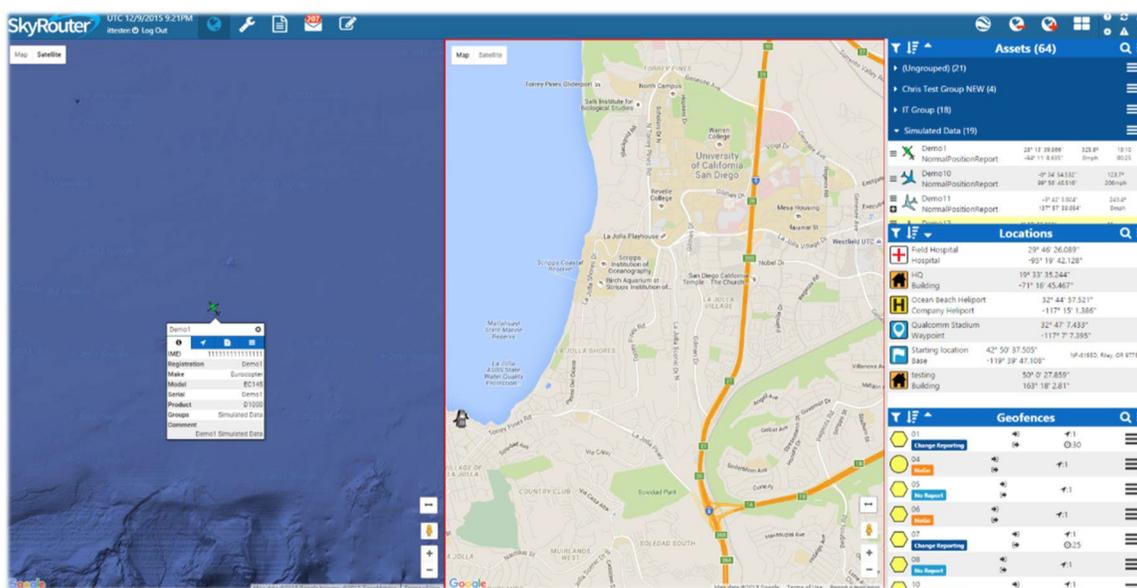
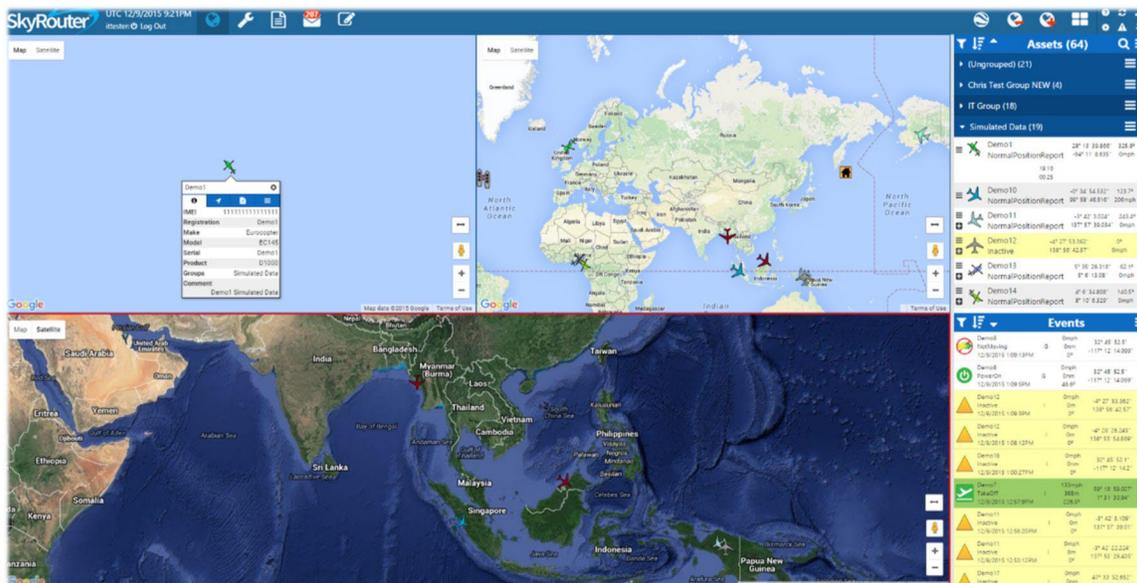
The Windows button provides the ability to enable/disable the Assets, Events, Locations, and GeoFence windows, and save your Track Layout. Toggle the checkboxes to enable/disable each window type.

Track Layouts

Track Layouts allow you to personalize your SkyRouter experience. Save your Layout and next time you log into SkyRouter, your Layout is exactly how you left it. You can create as many Track Layouts as you like. SkyRouter Layouts are stored on the server. When you are using another computer or device, your layouts are always there when you log into SkyRouter.

Example Layouts

Here are some Track Layout examples:

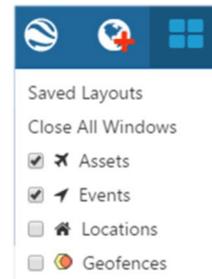


Managing Track Layouts

The Saved Layouts menu option allows you to save your current Track Page Layout and load a previously saved Layout.

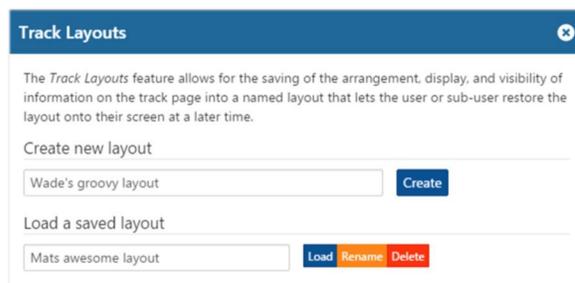
To create a Track Layout:

1. On the Track Page, click the Windows button.
2. Select the window types you want to see.
3. Click Saved Layouts.
4. Enter a Name.
5. Click Create.



To load a saved Track Layout:

1. On the Track Page, click the Windows button.
2. Click Saved Layouts.
3. Click Load to enable your saved Track Layout.



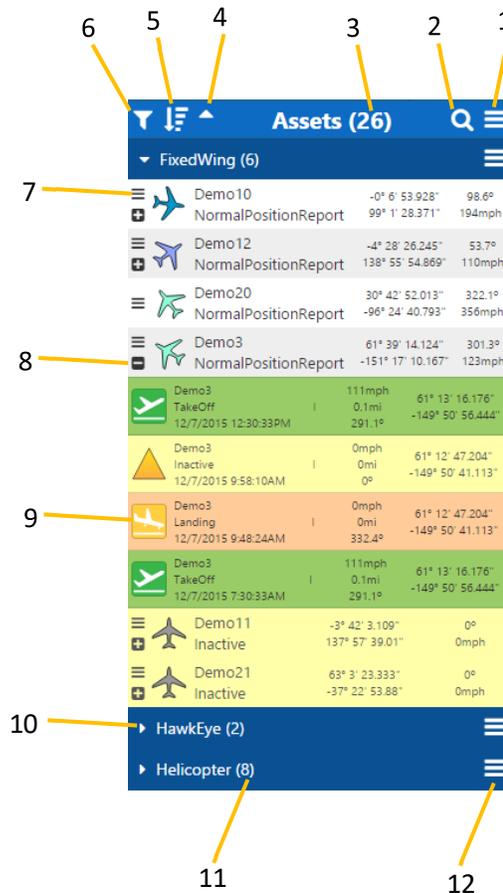
To delete a saved Track layout:

1. On the Track Page, click the Windows button.
2. Click Saved Layouts.
3. Locate the layout and click Delete.

Assets Window

The Assets Window allows you to view and interact with the devices on your account. The last GPS location, speed, and heading of assets are always shown here. Assets are shown in their respective Groups on this List. Asset Groups are defined on the Manage > Groups page.

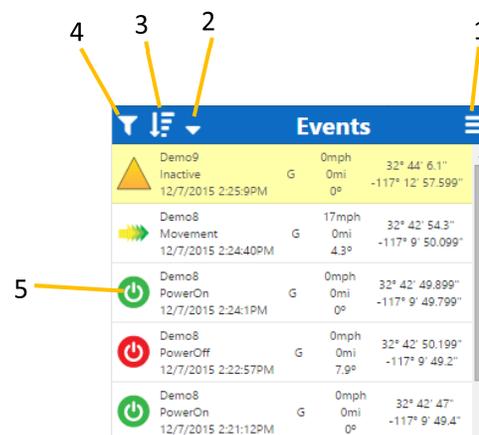
1. **Assets Window Sub-Menu** – offers global Asset Window options such as Message All Assets and Show Breadcrumbs for all assets.
2. **Search** – Search the asset list by Name or Registration number.
3. **Asset Count** – Shows the count of Assets on your account.
4. **Sort Direction** – Sorts all assets in all groups ascending/descending.
5. **Sort Type** – Defines the type of data assets are sorted by.
6. **Filter** – Filter assets by Active/Inactive status.
7. **Per-Asset Sub-Menu** – Offers per-asset options such as Follow Asset on Map, Show Breadcrumbs, and Send Message to device.
8. **Show Recent Events** – Click to show a preview of recent events for an asset.
9. **Asset Events** – Recent asset event data is shown here. Data includes Event Type and GPS data.
10. **Show/Hide Group** – Shows or hides Group Content.
11. **Group Name/Asset Count** – Shows the Group name and a count of assets in that Group.
12. **Per-Group Sub-Menu** – Offers per-Group global options such as Show Breadcrumbs and Message all Assets.



Events Window

The Events Window allows you to see recent Events for all assets on your account. Events are a special report type sent from the device to SkyRouter, such as Take-Off and Landing (the only exception is Inactive Event type which are generated at the server).

