



Xeos Online

Organization Administrator's Guide

Monitoring System for Iridium Devices

Version: 2.0

Release Date: April 8, 2014

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Introduction

Xeos Online is a web based console for managing devices that use satellite technology as their means of communication. A versatile open framework software, it enables users to monitor their entire inventory of satellite communication devices from personal safety devices to vehicle tracking devices to remote perimeter alarms and more.

About This Manual

Xeos Online has three different primary user roles. They are:

User	A user is able to view mapping and messaging data for all devices in his/her organization. They are not able to manage devices (add/remove or change configuration) or users.
Organization Administrator	An organization administrator has the rights and privileges of a user but they are also able to manage devices and users for their organization(s). They also have control over the forwarders. A Forwarder is a tool to broadcast human readable messages of certain types to people without requiring them to have user access.
System Administrator	The system administrator has the rights and privileges of an organization administrator but is also able to create and manage organizations. To facilitate that work, the system administrator has access to a separate tab which provides all user and organization information in one place. Only organizations hosting their own server are able to designate a System Administrator.

The purpose of this manual is to provide direction for Organization Administrator functions only. Activities available to Users are explained in the separate ***Users Guide*** and those available to System Administrators are available in the ***System Administrators Guide***.

Iridium Account Management Access

Xeos Technologies is extending the ability to manage their own Iridium Communication accounts to certain customers. All changes to accounts, including financial or operational repercussions, will be the responsibility of the customers.

Version Descriptions

Version	Date Released	Software Version	Description of changes
2.0	March 15, 2014	R2172	Change in database engine, additional device support, support for Iridium account management

System Setup

Cloud

The standard version of the software is accessible on any computer with internet access through the Xeos Online website. Only Xeos employees may be designated **Systems Administrators** in the Cloud version.

To access the website, navigate to:

<http://online.xeostech.com>

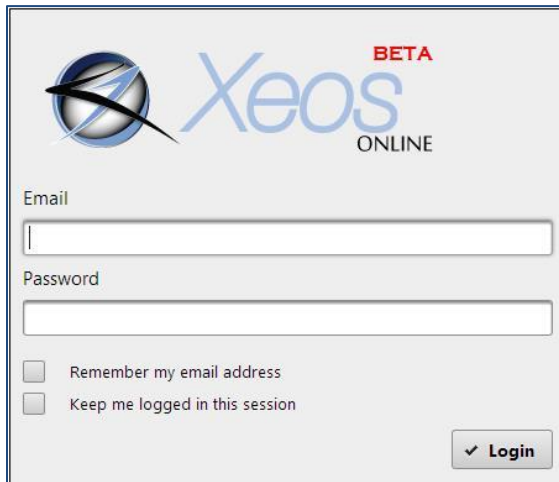
Recommended internet browsers to use are Google Chrome or Firefox Mozilla. Security concerns may exist for MS Internet Explorer or other browsers.

Hosted

Alternately, customers may purchase a license for Xeos Online and host their own server. In these cases, the address for accessing the program will be provided by the customer's IT department.

This manual does not cover any of the steps required for setting up a hosted server. Please contact Xeos at 1-902-444-7650 for information on licensed versions and setup requirements.

Login

The image shows a login form for 'Xeos ONLINE BETA'. At the top left is a logo consisting of a blue sphere with a white arrow pointing upwards and to the right. To the right of the logo, the word 'Xeos' is written in a large, light blue, sans-serif font, with 'ONLINE' in a smaller, black, sans-serif font below it. Further to the right, the word 'BETA' is written in a small, red, sans-serif font. Below the logo and text, there are two input fields: the first is labeled 'Email' and the second is labeled 'Password'. Below the password field, there are two checkboxes: the first is labeled 'Remember my email address' and the second is labeled 'Keep me logged in this session'. At the bottom right of the form is a button labeled 'Login' with a small checkmark icon to its left.

1. Your email address will be your user id for this application. Please enter the email address used by your system administrator to create your account.
2. Enter the password.
3. To have your browser remember your username, check the **Remember my email address** box.
4. If you would prefer not to have the session timeout, check **the Keep me logged in this session** box.
5. Click **Login**

Software Version

To confirm the version of software you are using, review the version number and date along the bottom left of the screen.

