This document describes the functionality and instructions for using the Garmin Emergency Call Center (ECC).

The ECC provides a simple way for emergency providers to manage the inReach user emergencies under its responsibility. A set of Best Practices for an inReach emergency call center appears at the end of this document.

To access the ECC go to https://ecc.delorme.com, click on Delorme under Identity Provider Login, and enter the login/username (email) and password under Local Login for your ECC account. You will need to ensure that you are logged in always to review new incidents as they arrive.

**Current Incidents Summary**

After your login credentials are verified the ECC shows all current SOS incidents and their status. Only those devices associated with the specific ECC account will be displayed. All open incidents (not closed by ECC or cancelled by the inReach user) will be displayed at the top, regardless of when they began. Additionally, all incidents that occurred in the last seven days will be displayed, including cancelled and closed incidents.

The incident status is represented by a color for operators to tell at-a-glance which incidents need immediate attention. The incidents are refreshed automatically every minute. *It is recommended that an emergency management situation room keep this summary display active on a central monitor at all times, even as operators respond to individual events.*

Each incident status is color coded as follows:

- **Red** – Requires Attention. No one from ECC has acknowledged the emergency signal. An *audible warning* is sounded as long as some incident in this state is displayed in the incidents summary.

- **Yellow** – An active emergency has been acknowledged by ECC. The ECC should be continuing to monitor this emergency.

- **Gray** – Emergency has been cancelled by the inReach user.

- **Green** – The incident has been closed by the ECC.

![Figure 1) ECC Emergency Incidents Page showing a new incident (Red)](image-url)
Details about a specific incident can be obtained by clicking on that incident.

When a new incident is registered the state shows as a red Device Initiated or an Emergency Message*. Either status will be displayed in Red, which means that the SOS has not been acknowledged by anyone in the ECC. If the operator clicks on such an incident, he or she is presented with the following screen and asked to accept responsibility for this incident.

![Screen shot of accepting responsibility for an inReach User Emergency](image)

*Figure 2) Accepting Responsibility for an inReach User Emergency*

When the operator clicks on **OK** to accept the responsibility for the emergency, the inReach user will be sent a message via inReach to acknowledge that their SOS activation has been received and that someone is managing the incident.

The specific incident details are then displayed to the operator.

Once the inReach device receives the ECC acknowledgement, the inReach will automatically send back a further message that notifies the ECC that the inReach user knows that the emergency is being handled. The status will change from “Initiated” to “inReach Received ECC Ack”.

Per agreement, the company shall monitor all emergency calls from End Users and provide confirmation to Garmin within five (5) minutes after any SOS emergency notifications is dispatched from the end user. After 5 minutes, the Emergency Provider will be paged/called by Garmin to ensure the incident gets acknowledged accordingly.

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* An “Emergency Message” is a text message to the ECC from the inReach user when the inReach is not in the SOS state. Regardless, this is considered an emergency message to the ECC and should be treated as an SOS. It should be noted that such a device not in the SOS state may not be sending position updates. Also, an “Emergency Message” has been known to be sent immediately after the cancellation of an incident, creating a new incident. If, after reviewing the content of the message, the operator is comfortable with the content of their communication with the inReach user and the inReach user’s situation, the operator may choose to close this second incident.
Incident Details

The Incident Details page provides the operator with direct access to the inReach user’s personal details and can be used to establish a direct dialog with the inReach user.

This page shows the inReach user contact info and emergency contacts. This contact information can be used to verify that the SOS is a valid emergency and the location of the inReach user is valid (in other words, the inReach user is not actually home, or they can be reached by a phone call). A link with the coordinates of the last known position can be shown to the right of each message, which will redirect you to Google Maps to view the location. The Incident Details page updates every ten seconds.

The operator can also initiate a chat with the inReach user to better understand the nature of their emergency.

![Figure 3) An example Incident Details page showing the map, contact info, and chat area.](image)

The operator can also initiate a dialog with the inReach user by typing into the chat box and clicking **Send Message**.
Figure 4) An Example dialog between an operator and an inReach user with an Active SOS

To document the emergency response, the operator can export the chat dialog or export as KML all the SOS history, including the track points sent under SOS mode and any messages. While viewing the KML feed in Google Earth, the feed automatically updates as any new message points arrive.

To select a different incident, click the User or Emergency State of a different incident from the incident pane on the left.
Incident Report

An incident reporting system has been added that will provide Garmin with additional statistics about incidents. In the Incident List the Report Status column displays whether an Incident Report has not been started, is in progress, or has all required information. Click Expand above the Incident List to see this column. Per agreement, Emergency Providers must provide an incident report to Garmin within ten (10) days following each SOS emergency call dispatched from an End User.