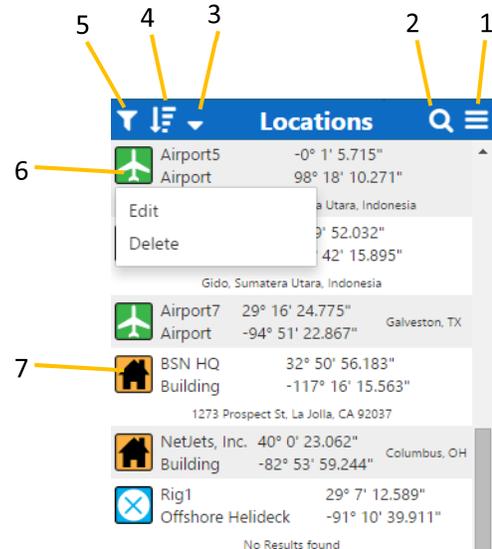
1. **Events Window Sub-Menu** – Click here to load more events into the Events list. The default is 100 recent events.
2. **Sort Direction** – Sorts all events by ascending/descending order.
3. **Sort Type** – Defines the type of data assets are sorted by.
4. **Filter** – Offers various filter options to apply to the Events window.
5. **Asset Events** – Recent asset event data is shown here. Data includes the Event type and GPS data. Click an Event to see its location on the map.



Locations Window

The Locations Window displays a complete list of all Locations added to your account. Locations appear on the SkyRouter maps. Click a Location in the Location list to see the Location on the map.

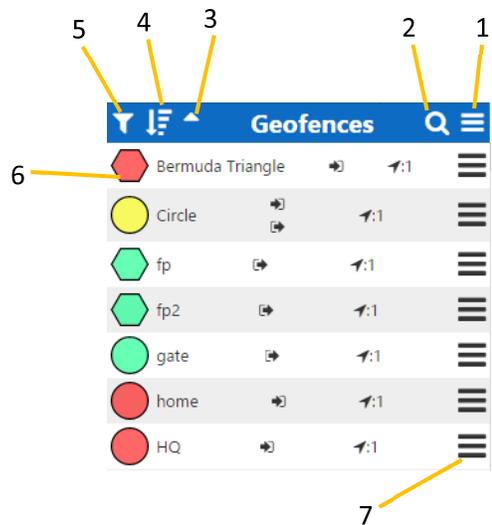
1. **Locations Window Sub-Menu** – Click here to add locations to the map.
2. **Search** – Search the Locations list by Location name.
3. **Sort Direction** – Sorts the Locations list by ascending/descending order.
4. **Sort Type** – Defines the type of data Locations are sorted by.
5. **Filter** – Offers various filter options to apply to the Locations window
6. **Edit/Delete** – Click the Location icon to edit or delete a location.
7. **Location Data** – Location Data is shown here, data includes Name, Type, GPS data and address.



GeoFences Window

A GeoFence is a virtual barrier. GeoFences can be drawn onto SkyRouter maps as overlays and rules. Alerts can be configured so that devices send events when they perform actions such as exiting and entering GeoFences.

1. **GeoFences Window Sub-Menu** – Click here to Add a GeoFence.
2. **Search** – Search the GeoFences list by GeoFence name.
3. **Sort Direction** – Sorts the GeoFences list by ascending/descending order.
4. **Sort Type** – Defines the type of data assets are sorted by.
5. **Filter** – Offers various filter options to apply to the GeoFences window.
6. **GeoFence Data** – GeoFence Data is shown here, data includes Name, Type, GPS data, and address.
7. **Per-GeoFence Sub-Menu** – Click here to Edit or Delete a GeoFence.



Managing GeoFences

GeoFence Types

Server-side GeoFences

Server-side GeoFences are stored and processed on the server only. This means events such as entering and exiting a GeoFence are only sent when a position report is received by SkyRouter and has SkyRouter determined the device has entered or exited a GeoFence. These events are generated by the server not the device.

AVR GeoFences

Advanced Variable Response (AVR) GeoFences are stored on the device. This means that the device can detect when it has entered or exited a GeoFence and immediately sends events to the server or alters the reporting rate. AVR GeoFences are only available to devices that support AVR GeoFences. (Currently, the HE7200X and HE5X00 devices)

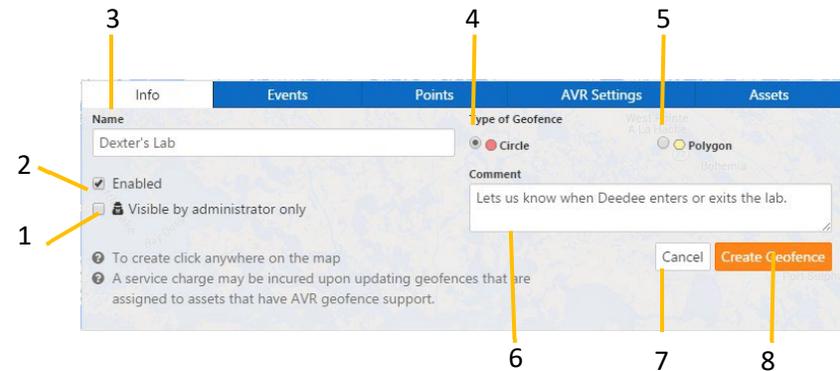
Add a GeoFence

1. From the Map Window, right click the map.
2. From the Right Click menu, click Add GeoFence.
3. Enter a GeoFence Name.
4. Draw the GeoFence
 - a. Circle
 - i. Click the Map to define the center of the GeoFence.
 - ii. Drag the mouse outwards until the GeoFence is the appropriate size.
 - iii. Click the map to finish drawing.
 - b. Polygon
 - i. Click the Map to define the starting point.
 - ii. Move the mouse to the next point and click the map.
 - iii. Continue this process until you have defined the GeoFence area (may contain up to 8 points).
 - iv. Click the map at the location of the starting point to close the GeoFence.
5. Click Events, then checkbox the appropriate events.
6. Click Assets, then add device(s) to your GeoFence.
7. Click Create GeoFence.

Add GeoFence Menu Explanation

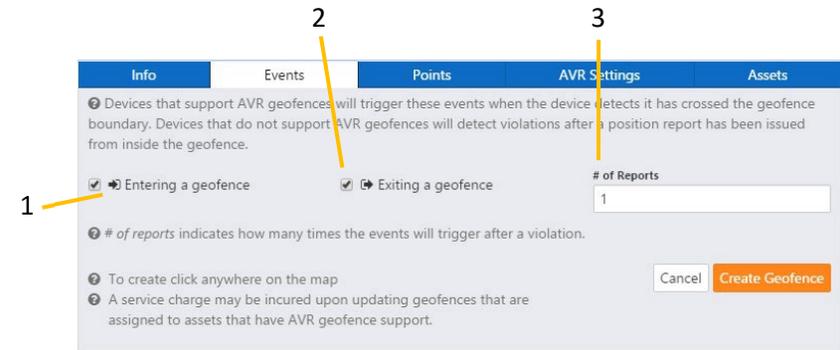
Info Tab

1. **Visible by administrator only** – Hides the GeoFence from General Users.
2. **Enabled** – Enables the GeoFence. Uncheck to disable.
3. **Name**
4. **Circle** – Creates a circle type GeoFence. Circle GeoFences consist of a central point and a diameter measurement.
5. **Polygon** – Creates a polygon type GeoFence. Polygon GeoFences consist of up to 8 user-defined points.
6. **Comment**
7. **Cancel** – Discards changes and cancels creating the GeoFence.
8. **Create GeoFence** – Saves the GeoFence and applies to devices (AVR).



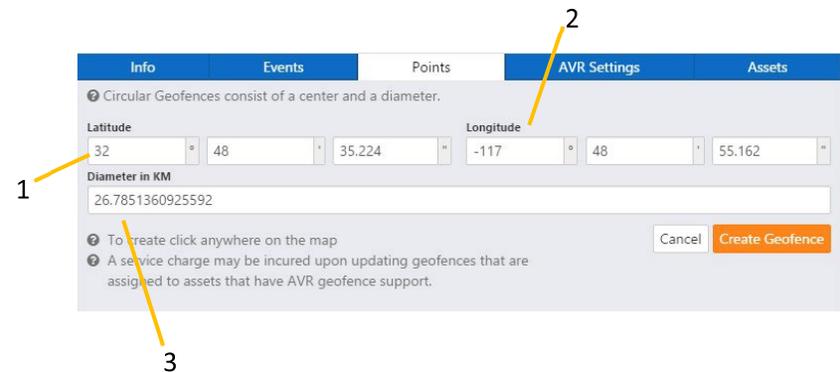
Events Tab

1. **Entering a GeoFence** – Triggers an Enter GeoFence Event when a member Asset enters the GeoFence.
2. **Exiting a GeoFence** – Triggers an Exit GeoFence Event when a member Asset exits the GeoFence.
3. **# of Reports** – This setting defines how many Enter or Exit GeoFence Events are generated per occurrence.



Points Tab

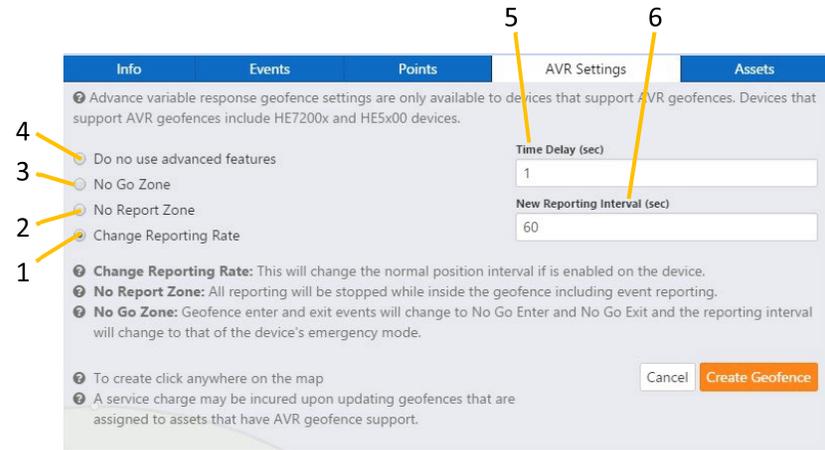
1. **Latitude** – Latitude for the center point of the GeoFence (Circle GeoFence) or Latitude for a single point in the GeoFence (Polygon GeoFence).
2. **Longitude** – Longitude for the center point of the GeoFence (Circle GeoFence) or Longitude for a single point in the GeoFence (Polygon GeoFence).
3. **Diameter** – Diameter of the GeoFence.



AVR Settings Tab

NOTE: These settings are only available to devices which support AVR GeoFences (HE7200 and HE5X00 devices).