Copyright (c) 2013 Xeos Technologies Inc. (2014/03/12 05:01:09 - R2172)

13 Mar 2014 :: 8:12:15 AM [GMT -7:00]

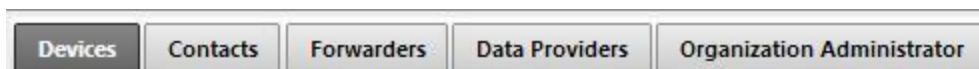
Xeos Online Toolbars

Please consult the Xeos Online Users Guide for general navigation direction.

Administration Functions

To get to the administration functions, you must click on the Admin tab in the overhead menu. Please note, different user roles have different access to Admin functions and may see different views.

The Organization Administrator has access to all Admin functions for the Organizations to which they belong **and** have been designated an administrator.

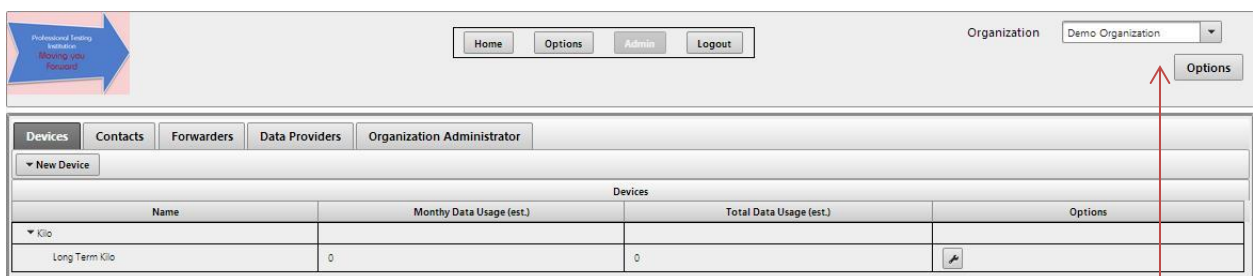


Creating Organizations

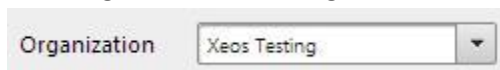
Organization Administrators cannot create new organizations within the application. To use different organizations to represent divisions or projects or joint task forces, please contact Xeos support at support@xeostech.com.

Creating Users

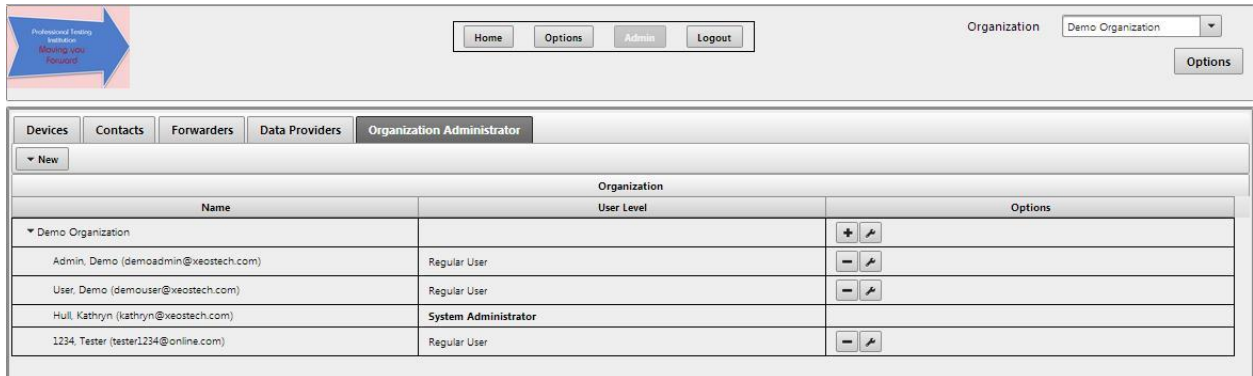
1. Click on the **Admin** button in the overhead tool bar.
2. The following menu bar will appear:



3. Click on the **Organization Administrator** tab. The organizations to which you belong will be displayed. Users are automatically assigned to your current organization as seen in the Organization drop down box in the upper right hand corner of the screen.
4. To change to a different organization, click the drop down and select the right organization.



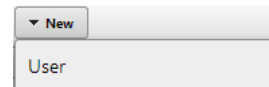
- Click the arrow beside the organization name in the list to see all users currently assigned to the Organization. Their role will be displayed beside their names.