<table>
<thead>
<tr>
<th>Emergency State</th>
<th>Report Status</th>
<th>Start</th>
<th>End</th>
<th>IncidentId</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancelled</td>
<td>Not Started</td>
<td>3/6/2018 2:04:00 PM UTC</td>
<td>3/6/2018 2:04:00 PM UTC</td>
<td>25199</td>
</tr>
<tr>
<td>Device Initiated</td>
<td>Not Started</td>
<td>3/7/2018 9:29:00 PM UTC</td>
<td></td>
<td>25198</td>
</tr>
</tbody>
</table>

Within the Chat window for a given incident, a button appears on the top right, which allows the operator to edit the incident report. Click this button to open the Incident Data Collection form.

At the top of the form, Emergency Providers should insert its own incident number, which will enable Garmin to correlate its own incident numbering system with that of Emergency Providers.

As the incident progresses, the operator may fill in as much information as is available and may return at any time to make further changes.

The Close Incident button at the top right of the ECC will open a panel that allows the Emergency Coordinator to close the incident while also completing an incident report. Note that closing an incident has no effect on the inReach device. If it is still in emergency mode, a new incident will be opened when the next signal is received. Note also that...
if an inReach user cancels the emergency, it is not required for the operator to close the incident. Generally speaking, closing an incident is optional.

KML Feed

A useful feature is the ECC’s KML feed. This can be used in Google Earth to view a trail of the last seven days of data for the inReach device of interest. To use this feature, follow these steps:

1. Install Google Earth. Test it by zooming to a known street address. Make sure that you see data. If you wish, use the Layers controls to see roads or other data that is useful to you.
2. In ECC, select the incident of interest to view the Chat window. Click Export KML Feed from the top of the ECC Chat window. Save the file.
3. Open the file. This should launch Google Earth. If it does not, then open Google Earth and use the File menu to Open the KML file. You will see the last seven days of data from the inReach user. As new data arrives, it should appear.
4. You will be prompted for your ECC login name and password.
5. Feel free to email the KML file to other people in your organization who have access to the ECC.
6. Use Google Earth to move around in 3-D to best see the data. Click on a point to see details about that particular inReach tracking message.

Figure 5) Google Earth displaying an inReach KML Feed
Updates to the ECC Site

Garmin regularly updates the ECC website as well as its other inReach websites every few weeks.

Garmin wishes to work with Emergency Call Center personnel and customers to continue improving the value of this essential service to its customers. We welcome your feedback at enterprise.support@garmin.com

Professional customers interested in receiving advance notification of changes may contact their sales representative to receive access to an online forum where such notices are posted, subject to non-disclosure restrictions.
Best Practices

Garmin professional customers who manage their own ECC response center sign an agreement with Garmin that they will respond to emergencies. Here is a brief list of expected best practices for a response center.

1. **Have the ECC window** in the Current Incidents summary page **running in the emergency call center at all times**. It will produce an audible alarm when an emergency is declared by any user accessible to the login.

2. **Each incoming emergency must be acknowledged.** To do this, use the ECC as described above. Clicking the incident will prompt the operator to acknowledge the emergency. An acknowledgement will be sent to the device, which notifies the user that the response center has received the SOS. (For an inReach 1.5, the blink rate changes. The Earthmate application for 1.5, Explorer and SE will also inform the user. The inReach SE, Explorer, SE+ and Explorer+ screen informs the user.) Finally, an incident must be acknowledged for the operator to use the ECC Chat page to exchange messages with the user. The corporate agreement with Garmin that is required for all SOS requires emergencies be acknowledged within five minutes.

3. **Use the Chat page** to request information from the user, to examine the emergency contacts for the user, to view the user’s emergency notes (such as medical conditions), and to see the user’s current location and device status.

4. **Ensure that all incidents are resolved** by either (1) the user issuing a cancellation (which appears as the incident status) or (2) the ECC operator closing the incident. Closing an incident is appropriate only if a device is lost or unavailable and if communication with the user has satisfied the operator that the emergency is resolved. Note that if the device continues to operate without the SOS being cancelled by the user, it will continue to transmit an SOS and thus open a new ECC incident. For safety reasons, it is not possible to use the ECC to force a device out of SOS mode.

5. Send your ideas for improving the ECC to the Garmin Support Center at inReach.professional@garmin.com