1. **Change Report Rate** – Changes the Normal Position Report Rate of the Asset when inside the GeoFence.
2. **No Report Zone** - All Events and Reporting will stop inside the GeoFence.
3. **No Go Zone** - Enter and Exit GeoFence Events will change to No Go Enter and No Go Exit. The reporting interval will change to that of the Asset’s configured Quick Position interval.
4. **Do not use advanced features** – Disables AVR GeoFence features.
5. **Time Delay** – The amount of time between AVR GeoFence Events.
6. **New Reporting Interval (Change Report Rate GeoFence)** – The interval in which assets will report when inside a Change Report GeoFence.



Assets Tab

1. **Delete** – Removes an Asset from the GeoFence.
2. **Asset Name**
3. **Limit** – The maximum number of GeoFences supported by this Asset.
4. **AVR** – Present only when the Asset type supports AVR GeoFences (HE7200X or HE5X000).
5. **Asset Selection menu** – Select an Asset from the list or type the Asset name.
6. **Add Device** – Click to add the selected device to the GeoFence.





Manage

The Manage page provides Administrators and General Users (with granted permissions) access to features which manage Assets and Users. To access the Manage page place your cursor over (or click on) the Manage icon in the Navigation Bar, this will show the Manage Menu, you can then click a feature from the menu to view it.

1. **Devices** – View and edit device information.
2. **Device Parameters** – View and update device parameters.
3. **Device Profiles** – View, edit and send device profiles.
4. **Smart Events** – Allows users to configure a supported device to detect an action on various exceedances.
5. **Locations** – View and edit location information.
6. **Groups** – View, create and edit Groups.
7. **Users** – View and edit current users or create new users.
8. **Personnel** – Allows administrators to manage people that may not be eligible for a SkyRouter account but may still be able to use some SkyRouter services.
9. **Alerts** – Create alerts that notify via email or SMS when an Event type is received by SkyRouter.
10. **Events** – Devices communicate their position to the server using event codes.
11. **Data Feeds** – Monitor data from various assets.
12. **Contracts** – Manage and create new contracts.

- 1 — Devices
- 2 — Device Parameters
- 3 — Device Profiles
- 4 — Smart Events
- 5 — Locations
- 6 — Groups
- 7 — Users
- 8 — Personnel
- 9 — Alerts
- 10 — Events
- 11 — Data Feeds
- 12 — Contracts

Locations

The Locations page allows users to view and edit the custom locations/markers that are visible to them from the map page. Locations are points on a map that can represent any piece of information. In this list you will find the name, type, latitude, and longitude values, as well as other details about the Locations. Locations can also be assigned a user-defined 'Code' which can be used to tie a location to other application features like Flight Plan.

Locations					
Manage Locations					
	Name	Type	Code	Is Global	Lat / Long
<input type="checkbox"/>	Bird Rock <small>Area: Bird Rock Comment: Local coffee roasters</small>	Location	199	✓	32.81109° / -117.26663°
<input type="checkbox"/>	BSN Hangar <small>Area: Clairemont Comment: BSN Jet Hangar</small>	Airport	150	✓	32.81453° / -117.14273°
<input type="checkbox"/>	BSN HQ <small>Area: La Jolla Comment: Main base of operations.</small>	Base	131	✓	32.84948° / -117.27079°
<input type="checkbox"/>	MCAS Miramar	Airport	105	✓	32.87626° / -117.13722°

Global Locations

All Locations created by the SkyRouter Administrator account are Global Locations. This means that all General Users (sub-users created by the admin) will be able to see those locations.

Local Locations

Local Locations are Locations which are only visible to the user who created them. General Users who have been given access to the Manage > Locations Page will be able to add locations as the Global Location type or as the Local Location type. Use the "Visible to all users in the corporation" (global) checkbox when creating or editing a Location to switch between local and global location type.

Add a location

From the Track Page:

1. Right click the map at the coordinates of the location.
2. Click Add Location Here.
3. Enter the location information.
4. Click Save.

The screenshot shows the 'Add Location' form with the following details:

- Basic Info:** Type of Location: Building, Name: The Jolly Rodger
- Contact Info:** FlightPlan Short Code: (empty), Visible to all users in corporation(global)
- Advanced Info:** Latitude: 53.33, Longitude: -49.219
- Map:** Drag the location on the map to where you wish the location to be placed. Buttons: Cancel, Create Location

Edit Locations

From the Locations page:

1. Use the Checkbox to select a location (or multiple Locations) and click the edit button to open the editing window.
2. A map is shown to help visualize the location on the map.
3. Modify the location data.
4. Click Save to save changes.

The screenshot shows the 'Edit Location' form for MCAS Miramar with the following details:

- Basic Info:** Type of Location: Airport, Name: MCAS Miramar
- Contact Info:** FlightPlan Short Code: 105
- Advanced Info:** Latitude: 32.876, Longitude: -117.138
- Map:** Drag the location on the map to where you wish the location to be placed. Buttons: Cancel, Save Changes

From the Track page:

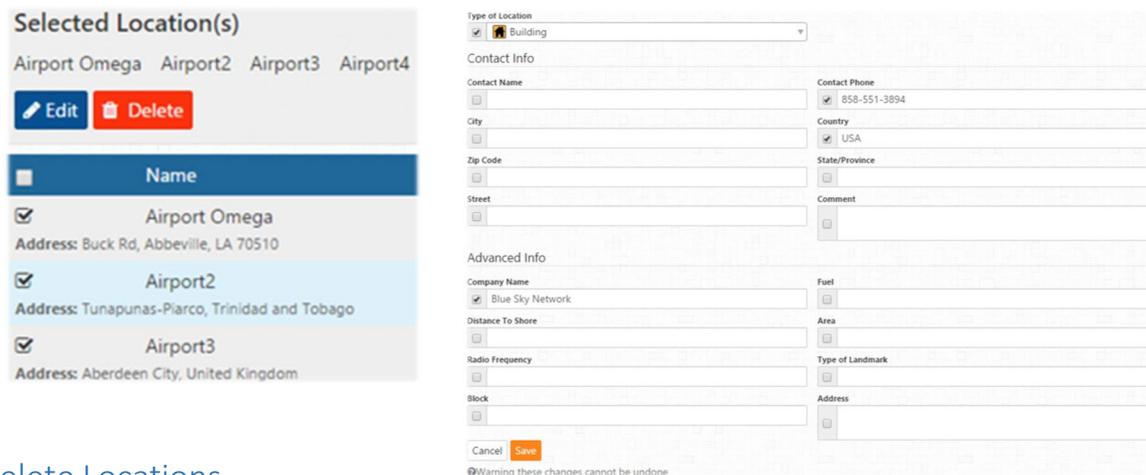
1. Left click the Location.
2. Click .
3. Click Edit.
4. Edit the location.
5. Click Save Changes.

Editing Multiple Locations

When editing multiple locations, selected Locations are identified above the locations list (see image below). Uncheck a Location to remove it from the list.

Upon clicking 'Edit,' you will be presented with several editable fields. Use the checkboxes to select the appropriate fields that you wish to edit. Enter the new/modified data into the checked fields. Fields that are left unchecked will not be modified/updated.

When you are finished editing, click the save button to update all selected locations and fields.



The screenshot displays two parts of the interface. On the left, a 'Selected Location(s)' panel shows a list of locations: 'Airport Omega', 'Airport2', 'Airport3', and 'Airport4'. Each location has a checkbox and an 'Address' field. Below the list are 'Edit' and 'Delete' buttons. On the right, an 'Edit Location' form is shown. It includes a 'Type of Location' dropdown menu (set to 'Building'), a 'Contact Info' section with fields for Contact Name, City, Zip Code, Street, Contact Phone, Country, State/Province, and Comment, and an 'Advanced Info' section with fields for Company Name, Distance To Shore, Radio Frequency, Block, Fuel, Area, Type of Landmark, and Address. A 'Warning' message at the bottom states: 'Warning these changes cannot be undone'.

Delete Locations

From the Locations Page:

1. Use the Checkbox to select a location (or multiple Locations).
2. Click the Delete button to delete the Location(s) (warning: cannot be undone).

From the Track Page:

1. Left click the Location.
2. Click Delete (warning: cannot be undone).

Location Types

SkyRouter supports creating custom Location Types. Customized Location Types include a custom name, icon, and description.

The following should be considered when creating a custom location type:

- Icons should be no larger than 50x50 pixels and should be identifiable when scaled down to 20x20 pixels.
- Icons can be png, jpg, jpeg, or svg. *We suggest svg because it scales well.*
- Icons cannot be larger than 100kb.
- You must agree to the BSN media upload terms and conditions before creating a custom Location.

Default Locations

There are 12 'Default' location types that are automatically added to all SkyRouter accounts. The default Location Types cannot be modified or deleted. The default locations are identified in the following graphic:

Manage Location Types Add Type

Icon	Name	Description
	Building	Building
	Company Helicopter	Company Helicopter
	Enroute Waypoint	Enroute Waypoint
	Generic Point	Generic Point
	Hospital	Hospital
	Location	Location
	Moveable Helideck	Moveable Helideck
	Offshore Helideck	Offshore Helideck
	Radio Tower	Radio Tower
	Waypoint	Waypoint
	Airport	Airport
	Base	Base

Create a Custom Location

1. Click Add Type. The 'Create a New Location Type' feature will appear.
2. Enter a name.
3. Enter a description.
4. Use the Choose File button to select a Location Icon from your local computer (see requirements above).
5. Check the box to agree to the Terms and Conditions.
6. Click the Save button.

Delete a Custom Location

1. Click the  icon located above the Location icon (warning: cannot be undone).

NOTE: default locations cannot be deleted.

Locations **Location Types** Bulk Import Locations

Manage Location Types Add Type

Create a new location type

Icons should not be larger than 50x50 pixels and should look good when scaled down to 20x20

Icons can be png, jpg, jpeg or svg. We suggest svg as it scales well.

Icons cannot be larger than 100kb

Name

can't be blank

Icon No file chosen

can't be empty

Description

I Agree to BSN's media upload terms and conditions

Icon	Name	Description
	Building	Building
	Company Helicopter	Company Helicopter

Bulk Import Locations

SkyRouter provides an interface for bulk importing of locations based on a predefined template file—'Bulk Import Template.csv'—that can be downloaded from your SkyRouter account at the Manage > Locations > Bulk Import Page.