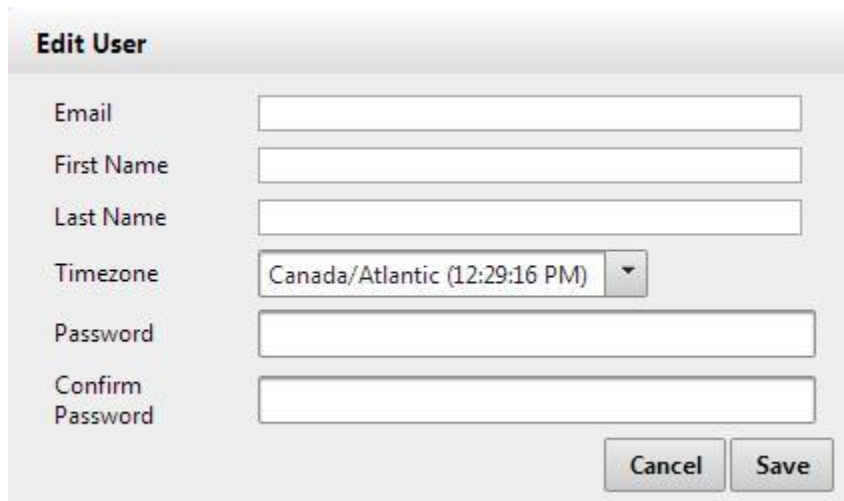
The screenshot shows the Xeos Online Organization Administrators interface. At the top, there is a navigation bar with buttons for Home, Options, Admin, and Logout. The Organization is set to "Demo Organization". Below this, there is a tabbed interface with tabs for Devices, Contacts, Forwarders, Data Providers, and Organization Administrator. The Organization Administrator tab is selected, showing a list of users. The list has columns for Name, Organization, User Level, and Options. The users listed are:

Name	Organization	User Level	Options
Admin, Demo (demoadmin@xeostech.com)	Demo Organization	Regular User	[+/-]
User, Demo (demouser@xeostech.com)	Demo Organization	Regular User	[+/-]
Hull, Kathryn (kathryn@xeostech.com)	Demo Organization	System Administrator	[+/-]
1234, Tester (tester1234@online.com)	Demo Organization	Regular User	[+/-]

- To create a new user, click on **New** and select **User**.



The screenshot shows a dropdown menu with the text "New" and a list of options. The option "User" is selected and highlighted.



The screenshot shows the "Edit User" form. It has the following fields:

- Email: [Text Input]
- First Name: [Text Input]
- Last Name: [Text Input]
- Timezone: [Dropdown Menu] (Currently set to "Canada/Atlantic (12:29:16 PM)")
- Password: [Text Input]
- Confirm Password: [Text Input]

At the bottom right, there are two buttons: "Cancel" and "Save".

The email address will become the user's login username. They will be able to change their time zone settings and their passwords from the Options drop down box on the main menu.

- Click on **Save**.
- The user will automatically be added to the Organization currently displayed in the top right corner as a User. To change their designation to Organization Administrator, please follow the instructions for editing a user assignment.
- You will be required to Logout so the changes to privileges can take effect.
- Repeat for all new users.

Adding Users to Organizations

Once both users and organizations exist in the system, users are assigned to organizations. **One user can belong to more than one organization¹**. Consider using projects or regional teams as organizations.

1. Click on the **Admin** button in the overhead tool bar.
2. Click on the **Organization Administrator** tab.

▼ Xeos Technologies		 
Black, Michael (michael@xeotech.com)	Organization Administrator	 
Boutillier, Steve (steve@xeotech.com)	System Administrator	 
Hull, Kathryn (kathryn@xeotech.com)	System Administrator	 
Inglis, Derek (derek@xeotech.com)	Organization Administrator	 
User, Test (test@xeotech.com)	Organization Administrator	 

3. To add a user to an organization, click on the + sign beside the organization name.

Select User

1, contact (contact1@xeotech.com) ▼

 as

User

Add

Cancel

4. Select the user you wish to add from the drop down list.
5. If the user is to be an **Organization Administrator**, click on the **User** button and it will change to **Admin**.
6. Click on **Add**.
7. Adding a user requires you to log out and log back in for changes to take effect. **If you wish to continue adding users only, you may continue until you have added all users and then proceed to log out.**
8. To edit user details, click on the  beside the user name. This is also how you will modify passwords on user accounts.