- There is a limit of 500 locations that can be uploaded at any one time.
- Please be aware that large amounts of locations may affect performance of the Track Page. This depends on your local machine performance, so it will vary.
- The template file is a CSV (comma separated value) that contains headers for each field.
- The location type field expects a number that corresponds to the CSV Field identified in your SkyRouter Account (found at Manage > Locations > Location Types).

Bulk Import Formats

The following table identifies the syntax and validation used in each field of the CSV template file. Failure to comply with the validation rules will result in the Locations import failing.

Field	Validation	Required
Type	Must contain valid CSV Field ID identified in your SkyRouter account	YES
LatitudeDegree	Decimal Degree	YES
LongitudeDegree	Decimal Degree	YES
Name	55 characters max	NO
Code	10 characters max(each must be unique to your account)	NO
City	55 characters max	NO
ContactName	55 characters max	NO
ContactPhone	55 characters max	NO
StateProvince	55 characters max	NO
ZipCode	55 characters max	NO
Street	250 characters max	NO
Country	55 characters max	NO
CompanyName	55 characters max	NO
Fuel	9 characters max	NO
DistanceToShore	55 characters max	NO
Area	55 characters max	NO
RadioFrequency	55 characters max	NO
Block	55 characters max	NO
LandmarkType	55 characters max	NO
Address	200 characters max	NO
Comment	4000 characters max	NO

Bulk Import a Locations File

1. Download the Template file to your local computer (Manage > Locations > Bulk Import).
2. Enter your Locations data into the CSV file.
3. Click Choose File and select the template file from your local computer.
4. Click Upload File For Processing to begin the import.

Groups

Groups in SkyRouter are typically used to control Corporate User (sub-user) visibility to a specific device. They are also used to assign Alerts for specific devices. SkyRouter Groups are only visible on the SkyRouter Administrator Account.

NOTE: To display inactive groups that have expired, click the Display Inactive Groups box.

Manage Groups + Create Group ▼ 🔍 Search for... 🔍

ⓘ Groups are used to control sub-user visibility to devices, and to assign alerts to devices.

- Any user that is assigned to a group will have visibility to any devices that are assigned that group.
- Any alerts that are assigned to a group will trigger for any devices that are assigned to that group.

ⓘ A group's start date and optional end-date define the time-period which the group is in effect.

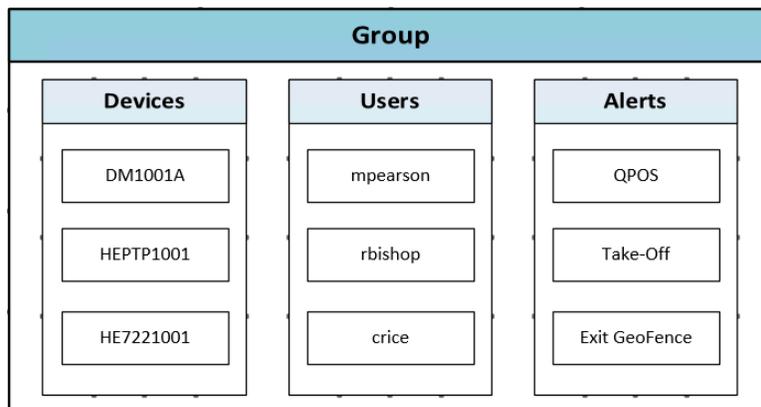
- Once a group has expired; assigned users will lose visibility to assigned devices and assigned alerts will cease to function.
- Group expirations occur at midnight (UTC) on the end-date specified.

Name	Start Date UTC	End Date UTC	Created Date
🔍 ✖ Fixed Wing Devices: Demo1 Demo4 Demo8 Demo21 Demo25 Demo28 Demo29 Demo30 Demo41 Demo42 Demo43 Demo44 MarineDemo3 Users: Personnel: Forms: Contacts: Notes:	11/14/2018	1/1/2022	11/14/2018 12:25:22AM
🔍 ✖ Land Mobile Devices: Demo10 Demo19 Demo20 Demo27 Demo31 Demo32 Demo40 Demo43 Demo70 Demo71 Demo79 Users: Personnel: Forms: Contacts: Notes:	11/14/2018	1/1/2022	11/14/2018 12:31:48AM

Group Concepts

Any User that is assigned to a valid SkyRouter Group will have visibility of any Devices that are assigned to that Group. Any Alerts that are assigned to a Group will trigger for Events sent by any Devices that are assigned to that Group.

The following graphic was created to help visualize the Group concept, in the graphic we can see that there is a Group containing three devices, three Users, and three Alerts:



In this example, the Users mpearson, rbishop, and crice will have access to devices DM1001A, HEPTP1001, and HE7221001. In addition, any QPOS, Take-Off, and Exit GeoFence events sent by DM10001A, HEPTP1001 and HE7221001 will cause the QPOS, Take-Off, and Exit GeoFence Alerts to trigger.

Group Expiration

A Group which is created with no defined End Date will never expire. Specifying an End Date on a Group will cause the Group to expire on that date. This can be helpful if you only wish to provide time-based access for specific Users to specific Devices.

As long as a Group is active, (current date is between the defined Start Date and End Date) all Users in that Group will have visibility of all Devices in that Group. Once a Group expires, all Users in that Group will lose access to all Devices in that Group.

Expiration Emails

SkyRouter Administrators and affected SkyRouter Users are notified about Group Expirations by a Group Expiration Email. Group Expiration Emails are sent to the personal email addresses (Settings > Contact Info) of Administrators and Sub-Users on the following schedule:

- 7 days in advance of the Group expiration
- 3 days in advance of the Group expiration
- When the Group expires

Group Expiration Emails are sent to the User in the language that has been configured when logging into SkyRouter. Current supported languages are: English, Portuguese, and Spanish.

Administrator Email

The SkyRouter Administrator Group Expiration Emails contain the details of the Group such as name, expiration date, and a list of all users which will be affected when the Group expires.

Dear SkyRouter Administrator,

Your group has expired!

Admin Username: ittester
Company: Blue Sky Network (ITTester)
Group: test5
End Date: 6/30/2016 00:00:00 (UTC)
Users Affected:

<u>User Name</u>	<u>Name</u>	<u>Company</u>
mathew12	Pearson, Mathew	USA
mathewthegreat12	Pearson, mathew	USA
mathewthegreat13	pearson, Mathew	USA
rbishop	Bishop, Randy	451 EL

When a group expires, sub-users may lose visibility to assets they have been given access to. In order to reactivate the group, you need to set the end date to a UTC date in the future. If the expiration of the group is desired behavior please disregard this email.

Thank you for choosing Blue Sky Network!

Blue Sky Network
www.blueskynetwork.com

Sub-User Email

When a SkyRouter Group is about to expire, or has expired, all Group members are sent an email informing them of the expiration. The emails contain details of the Group such as the Group name and expiration date. The email also contains the name of the SkyRouter Corporate Administrator the User should contact about the Expiration.

Dear SkyRouter User,

Your group has expired!

Username: joebloggs1

Company:

Group: D1000A Group

End Date: 7/12/2016 00:00:00 (UTC)

When a group expires, sub-users may lose visibility to assets they have been given access to. In order to get this group reactivated, please contact your SkyRouter corporate administrator (Tester, Hawkeye) to set the end date to a UTC date in the future. If the expiration of the group is expected please disregard this email.

Thank you for choosing Blue Sky Network!

Blue Sky Network

www.blueskynetwork.com

Managing Groups

To create a Group:

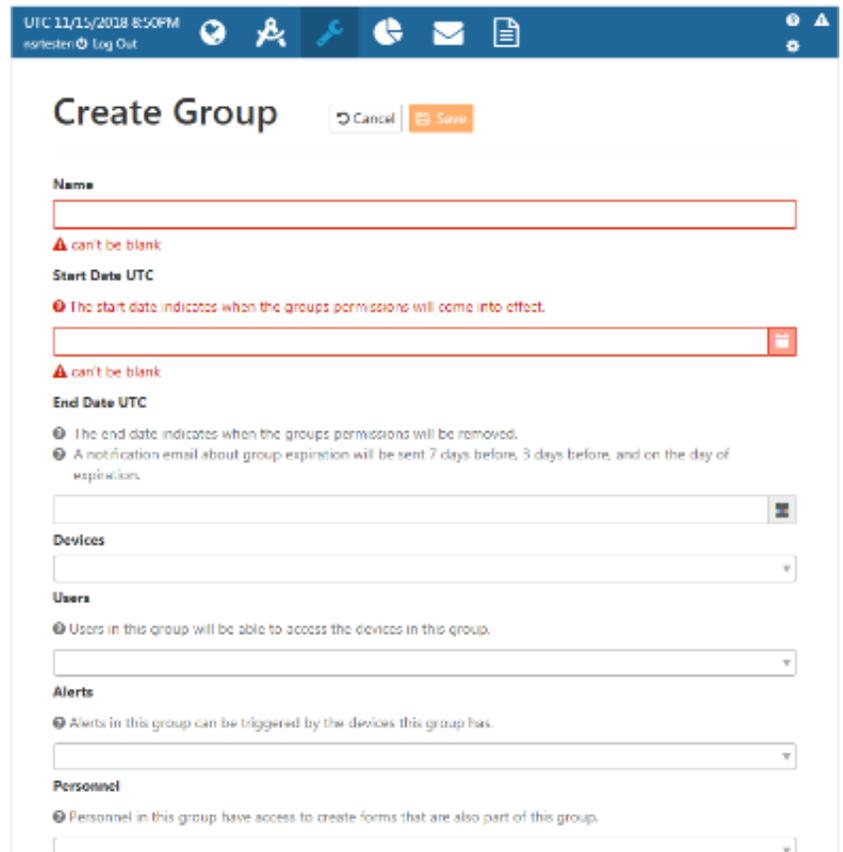
1. Click Create Group.
2. Enter the Group name, start date, and end date.
3. Use the relevant links to add Users, Alerts, and Devices to the group (note: a Group must contain at least one User, failure to add a user will result in an error).
4. Enter any necessary personnel and comments.
5. Click Save.

To modify an existing group:

1. Click the  icon.
2. Modify the Group information. Add or remove Users and Alerts from the Group by clicking the appropriate links.
3. Click Save.

To Delete a Group:

1. If you want to delete a Group, (that has not expired) from your list, click the  icon.
- 2.



UTC 11/15/2018 8:50PM
esoster Log Out

Create Group

Name

 ⚠ can't be blank

Start Date UTC
 ⓘ The start date indicates when the groups permissions will come into effect.

 ⚠ can't be blank

End Date UTC
 ⓘ The end date indicates when the groups permissions will be removed.
 ⓘ A notification email about group expiration will be sent 7 days before, 3 days before, and on the day of expiration.

Devices

Users
 Users in this group will be able to access the devices in this group.

Alerts
 Alerts in this group can be triggered by the devices this group has.

Personnel
 Personnel in this group have access to create forms that are also part of this group.

Users

SkyRouter Corporate Administrators can add Sub-Users at no extra cost. Sub-Users can only use features which they have been given access to by the Corporate Administrator. For example, a Sub-User in the dispatch office may only have access to the Track Page, whereas a Sub-User in the finance department may only have access to Invoices and Reporting features.

NOTE: Any changes made to user permissions are applied at the next user login.

Manage Users [+ Create User](#) ▼ ≡ ▲ 🔍

ⓘ Creating users allows an administrator to control which assets a person can see and what they are allowed to do.
 ⓘ To edit or disable a user select the checkbox on the row. To edit multiple at once select multiple checkboxes.
 ⓘ Last activity is approximate and should not be used judge if a user is online.
 ⓘ The user is locked out The user is disabled The user has a temporary password

<input type="checkbox"/>	Username	Name	Email	Company	Last Activity
<input type="checkbox"/>	Benjamin Groups: Pilots Department: LOST Phone: 4815162342	Linus, Benjamin	ben@theisland.com	The Others	6/1/2016 8:58:51AM Title: Leader
<input type="checkbox"/>	Jack Groups: Customers Department: LOST	Shephard, Jack	jack@theisland.com	Survivors	6/1/2016 9:12:13AM Title: Leader
<input type="checkbox"/>	RAIpert Groups: FixedWing Department: LOST	Alpert, Richard	Richard@theisland.com	The Others	6/1/2016 9:21:21AM Title: Manager
<input type="checkbox"/>	lapidus Groups: Pilots Department: LOST	Lapidus, Frank	Lapidus@theisland.com	Survivors	5/26/2016 3:54:2PM Title: Pilot

USER LOCKED OUT



When a User is locked out due to 5 or more attempts to login with a bad Username/Password combination, this symbol will appear next to the Username. When a User is locked out they cannot access SkyRouter.



When a User is locked out, clicking this button will unlock the User without having to reset the password. Once the User is unlocked, they can login again with their current password.

TEMPORARY PASSWORD



When a User's password has been reset, this symbol will appear next to the Username. The symbol will appear next to the Username until the User changes their password.

USER DISABLED



When a User has been disabled, this symbol will appear next to the Username. Users can only be disabled via the SkyRouter Corporate Administrator account. This feature is generally used to revoke User access.

Sort, Search, and Filter

The Sort, Search, and Filter options in the top right of the Manage Users page allows for sorting of Users.



To Filter Users, click and select a filter option. Available values are Inactive Users. Checking this option will show all Users including Inactive Users.

To Sort Users, click and select a Sort option. Available values are Username, Name, Last activity, and Is Active.

To Sort these values by ascending or descending order, click .

To Search for a User, enter a keyword into the search field and click .

Reset Password

To reset a password:

1. Use the checkboxes to the left of the Username to select a User or multiple Users.
2. Click  .
3. A temporary password is sent to the email address on file for each User. NOTE: It is recommended that Users login as soon as possible and change their password.

Add User

To add a new user:

1. Click  .
2. Complete the New User Form.
3. Click  .
4. The User is created and a welcome email is sent to the user with a temporary password.

Edit User

To edit an existing user:

1. Use the checkboxes to the left of the Username to select a User.
2. Click  .
3. Make any necessary modifications to the User.
4. Click  .

Permissions and Account Flags

When creating and editing Sub-Users, Administrators have the ability to control which features the User has access to. NOTE: Permission changes do not take effect until the user reloads the application. Available permissions and account flags are defined as follows:

User Account is Active
Hide Asset Altitude from User
Hide Asset Speed from User

Blocks the User from accessing the SkyRouter application completely.
Hides All Asset Altitude values from view by the User.
Hides All Asset Speed values from view by the User.

Alerts

The SkyRouter system can monitor your device activity for “Trigger Events” and notify you by email or SMS messages. Trigger Events are Events that trigger an Alert Email or SMS message when received by SkyRouter.

Alert Definitions | Alert Log

Manage Alert Definitions

+ Define New Alert

Alerts are messages that are automatically sent out to defined recipients based on triggering conditions.

- Alerts are triggered when assets in the assigned groups perform an action that is alertable.
- Several different types of alerts are supported including Email, and SMS.
- SMS Messages will come from any one of the following addresses: +18584375400
- SMS Messages will be charged a rate of US\$0.25 each for North American numbers and US\$0.50 each to all other locations.

Name	Type	Triggering Event	Time Between Alerts	Created Date
Quick Pos Alert Recipients: test@test.com, Groups: SimulatedData, Subject: GMT: {{UD}} - {{DN}} - {{RT}} {{G}} {{AN}} Message: Alert an asset has hit the Quick Position button.	Email	QuickPositionReport	10 Seconds	10/8/2014 2:04:10PM
Speeding Alert Recipients: test@test.com, Groups: SimulatedData, Subject: GMT: {{UD}} - {{DN}} - {{RT}} {{G}} {{AN}} Message: Alert an asset is speeding.	Email	Speeding	10 Seconds	10/8/2014 2:05:10PM

Types of Alerts

Email type alerts – Support all types of email addresses including email to SMS systems.

SMS type alerts – Support sending SMS messages to over 1,000 carriers around the world. If you are unsure of our support or your carrier, please contact support and we will check on it for you. Using this type of alert may incur an additional cost.

Alert Properties

- Name** – A common name for the Alert.
- Groups** – All Assets which are members of the Groups included in this field will generate the Alert.
 - Add/Remove All Groups:** Adds or Removes all Groups to/from the Group field.
- Triggering Event** – The Event type that will generate the Alert.
- Type** – The type of Alert to be generated (SMS or Email).
- Recipients** – A list of email addresses that the alert will be sent to.
- Subject (Email Type Only)** – The subject to be used for Email Alerts that are generated.

Define New Alert

Name: QuickPos Alert

Groups: FixedWing, Helicopter

Triggering Event: QuickPositionReport

Type: Email

Recipients: support@blueskynetwork.com

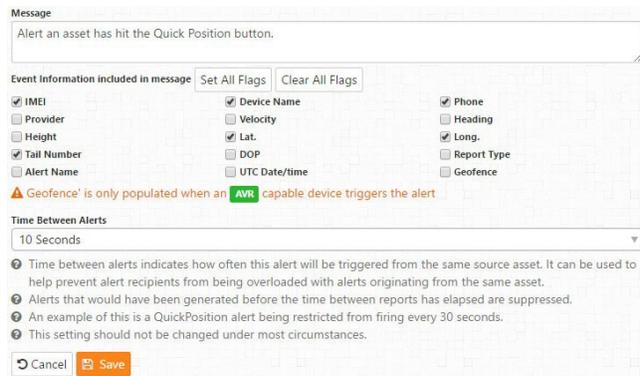
Subject: {{DN}} Quick Position Emergency! {{UD}}

Event information can be included in the subject of a message using variable tags. To use a variable tag simply copy and paste the value into the subject line where you would like the information to appear. Ex. Takeoff: {{DN}}

- Device Name = {{DN}}
- Report Type = {{RT}}
- Alert Name = {{AN}}
- UTC Occurred Date/Time = {{UD}}
- Geofence = {{G}}

Geofence is only populated when an AVR capable device triggers the alert

7. **Message** – An additional field for configuring custom messages that will be included in the body of the Alert.
8. **Event Information** – Additional data that can be added to the Alert message, including GPS information.
 - a. **Set/Clear All Flags:** Adds or removes all Event Flags to/from the Alert.
9. **Time between Alerts** – How often the Alert will be sent when the same device sends multiple Trigger Events.
10. **Save/Cancel** – Saves and Creates or Cancels the Alert.

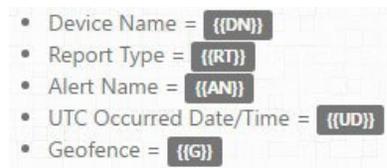


Alert Subject Variables

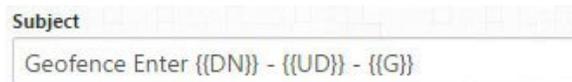
Dynamic Event information can be included in the Subject of Alert Messages. This is achieved by entering Variable Tags into the Alert subject.

Available Variable Tags are as follows:

- Device Name {{DN}}
- Report Type {{RT}}
- Alert Name {{AN}}
- UTC Date/Time {{UD}}
- GeoFence {{G}}



To use a Variable Tag, enter the appropriate variable into the Alert Subject when creating or editing an Alert. The following example Alert subject includes the Device Name, UTC Date/Time, and the GeoFence name.



Sort and Search

The Sort and Search options in the top right of the Manage Alerts page allow users to search or sort Alerts. Sort by Alert Name, Type, or Triggering Event by clicking the button. Sort ascending/descending by clicking the button. To Search, enter a keyword into the search field and click .



Managing Alerts

The Following should be considered when creating and managing alerts:

- Alerts are messages that are automatically sent out to defined recipients based on triggering conditions.
- Alerts are triggered when assets in the assigned Groups send Events that merit an Alert.
- Several different types of Alerts are supported, such as Email and SMS.
- SMS Messages will come from the following number: +18584375400.
- SMS Messages will be charged a rate of US\$0.25 each to North American numbers and US\$0.50 each to all other locations.

To Add Alert:

1. Click "Define New Alert".
2. Enter the Alert data in the Define New Alert form.
3. Click Save.

To Delete an Alert:

1. If at any time you wish to delete an alert, click the  icon.

(WARNING: Deleted Alerts are non-recoverable).

To Edit an Alert:

1. Click the  icon.

Alert Log

SkyRouter stores a log of all Alerts generated by SkyRouter. This also includes the date/time that the alert was sent.

Click the Alert Log Tab to view the Alert Log. Optionally, click the  button on the Alert Definitions Page to see the Alert Log for a particular Asset.