Edit User

Email

tester1@xeotech.com

First Name

tester

Last Name

smith

Timezone

Canada/Atlantic (01:04:06 PM) ▼

Set Password?

no

Cancel

Save

¹ At this time, Xeos Technologies must create all organizations unless you own a hosted server version.

9. To remove a user from an organization, expand the organization user list by clicking on the arrow beside the organization name.
10. To set an automatically added user as Organization Administrator, you will need to remove them from the Organization first and then re-add them.
11. Click on the  beside the user name.

Adding Devices

Xeos Online supports a variety of devices and communications platforms. Depending on the parameters such as communication type or configuration settings, you will need to select the appropriate device type when adding a new device.

1. Click on the **Admin** button in the overhead tool bar. If you do not see Admin, please ask a system administrator or organization administrator to create the users.
2. You should be in the **Devices** tab.
3. Click on **New** and select the type of Iridium device from the drop down list.



4. Choosing the type of device correctly is very important since the software expects different message formats depending on the type of device.

Iridium Communication Devices

Xeos manufactures a number of devices that use Iridium satellites for communications. Xeos can also incorporate non-Xeos devices into its console. Please contact support@xeostech.com for details.

Please make sure that the Xeos Online IP address has been added to the Iridium account for your device. The address is: **online.xeostech.com:7373**

If you need assistance setting up or changing your account, please contact activations@xeostech.com.

1. Select the appropriate device from the list.

NOTE: Some new devices have not yet been added to the list. For the XMi-7500, select Rover.

Edit Device

Device: Kilo

Organization: Xeos Technologies

Enabled: ☒ Enabled

Debug: ☒ Disabled

Name:

Notes:

IMEI:

Incoming SBD: Direct IP SBD

Outgoing SBD: Direct IP SBD

Forwarders: [Setup](#)

Geofences: [Setup](#)

[Cancel](#) [Save](#)

Organization

If you want to move a device to a different organization, select it from the drop down list.
Note: All the data will move with the device.

Enabled/Disabled

Active devices should be **Enabled**. Devices that are in inventory and not deployed should be **Disabled**. To change it to Disabled, simply click on the dark gray label.

Debug

The debug function is typically disabled for customer applications. Please leave it disabled unless otherwise instructed by Xeos technical support.

Name

This is the common name displayed throughout the application. Choose something that will be immediately clear to all your users. It may be changed at any time. Ex. *Site13 ATT* might be changed to *Inventory1*.

Notes

Free form field for any details it is useful to have perhaps including, deployment details, battery packs used, serial number, or firmware version.

IMEI

The IMEI is a unique 15 digit identifier for the Iridium communications module in your device – akin to a phone number. All messages from the device will include this ID so it must be correct to receive information in the console.

Incoming SBD

If your Iridium account has been provisioned with the IP address for Xeos Online, this should be set to Direct IP. If you do not have access to the Iridium account, please contact support@xeostech.com.

Outgoing SBD

If your Iridium account has been provisioned with the IP address for Xeos Online, this should be set to Direct IP. If you do not have access to the Iridium account, please contact support@xeostech.com.

Forwarders and Geofences will be covered in their own sections, since they are the same for all devices.

Nano Shout/Personnel Tracking Devices

The Nano Shout is setup the same way as other Iridium devices except for the encryption.

1. Select **Nano Shout** from the drop down list.

Edit Device

Device: Nano Shout

Organization: Xeos Technologies

Enabled: ☒ Enabled

Debug: ☒ Disabled

Name:

Notes:

IMEI:

Incoming SBD: Direct IP SBD

Outgoing SBD: Direct IP SBD

Forwarders:

Geofences:

Encryption Key:

Decryption Key:

2. Setup per the instructions for Iridium devices.

The Nano Shout (all models) has optional encryption for all messaging features. The user programs the encryption and decryption keys on the Shout.

These user determined keys are the ones required in setup to allow Messaging in Xeos Online.

3. Enter the Encryption key, exactly.
4. Enter the Decryption key, exactly.
5. Messaging with the remote Shout is available.

RAM-100

The RAM-100 Perimeter Surveillance Device is a static device and does not report its position.

Edit Device

Device: RAM 100

Organization: Xeos Technologies

Enabled: ☒ Enabled

Debug: ☒ Disabled

Name:

Notes:

IMEI:

Incoming SBD: Direct IP SBD

Outgoing SBD: Direct IP SBD

Forwarders:

Geofences:

Latitude: 0.0

Longitude: 0.0

1. Select the RAM from the drop down list.
2. Fill out all fields as per Iridium devices
3. Enter the coordinates of its deployed position.
4. Enter the Latitude in decimal format. Ex. 44.63627
5. Enter the Longitude in decimal format. Ex. -63.90827
6. The position information determines where the alarm status and updates are displayed on the map.

ARGOS Devices

Provisioning

There is no special provisioning required for the ARGOS account. When the ARGOS account is setup, you will receive a program name and password. Xeos Online will use this information to download the location information automatically.

Device Setup

At this time, Xeos has the ATT & XMA series on the device list. The ATT is a Xeos manufactured ARGOS Personal Tracking Transmitter (PTT) and the XMA series are sub-surface recovery beacons. Please use the most appropriate device for any ARGOS device.

1. Select ATT from the drop down device list.

The 'Edit Device' form is a web-based interface for configuring a device. It includes the following fields and controls:

- Device:** A dropdown menu with 'ATT' selected.
- Organization:** A dropdown menu with 'Xeos Technologies' selected.
- Enabled:** A toggle switch with a checkmark and the label 'Enabled'.
- Debug:** A toggle switch with an 'x' and the label 'Disabled'.
- Name:** A text input field.
- Notes:** A large text area for free-form notes.
- Program Number:** A text input field.
- Platform ID:** A text input field.
- User Name:** A text input field.
- Password:** A text input field.
- Forwarders:** A button with a wrench icon and the text 'Setup'.
- Geofences:** A button with a wrench icon and the text 'Setup'.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom right.

Organization

If you want to move a device to a different organization, select it from the drop down list. *Note: All the data will move with the device.*

Enabled/Disabled

Active devices should be **Enabled**. Devices that are in inventory and not deployed should be **Disabled**. To change it to Disabled, simply click on the dark gray label.

Debug

The debug function is typically disabled for customer applications. Please leave it disabled unless otherwise instructed by Xeos technical support.

Name

This is the common name displayed throughout the application. Choose something that will be immediately clear to all your users. It may be changed at any time. Ex. *Site13 ATT* might be changed to *Inventory1*.

Notes

Free form field for any details it is useful to have perhaps including, deployment details, battery packs used, serial number, or firmware version.

Program Number

ARGOS issued program number

Platform ID	Corresponds to the ID programmed into your ARGOS transmitter.
User Name	ARGOS program website username
Password	ARGOS program website password

Forwarders and Geofences will be covered in their own sections, since they are the same for all devices.

Cellular Devices

Bluewater Device

The Bluewater uses GSM Short Message Service to communicate GPS positions and other information. When configuring the Bluewater, the IP address for Xeos Online must be used:
online.xeostech.com:7373

Edit Device

Device: Bluewater

Organization: Xeos Technologies

Enabled: ☒ Enabled

Debug: ☐ Disabled

Name:

Notes:

Serial Number:

Forwarders:

Geofences:

Encryption Key:

Decryption Key:

Organization

If you want to move a device to a different organization, select it from the drop down list. *Note: All the data will move with the device.*

Enabled/Disabled

Active devices should be **Enabled**. Devices that are in inventory and not deployed should be **Disabled**. To change it to Disabled, simply click on the dark gray label.

Debug

The debug function is typically disabled for customer applications. Please leave it disabled unless otherwise instructed by Xeos technical support.

Name This is the common name displayed throughout the application. Choose something that will be immediately clear to all your users. It may be changed at any time. Ex. *Site13 ATT* might be changed to *Inventory1*.

Notes	Free form field for any details it is useful to have perhaps including, deployment details, battery packs used, serial number, or firmware version.
Serial Number	The serial number of the Bluewater device, numbers only. This is used as part of the encryption.
Encryption Key	Enter a numeric encryption key which exactly matches the key setup on the device.
Decryption Key	Enter a numeric decryption key which exactly matches the key setup on the device.

Forwarders and Geofences will be covered in their own sections, since they are the same for all devices.

Forwarding Alarms & Messages

Forwarders are the tool used for passing messages or data along to one or more people automatically, without the need for real time monitoring of the software. This is especially useful in the case of devices which have alarm events occurring which require real time intervention.