Alert Definitions
Alert Log

Triggered Alerts

ⓘ Only the last 4 months of logs are accessible. If you require older information please contact support.
ⓘ Not all logs contain the recipient, body, or subject information.

Name	Type	Triggering Asset	Triggering Event	Sent Date
Geofence-Exit <small>Recipients: c.rice@blueskynetwork.com Subject: subject Message: View Message</small>	SMS	HEPTP1023(N164V)	ExitGeoArea	Pending
Geofence-Exit-Mail <small>Recipients: c.rice@blueskynetwork.com Subject: subject Message: View Message</small>	Email	HEPTP1023(N164V)	ExitGeoArea	Pending
Geofence-Enter <small>Recipients: c.rice@blueskynetwork.com Subject: subject Message: View Message</small>	Email	HE7200_IT(HE7200_IT)	QuickPositionReport	4/14/2016 8:33:30AM
Geofence-Enter-Mail <small>Recipients: c.rice@blueskynetwork.com Subject: subject Message: View Message</small>	Email	HE7200_IT(HE7200_IT)	QuickPositionReport	4/14/2016 8:32:30AM

[Load More Logs](#)

Please note the following regarding the Alert Log:

- Alerts with a 'Pending' Sent Date indicate that the Alert has not yet been sent.
- Only the last 4 months of logs are accessible. If you require older information, please contact support.
- Not all logs contain the recipient, body, or subject information.

Report

The Report page is used to generate interactive reports on current and historical data. These reports can be viewed in your browser or exported to a portable format.

1. **Position History** – Generate, view, and export Device Reports containing Normal Positions and Events.
2. **Association Report** – Generate, view, and export Reports containing associations between Groups, Devices, and Users.
3. **Device Inventory** – Generate, view, and export Reports showing device information including service plans and activation dates.
4. **Device History** – View remote interactions with your devices in the field.
5. **Playback Trips** – Generate and watch historic Trips on the map. Export options are also available.
6. **Playback Generator** – Generate and watch Playbacks on the map using historic tracking data.
7. **Invoice Usage** – Generate, view, and export Reports on SBD and Voice Usage.

Archive Data Requests

Position Report data is available for up to 6 months in the live system. Older data is archived. SkyRouter Administrators can request archived data retrieval by completing an Archive Data Request form (available at <https://support.skyrouter.com>) and submitting it to operations@blueskynetwork.com (fee may apply for data retrieval).

NOTE: Blue Sky Network will only accept applications which are submitted by the SkyRouter Administrator listed on the account. A fee may apply for archived data retrieval.

Position History

The Position History feature can access all available historical data for assets on your account. Running a report requires that the User select a device, event type, and timeframe. Data is then returned for that device in the specified timeframe.

IMEI_number	BSN_Serial	GPS_Time	Report_Type	GPS_Height	Velocity	Latitude_Longitude	Message_Source
300224010500950	DM10392A	12-31-2015 17:32:03	NormalPositionReport	82	0	32°51'57.690"N , 117°16'14.824"W	Iridium
300224010500950	DM10392A	12-31-2015 17:29:59	NormalPositionReport	81	0	32°51'57.700"N , 117°16'14.833"W	Iridium
300224010500950	DM10392A	12-31-2015 17:27:51	NormalPositionReport	78	0	32°51'57.689"N , 117°16'14.858"W	Iridium
300224010500950	DM10392A	12-31-2015 17:25:45	NormalPositionReport	74	0	32°51'57.687"N , 117°16'14.870"W	Iridium
300224010500950	DM10392A	12-31-2015 17:23:42	NormalPositionReport	77	0	32°51'57.671"N , 117°16'14.874"W	Iridium
300224010500950	DM10392A	12-31-2015 17:21:32	NormalPositionReport	77	0	32°51'57.691"N , 117°16'14.897"W	Iridium
300224010500950	DM10392A	12-31-2015 17:19:22	NormalPositionReport	73	0	32°51'57.677"N , 117°16'14.922"W	Iridium

1. **Select Devices** – Provides a list of devices to run reports on.
2. **Displayed Columns** – Provides a list of columns to add or remove from the report.
3. **Select Events** – Provides a list of events to add or remove from the report.
4. **Exports** – Click a button to export your report in the selected format.
5. **From** – Defines the date/time that you want your report to begin.
6. **To** – Defines the date/time that you want your report to end.
7. **Report Hints** – Shows a list of hints to consider when running reports.
8. **Run Report** – Click here to run the report and fetch data using the filters you have selected.
9. **Paging** – Use the paging buttons to move through the various pages of the report.
10. **View** – Use the drop-down menu to change the number of rows shown per page.

Customize a Position Report

To customize a Position Report:

1. From the Report > Position History page, use the Select Devices drop-down menu to select your devices.
2. Use the Select Events drop-down menu to choose Event types.
3. Enter a From and To timeframe into the corresponding fields.
4. Select which columns you wish to see in your report using the Displayed Columns drop-down menu.
5. Click Run Report.

Things to consider when using the Position Report tool:

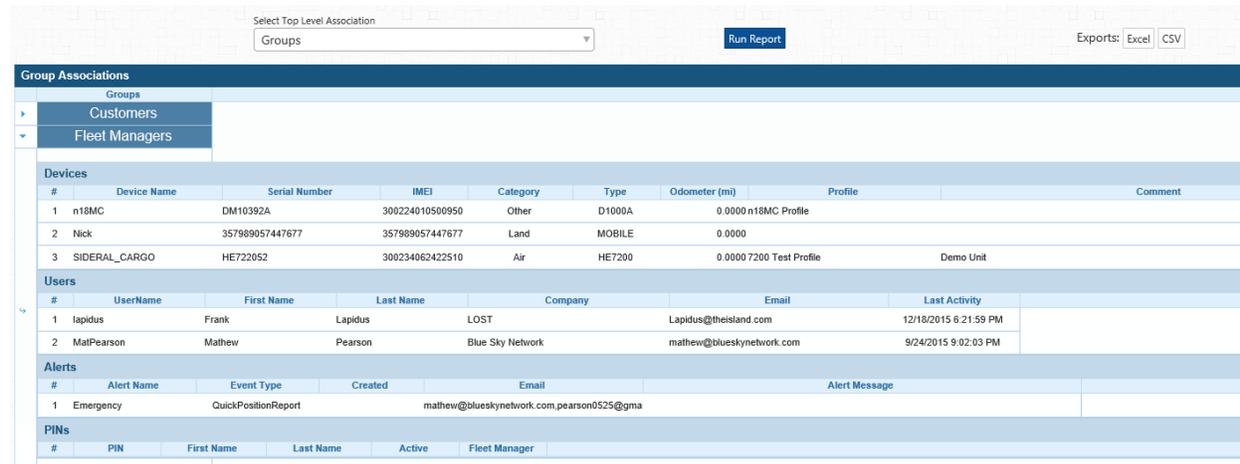
- The To/From fields only support UTC date/time entries.
- Each report is limited to 5,000 total records, regardless of the amount of records that exist in the time interval selected.
- The GPS Time field in reports is set to UTC by default. This can be configured to your local time zone on the Settings page.
- The GPS Time is the exact time that the device generated the report.
- All sorting is done AFTER the total result set (if less than 5,000 records) or the max result set of 5,000 records is retrieved from the database.

Exports

Position History Reports can be exported into one of the following formats: XLSX (Excel), CSV, or PDF. Click a button to immediately generate your report in the selected format and begin download.

Association Report

The Association Report feature allows Users to generate, view, and export Reports containing associations between Groups, Devices, and Users. For example, this Report could be useful when you need to see which Groups General Users and Devices are part of.

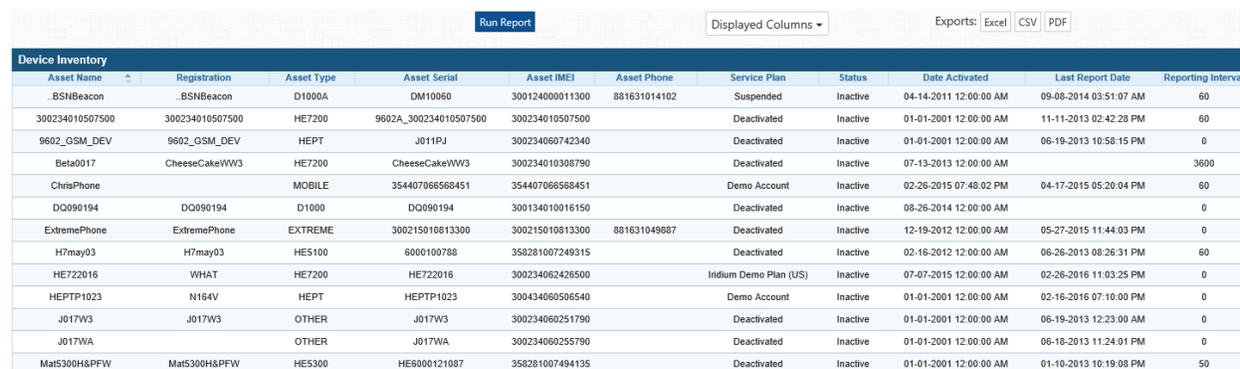


The Set Top Level Association drop-down menu allows Users to specify which Top Level identifier you wish to run the report. This allows you to change the report perspective so that you can see Users and their associations, Groups and their associations, or Devices and their associations.

Clicking Run Report will immediately generate the Association Report. Click the Excel or CSV buttons to export the Report data in the respective formats. (NOTE: Export options are only available for the Groups top level association type.)

Device Inventory

The Device Inventory feature allows Users to generate, view, and export Reports showing full device information, including service plans and activation dates for all devices on the account.



The Displayed Columns drop-down menu provides the capability to define which columns will be shown in your Inventory Report. Check or uncheck a checkbox to show/hide a column. Columns are immediately shown/removed without having to run the Report again.

Clicking Run Report will immediately generate the Association Report. Click the Excel, CSV, or PDF buttons to export the Report data in the respective formats.

Device History

The Device History Report shows remote interactions with your Blue Sky Network products. Interactions such as Parameter Updates, Parameter Requests, profile updates, and Ping requests will be displayed in this Report.

NOTE: At this time only PING interactions are shown in the Device History Report. We are currently in the process of deprecating the Manage > Device History page in favor of the Device History Report.