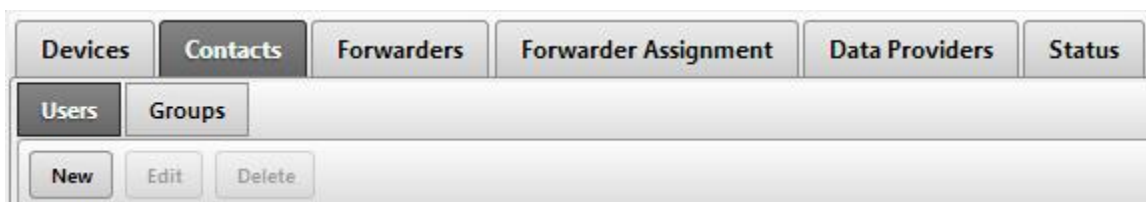
To setup a forwarder, you need to know:

- who needs to be informed
- what kind of information they want which comes from a device
- how they would like to be informed.

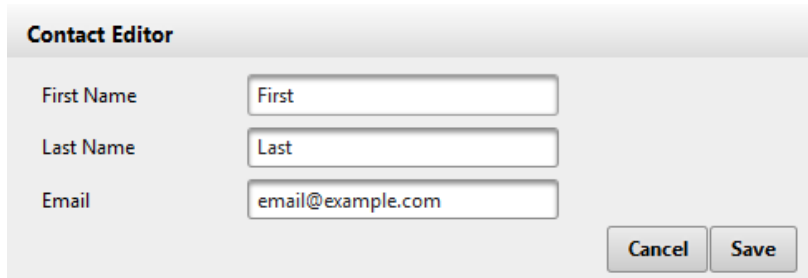
Create Contacts

Contacts are individuals who wish to be notified of events or data arriving. They might already be Xeos Online users but they need to be setup as contacts as well.

1. Click on the **Admin** button in the overhead tool bar.
2. Click on the **Contacts** tab.



3. Click on the **Users** button and press **New**.



Contact Editor

First Name

Last Name

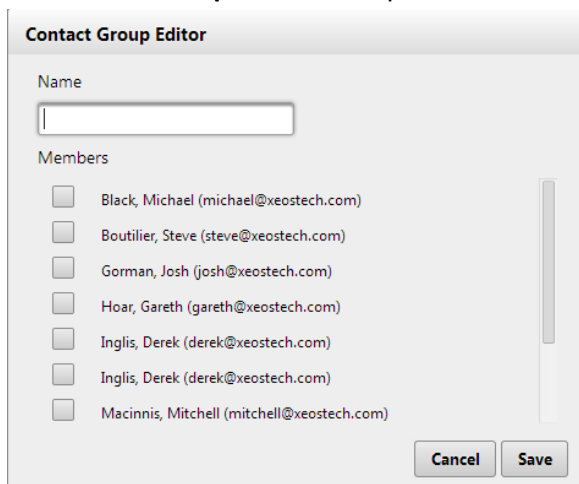
Email

4. Enter the first and last name of the contact. This is how they will be displayed in the application.
5. Enter the email address of the contact **at which they wish to receive notifications**.
6. Click on **Save**.

Create Groups

Once all the contacts have been created, setup groups. A group **must** be created in order to setup a forwarder, even if it contains only one contact.

1. Click on the **Admin** button in the overhead tool bar.
2. Click on the **Contacts** tab.
3. Click on the **Groups** button and press **New**.



Contact Group Editor

Name

Members

- ☐ Black, Michael (michael@xeostech.com)
- ☐ Boutilier, Steve (steve@xeostech.com)
- ☐ Gorman, Josh (josh@xeostech.com)
- ☐ Hoar, Gareth (gareth@xeostech.com)
- ☐ Inglis, Derek (derek@xeostech.com)
- ☐ Inglis, Derek (derek@xeostech.com)
- ☐ Macinnis, Mitchell (mitchell@xeostech.com)

4. Give the group a name. Remember when naming the group that they are grouped only because they wish to receive information **of the same type** about the **same devices**. For instance, don't group people who wish to receive only alarm notifications with people who need to see all data incoming from a device.
5. Check those users who should be members of this group.
6. Click **Save**.

Create Forwarders

Forwarders setup the rules about what type of information should be sent to which group(s) of people. Forwarders can be setup one time and reused on lots of different devices, provided the same rules apply for each installation.