Entry Date UTC	Device Name	IMEI	Entry	Status	Source	User	Company	Text
08-24-2016 21:23:15	N18MC	300224010612510	Ping	Acknowledged	Iridium			
08-24-2016 21:16:40	N18MC	300224010612510	Ping	Sent	Iridium			
08-24-2016 21:16:37	N18MC	300224010612510	Ping	Queued	-	ittester (Sky, Blue)	Blue Sky Network (ITTester)	
08-24-2016 20:47:12	N18MC	300224010612510	Ping	Acknowledged	Iridium			
08-24-2016 20:45:19	N18MC	300224010612510	Ping	Sent	Iridium			
08-24-2016 20:45:19	N18MC	300224010612510	Ping	Queued	-	ittester (Sky, Blue)	Blue Sky Network (ITTester)	
08-24-2016 15:40:57	N18MC	300224010612510	Ping	Sent	Iridium			

Entry

The Entry column shows the Type of interaction being performed. Use the “Select Entry Types” drop-down menu to select which types of device interactions appear in the report.

Status

The Status column shows the current status of each Entry. For example, a device Ping can be in one of three states:

- **Queued** – The Ping has been queued for delivery to the device.
- **Sent** – The ping has been sent to the device.
- **Acknowledged** – The Ping was sent to the device and the device has acknowledged receipt.

Source

The Source column displays the Network that was used to send the Entry to or from the server. Use the “Select Source Types” drop-down menu to select which sources appear in the report.

Available Sources include:

- **Iridium** – The Iridium satellite network.
- **GSM** – Cellular network connection.
- **Blank** – Indicates that this Type of entry was generated by the server.

Exports

Device History Reports can be exported into one of the following formats: XLSX (Excel), CSV, or PDF. Click a button to immediately generate your report in the selected format and begin downloading.

Playback Trips

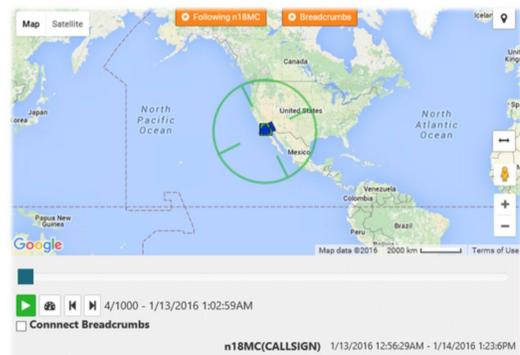
The Playback Trips feature can access specified historical Trips that were generated by your devices and display a 'Playback' video which plays through your devices trip(s) on the map. You can also export the trip data to Excel or CSV format.

IMEI	Start Date	Start Event	End Date	Stop Event	Trip Time	Trip Distance	View Trip	Excel Export	CSV Export
100000000000011	02-26-2016 01:29:56 PM	NormalPositionReport	02-26-2016 01:30:01 PM	PowerOff	00:00:05	0	View Playback	Excel Export	CSV Export
100000000000011	02-26-2016 02:06:11 PM	NormalPositionReport	02-26-2016 02:12:23 PM	PowerOff	00:06:12	0	View Playback	Excel Export	CSV Export
100000000000011	02-26-2016 02:17:50 PM	NormalPositionReport	02-26-2016 02:39:32 PM	PowerOff	00:21:42	0	View Playback	Excel Export	CSV Export
100000000000011	02-26-2016 02:39:40 PM	PowerOn	02-26-2016 02:48:41 PM	PowerOff	00:09:01	0	View Playback	Excel Export	CSV Export
100000000000011	02-26-2016 02:51:40 PM	NotMoving	02-26-2016 02:52:44 PM	PowerOff	00:01:04	0	View Playback	Excel Export	CSV Export
100000000000011	02-26-2016 02:58:23 PM	NormalPositionReport	02-26-2016 03:08:17 PM	PowerOff	00:09:54	0	View Playback	Excel Export	CSV Export

- Device Menu** – Select a device from the drop-down menu.
- From** – Use to select the playback start date.
- To** – Use to select the playback end date.
- Time zone** – Use this menu to select the time zone of the From/To dates.
- Completed Trips Only** – Check this option to show only completed trips in the result set.
- Run Report** – Runs the report using the specified criteria.
- View Playback** – Launches a playback window and plays the selected Trip.
- Excel Export** – Exports all Trip data to XLS format.
- CSV Export** – Exports all Trip data to CSV format.
- Paging** – Use the arrows to navigate through pages of the report or use the drop-down menu to select the max number of rows to show on each page.

View a Trip Playback

- Select a device from the drop-down menu.
- Enter the From and To times using the date/time pickers.
- Use the time zone drop-down menu to select local time or UTC time.
- If required, check 'Completed Trips Only' checkbox.
- Click Run Report.
- From the result set, click 'View Playback' to launch the Playback (right).



NOTE: If no results are returned, you will need to revise the 'From' and 'To' dates to include a timeframe where there are valid trips.

Playback Generator

The Playback Generator feature can access historical Report and Event data sent from your devices to SkyRouter and display a 'Playback'.

1. **Asset** – A list of Assets to run Playback Reports on.
2. **Start Date** – The Start Date to retrieve Playback Report Data.
3. **End Date** – The End Date to retrieve Playback Report Data until.
4. **Start & End is in UTC** – Check this option to set your Start/End Dates as UTC time zone.
5. **Start & End is in Local Time** – Check this option to set your Start/End Dates as Local Time.
6. **Generate Report** – Generates the Playback Report with the specified parameters.

Playback Report Generator

From this page you can manually generate a playback report for an asset that is under your account.

To create a report do the following

1. Select an asset
2. Select a start date
3. Select an end date
4. If you entered a start date based on your local time select the box for local time.

ⓘ Be aware that you will be limited to 1000 reports and dates must be less than 2 weeks apart

Create a Playback:

1. Select an Asset.
2. Select a start date.
3. Select an end date.
4. If you entered a start date based on your local time, select the box for local time.

NOTE: Be aware that you will be limited to 1000 reports and dates must be less than 2 weeks apart.

Playback Controls

Playback Controls appear at the bottom of the Playback window. They are used to perform operations such as start/stop the Playback and change playback speed.



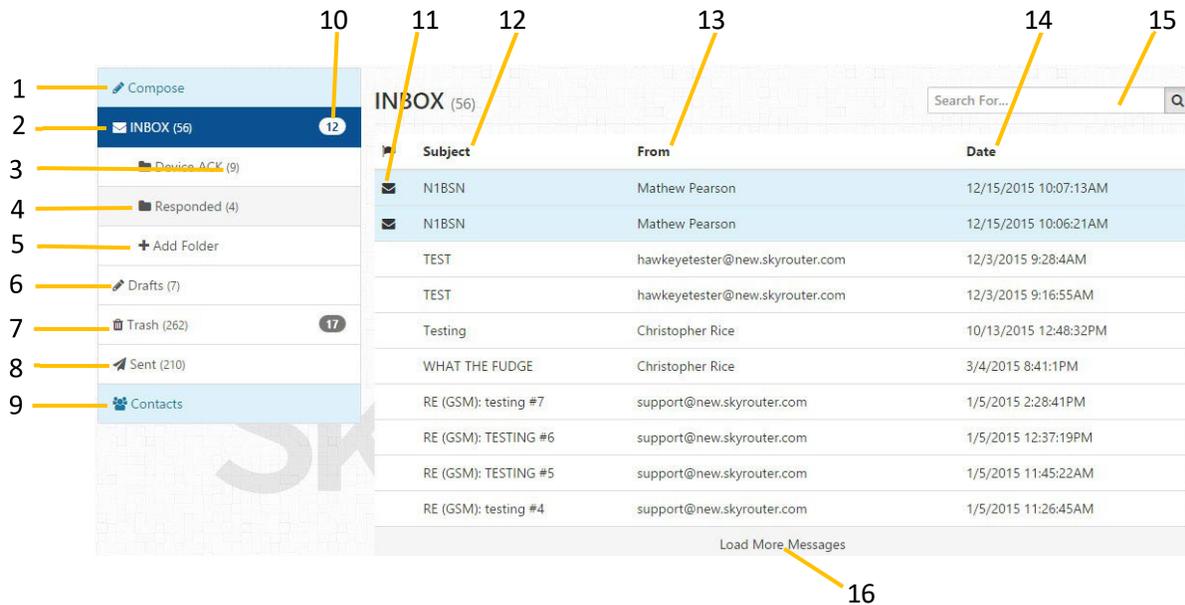
1. **Playback Slider Bar** – Slide this bar to move forwards/backwards in the Playback Report.
2. **Connect Breadcrumbs** – Check this option to connect historical breadcrumbs with a line.
3. **Play/Stop** – Press this button to Play/Stop Playback.
4. **Speed** – This button can be used to control the Playback speed. Available speeds 1-9.
5. **Skip** – Skips to the end/start of the Playback.
6. **Report Count/Current Time** – The total day count and date/time of the Playback.
7. **Download** – Downloads a KMZ export of the current Playback.
8. **Device name/Tail number** – The device tail number and name.
9. **Start/End Time** – Displays the start and end date/time of the Playback Report.

Communicate

The Communicate Page provides access to your SkyRouter email account. You can send and receive email messages and organize them into folders. Standard email features such as reply, forward, and delete are supported.



When there are unread emails in the Inbox the Communicate page icon (in the Navigation Bar) will show an unread email count.



1. **Compose** – Provides access to the Compose message feature.
2. **Inbox** – This is where incoming emails are stored.
3. **Email Count** – The total count of emails in a folder.
4. **Sub-Folder** – A sub-folder created under the Inbox.
5. **Add Folder** – Click to instantly create a new folder.
6. **Drafts** – Unsent emails which have been saved as drafts are stored here.
7. **Trash** – Deleted emails are stored here.
8. **Sent** – Sent emails are stored here.
9. **Contacts** – Provides access to the Contacts feature.
10. **Unread Count** – The total count of unread emails in a folder.
11. **Unread Email Flag** – This icon identifies unread emails. They are also highlighted blue.
12. **Email Subject**
13. **From Address**
14. **Date/Time Received**
15. **Search** – Search for keywords in emails, including subject and addressees.
16. **Load More Messages** – Click here to show more email messages in the current folder.