1. Click on the Admin button in the overhead tool bar.

2. Click on the **Forwarders** tab.
3. Click on **New**.

Forwarder Setup

General

Forwarder Type: All Email Forwarder (*)

Name:

Description:

Limit: Max forwards in mins

Note: Zeros indicate no limit on the number of forwards sent

Targets

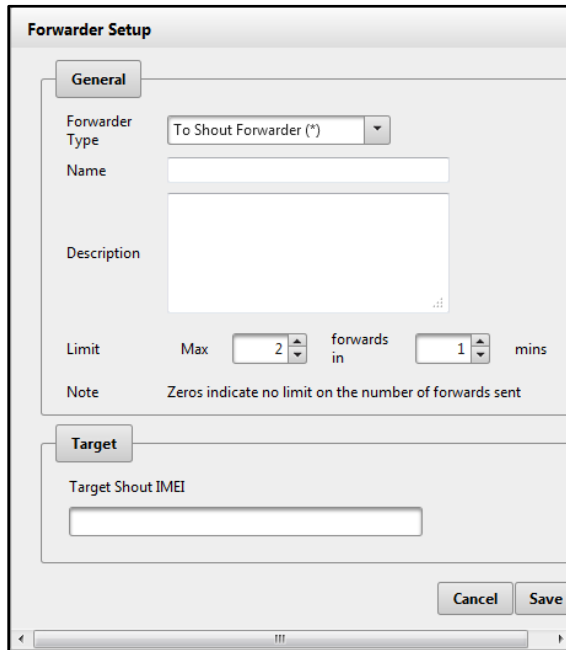
- ☐ Alarm forwarders
- ☐ Derek and Gareth and Wheeler
- ☐ Josh
- ☐ Lorne Only
- ☐ new sentinel test group
- ☐ Recovery Team
- ☐ Sentinel Team
- ☐ Steve Only

Cancel Save

4. There are three types of forwarder:
 - a. **Alarm Email Forwarder.** This forwards *only alarm notifications* from the device.
 - b. **All Email Forwarder.** This forwards *all incoming data* from the device.
 - c. **To Shout Forwarder.** This forwards *all incoming data to a Nano Shout device*.
5. Select the appropriate type of forwarder.
6. Assign a name, remembering that this forwarder only decides the rules of what is forwarded and to whom but can be reused on multiple devices or projects as needed.
7. Add a description with any additional information that might be helpful.
8. Set the forwarding limit. Depending on the circumstances, it may be irritating, expensive or confusing to have a lot of data coming in at once. The limit places an upper threshold on how many items will be forwarded in a given time range.
 For instance, the default of **Max 2 forwards in 1 min** means that no more than 2 notifications will be forwarded in a 1 minute period. If public safety is involved, that might not be enough. If the device is deployed for a rough survey of information, it might be more than enough.
 To set **no limit** enter 0 in both fields and all notifications (as determined by the forwarder type) will be sent on.
9. Set the **Targets**. Select all applicable groups to be notified from the check list.
10. Click on **Save**.

Create “To Shout Forwarder”

The setup is a little different if the forwarder is sending on to a Nano Shout device.



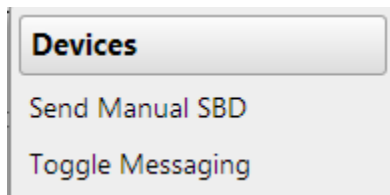
The screenshot shows a 'Forwarder Setup' dialog box with two tabs: 'General' and 'Target'. The 'General' tab is active, showing fields for 'Forwarder Type' (set to 'To Shout Forwarder (*)'), 'Name', 'Description', 'Limit' (Max 2, forwards in 1 mins), and a 'Note' stating 'Zeros indicate no limit on the number of forwards sent'. The 'Target' tab is also visible, showing a 'Target Shout IMEI' field. At the bottom right are 'Cancel' and 'Save' buttons.

Instead of assigning groups, the Forwarder works to send notifications to a single Nano Shout device as identified by its IMEI (Iridium modem serial number), a 15 digit code.

Messaging

Using the Nano Shout with Xeos Online, it is possible to have two way communications between the operator and the users of the Nano Shout. The process is very simple.