Email Addresses

SkyRouter email address

Every SkyRouter account has its own email address. The email address is userid@<YourSkyRouterDomain>.com. You can send emails to and from your SkyRouter email address without restrictions, including emails to devices. Emails from SkyRouter email accounts to devices are always allowed.

Device email address

Each device has its own email addresses which can be used to send emails to the device. Device email addresses are IMEI@<YourSkyRouterDomain>.com and devicename@<YourSkyRouterDomain>.com.

Whitelist

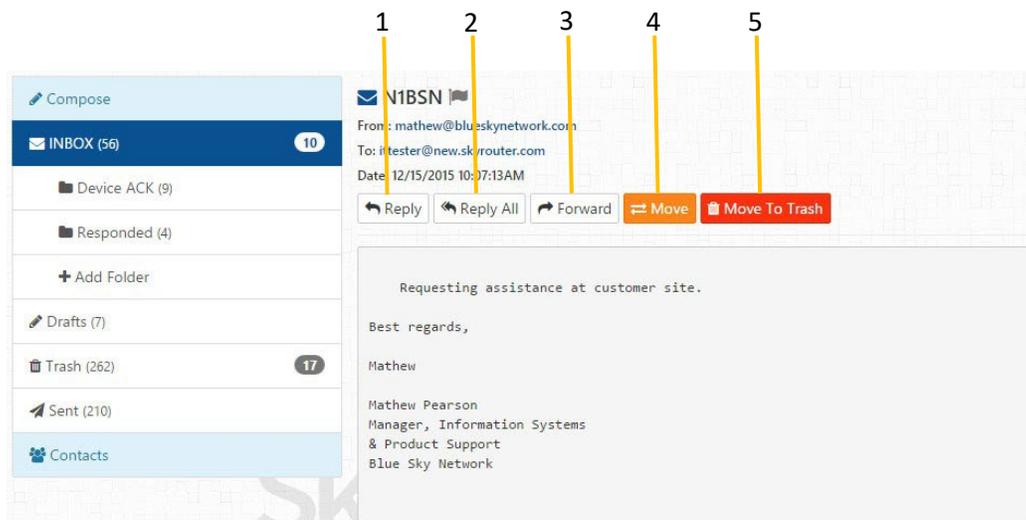
By default, all emails from sources outside of SkyRouter are rejected. Since messages to the device will use units, this will prevent spam and unexpected usage on devices.

NOTE: Emails from SkyRouter accounts to devices are always allowed.

See the Manage section of this User Guide for information on managing the Whitelist.

Reading Pane

From the Communicate page, click an email to read. The message is instantly shown in the Reading Pane.



1. **Reply** – Create a reply message with the original sender only.
2. **Reply All** – Create a reply message with the original sender and all copied recipients.
3. **Forward** – Send a copy of the message to another recipient.
4. **Move** – Move the message to another folder.
5. **Move To Trash** – Move the message to the Trash folder.

Compose

Not all assets can receive messages. There are also limitations on how big of a message different device models can receive (see product User Guide). To accommodate all device types, the Compose feature is limited to 200 characters. To send larger messages to devices that support it, send them from an external mail client.

NOTE: Sending a message to an asset may incur a charge based on the length of the message.

Compose new message

This form allows a user to send a message to an asset, contact or other email account. It behaves just like a normal email system except there are some restrictions in terms of what can be sent to assets. To send a message just fill out the form and click send.

- Subject: Report in N1BSN
- To: N1BSN@new.skyrouter.com
- CC: Mathew@blueskynetwork.com
- BCC: (empty)
- Add Asset (button)
- Add Contact (button)
- Save as Draft (button)
- Send (button)
- characters: 34/200
- N1BSN please send a status update.

Compose Feature Explanation

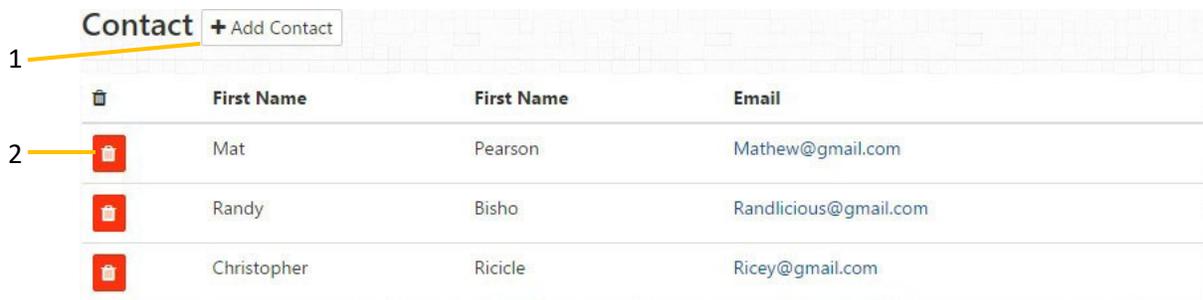
- Subject** – Email subject.
- To** – The recipient(s) email address.
- CC** – Carbon copy recipient(s) email address.
- BCC** – Blind carbon copy recipient(s) email address.
- Add Asset** – Use the drop-down menu to select an asset. Click Add Asset to include the Asset in the To field.
- Add Contact** – Use the drop-down menu to select a Contact. Click Add Contact to include the Contact in the To field.
- Save As Draft** – Saves a copy of the current email in the Drafts folder. The email can be sent at a later time.
- Send** – Immediately sends the email.
- Character Count** – Shows a character count of the current email message.
- Body** – The email body (content).

Compose an Email

- From the Communicate Page, click the Compose button.
- Enter a Subject.
- Enter email addresses or use the Add Asset or Add Contact features to add recipients into the To field.
- Add BCC or CC recipients.
- Enter text into the Body field.
- Click Save as Draft to send later or Send to deliver the email.

Contacts

The Contact feature keeps all your contacts right at your fingertips. SkyRouter supports storing email contacts which can be quickly added to emails without the need to type email addresses.



1. **Add Contact** – Click to add a new Contact.
2. **Delete** – Click to delete a Contact (warning: this cannot be undone).

Contacts you have added to your SkyRouter account can be added as recipients when sending emails. Just select a contact from the Contacts drop-down menu and click Add Contact when composing or replying to a message.



Managing Contacts

Add a Contact

1. From the Communicate Page, click Add Contact.
2. Enter the contact details into the First Name, Last Name, and Email Address fields.
3. Click Save to create the Contact or click Cancel to exit.

Edit a Contact

1. From the Communicate Page, click on a contact to enter Edit mode.
2. Edit the contact details.
3. Click Save to make the changes or click Cancel to exit.

Delete a Contact

1. From the Communicate Page, click Add Contact.
2. Locate the Contact.
3. Click the Delete button next to the First Name (warning: this cannot be undone).

Technical Support

Blue Sky Network is committed to providing the highest level of service and support. If you have any questions or concerns, please feel free to contact your account manager or support. Contact information is available at the bottom of this page.

Non-emergency technical support is available for all Blue Sky Network products and services Monday through Friday 8 a.m. to 5 p.m., U.S. Pacific Standard Time.

Emergency technical support for aviation subscribers is available 24 hours a day, 7 days a week, 365 days a year. Please be aware a service charge may apply.



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Frequently Asked Questions

1. Why are my devices not receiving emails?

- a. By default, emails received for devices are blocked unless they are sent from the SkyRouter interface. The Whitelist controls which email addresses are permitted to send emails to devices on the SkyRouter account. The Whitelist must be enabled and populated with entries for emails to be accepted to the device. There are two Whitelists; the auto-whitelist (automatically adds email addresses to the Whitelist when the device sends emails to them) and the manual Whitelist (must enter a comma separated list of email addresses).

2. Where should I place devices on my assets?

- a. Blue Sky Network Portable Tracking devices require a good view of the sky to operate optimally. We recommend placing the device in a location with a completely unrestricted view of the sky. In an aircraft or vehicle, we recommend that the device maintain a clear line of sight to the horizon and directly above. Things to consider when placing your device:
 - i. **Obstructions:** Iridium and GPS signals travel by line of sight, meaning they will pass through clouds, glass, wood, and plastic but are reflected by solid objects such as metal, and absorbed by water. Avoid placing your tracking device below the windscreen brace, against posts, or behind other metal objects. Every effort should be made to achieve maximum visibility. Avoid powering off your tracking device when the devices line of sight is obstructed (hangar, maintenance bay, garage etc). This can cause the device to queue reports due to insufficient signals. Queued reports will be delivered next time the device is powered on and has signal. (NOTE: Queue space is limited and reports can be lost.)
 - ii. **Interference:** All wireless devices, including Iridium and GPS tracking devices, are susceptible to RF (radio frequency) interference from other devices. Avoid

placing your tracking device next to other GPS devices and equipment such as compasses, radar devices, transponders, VHF radios, and high-power lines.

- iii. **Heated Windscreen:** Heated windscreens normally have an electric element across or around the screen. These heating elements may interfere with GPS and Iridium signals and cause intermittent tracking and delays in reports being sent to the SkyRouter systems. If you have heated windscreens, we recommend placing the unit near another window which does not have heating elements.
- iv. **Still having issues?** If you have observed the guidelines indicated in this document and are still experiencing issues, please contact Blue Sky Network Technical Support for further assistance. Please provide as much detailed information as possible, including: IMEI/Serial number of the device; photograph of the installation location and device; and the type of aircraft/vehicle the device is in.

3. Why can't I see my assets?

- a. There are a couple of possible reasons why you cannot see your assets on the map.
 - 1) You have a filter on the asset list turned on. Open the asset list on the track page and verify there are no filters set.
 - 2) You are a member of a group that has expired. When groups expire, the assets that are a member of that group will be removed from accounts where that group was present. To see if you are a member of any expired group, navigate to the Settings > Contact Info page and scroll down to the "Group Membership Information" section. To reactivate groups, please contact you Administrator.

4. How can I change information about a device?

- a. To change information about a device, navigate to the Manage > Devices page and locate the pencil icon next to the asset you wish to change information for. Proceed to make your changes and then click 'Save'. Your changes will be instantly propagated to anyone who can see the asset.

5. Why do I not have the same pages available as other users?

- a. SkyRouter allows for administrators to control exactly what a user can and cannot see. They can hide entire features or pages from your view or prevent access to assets. There are two mechanisms for this: the Permissions system, located under Manage > Users; and the Groups system, located under Manage > Groups.