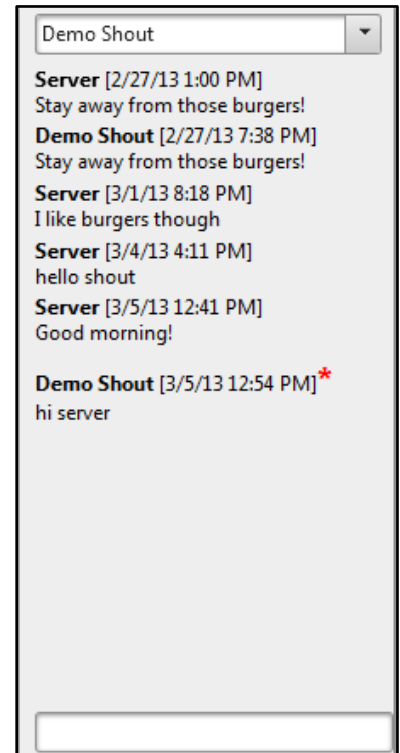
1. Click on the **Options** button in the overhead tool bar.



2. Choose **Toggle Messaging**

3. A messaging panel will appear on the right hand side of the display.
4. Click on the drop down list to choose the device you would like to communicate with.
5. All historical conversations will be displayed.
6. New or unread messages will have a red asterisk (*) beside them.
7. To send a message, simply type in the text box at the bottom of the panel and press the keyboard Enter key when finished.
8. The sent message then appears in the dialogue.
9. When a new message is received from any Shout, a red text message will appear on the main display panel.

NOTE: If a Shout is not setup in the Device list, any messages sent from that device will not be received in the messaging panel.



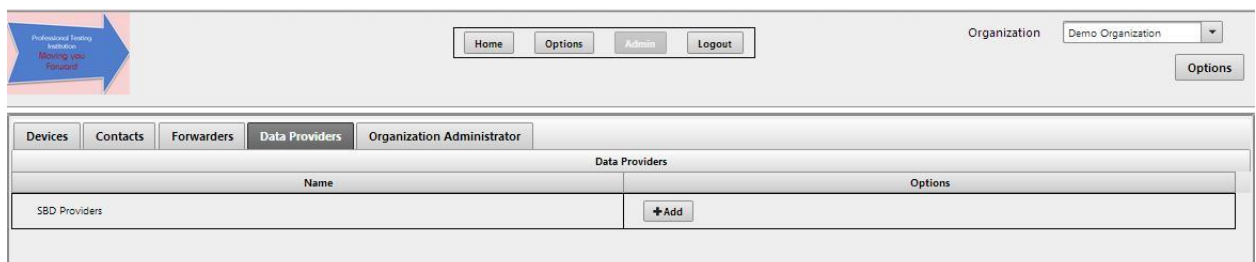
Geofences

This function has not yet been enabled in Xeos Online.

Data Providers – Admin Tab

If you are unable to add the Xeos Online IP address to the provisioning of your Iridium account, you can forward the emails you receive from another account to the database. This is not recommended since it adds another layer of complexity.

1. Click on the Admin Tab
2. Select Data Providers



3. Click on the  Add
4. It is similar to setting up an email application, such as Outlook, and provides Xeos Online permission to download messages from your email service provider.

5. For assistance in determining if you need to use this function or help setting it up, please call +1-902-444-7650.

The screenshot shows a web-based form titled "Edit Email Account". It is divided into three sections: "General", "Incoming", and "Outgoing".

- General:** Contains an "Enabled" checkbox (checked) and a "Name" text input field.
- Incoming:** Contains a "Type" dropdown menu (set to "IMAP"), a "Host" text input field (containing "imap.gmail.com"), an "SSL" checkbox (checked), a "Port" text input field (containing "993"), a "User Name" text input field, and a "Password" text input field.
- Outgoing:** Contains a "Host" text input field (containing "smtp.gmail.com"), an "SSL" checkbox (checked), a "Port" text input field (containing "465"), a "User Name" text input field, and a "Password" text input field.

At the bottom right of the form are "Cancel" and "Save" buttons.

Troubleshooting

For assistance with Xeos Online or Xeos Iridium devices, please call 902-444-7650.

Contacting Xeos Technologies

Address:

36 Topple Drive
Dartmouth, NS B3B 1L6
Canada

Phone:

902-444-7650

Fax:

902-444-7651

Website:

www.xeostech.com

Limited Warranty

Xeos Technologies Inc. warrants that the product will perform substantially in accordance with the accompanying written materials for a period of one year from the date of receipt.

This Limited Warranty is void if failure of the product has resulted from accident, abuse, or misapplication.

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