Table of Contents

Overview............................................................................................................................................................................ 4
System Overview........................................................................................................................................................... 4
inReach SE Administrator’s Guide ..................................................................................................................................... 5
Getting Started Guide for First Time Administrators .................................................................................................... 5
Before you start... ...................................................................................................................................................... 5
Basic Device Setup Check List .................................................................................................................................... 6
Verify your Administrator Account Information ........................................................................................................... 6
Activate your Devices on Service Plans .................................................................................................................. 6
To add an inReach device .......................................................................................................................................... 7
To activate a device ................................................................................................................................................... 8
Verify your SOS Assignment .......................................................................................................................................... 9
Standard Operating Procedure for SOS (GEOS) ...................................................................................................... 11
Setup New Users (Bulk Load) ...................................................................................................................................... 11
Synchronize Devices .................................................................................................................................................... 14
Monitor Devices .......................................................................................................................................................... 25
Check active devices ................................................................................................................................................ 25
Check device assignment ........................................................................................................................................ 26
Check devices sync status ........................................................................................................................................ 26
Check device data usage .......................................................................................................................................... 27
Check account history ............................................................................................................................................... 28
Access Invoices ............................................................................................................................................................ 29
Interpreting Invoices ................................................................................................................................................... 30
Invoice Description .................................................................................................................................................. 30
inReach Message Sizes ............................................................................................................................................ 32
Call Data Records ..................................................................................................................................................... 33
Change Plans ............................................................................................................................................................... 34
Advanced Configuration .............................................................................................................................................. 38
Configure Devices .................................................................................................................................................... 38
Building Data Collection Forms ............................................................................................................................. 38
Appendix A ...................................................................................................................................................................... 40
Manual User Configuration ......................................................................................................................................... 40
Create New Users .................................................................................................................................................... 40
Assign Users to Devices ........................................................................................................................................... 41
Add Contacts ........................................................................................................................................................... 42
Update Preset Messages or Quick Text Messages .................................................................................................. 45
Creating Groups and Subgroups .............................................................................................................................. 47
Appendix B – SOS User Interface ..................................................................................................................................... 50
Warning ....................................................................................................................................................................... 50
Instructions .................................................................................................................................................................. 50
Compose ...................................................................................................................................................................... 51
To ............................................................................................................................................................................. 51
Message ................................................................................................................................................................... 51
Send ......................................................................................................................................................................... 52
Countdown .................................................................................................................................................................. 52
Thread ...................................................................................................................................................................... 52
Reply ........................................................................................................................................................................ 53
Cancel SOS ................................................................................................................................................................... 53
SOS Cancellation Warning ....................................................................................................................................... 53
Wait for Acknowledgement .................................................................................................................................... 54
Tracking ....................................................................................................................................................................... 54
Licenses ........................................................................................................................................................................... 56
INREACH COMMERCIAL TERMS AND CONDITIONS .................................................................................................... 56
Overview

This document covers the basic administrative tasks for managing DeLorme inReach devices for users new to the inReach system and for users that have been using the system for a while and need a reminder on how to do particular task. Please refer to the inReach User Manual for questions on how to use an inReach device. This document will not cover the basic functionality found in the User Manuals.

System Overview

The inReach’s most important feature is its ability to support communications anywhere in the world inexpensively. It does this by having over 66 satellites in low-earth orbit 781 KM above the earth and having the capability of intersatellite communications. So a message sent from Cape Town South Africa can quickly be sent to someone in Anchorage, Alaska by being transmitted between satellites, downloaded to the Ground Station in Arizona and then to the DeLorme Servers the Internet where it is sent to the correct email server all in a matter of a few minutes as depicted in Figure 1.

By having this capability of communicating from any location on the earth and with the additional built-in GPS module the inReach makes an excellent emergency device. All the user has to do in a case of an emergency is to hit
the SOS button and the monitoring agency will know exactly where the device is located. The location is then relayed to the correct rescue agency which can communicate with the user to get more information about the emergency and be prepared before getting to the site.

inReach SE Administrator’s Guide

Getting Started Guide for First Time Administrators

As the administrator of your company’s inReach devices you have a few items to consider before sending the devices out to your customers.

- Will the inReach devices be assigned to specific people within the organization or will they be shared across the organization?
- Will you be the only user allowed to manage all of the accounts or will each device owner manage their own account?
- How will the devices be used? Solely for SOS? Are users allowed to send messages? Can the devices be used as tracking devices?
- What byte based plan should be used for each device?
- Are the devices allowed to be connected to a Smartphone?

This document will help you answers these questions so read the complete document before you start the processes of setting up the devices.

Before you start…

Before you start there are a few items you should collect before proceeding;

1. **Accounts** - Collect the names of the users, contact information (address, primary phone and mobile numbers, email address), primary and secondary emergency contact information (phone numbers, email address). This information will be used in case of emergency so it can be the user’s supervisor contact information. If the devices are going to be shared within the organization and dummy accounts are setup still make sure that that emergency contact information is correct.

2. **Contacts** - Collect contacts that will be common between all users. Every user account within a group will automatically be added to the devices contact list. These contacts are typically emails addresses or SMS numbers of supervisors or important suppliers.

3. **Plans** - Calculate which plan is going to be used. To estimate the usage figure out how many tracks, text messages and preset messages could be sent every month. A track is 13 bytes, preset message is 13 bytes and an average text message is 83 bytes. So if a device typically uses 100 track points/month and 30 preset messages/month and 10 text message/month to total estimated bytes is (100 tracks/month*13 bytes)+(30 preset/month*13 bytes)+(30 text/month*83 bytes) = 4180 bytes/month which plan 3 is more than adequate or start with plan 2 and move up to plan 3 after the first couple of months. Note that there is no penalty for moving to a higher plan but there is one time charge of $24.95 for moving to a lower plan.
4. Payment Method – If you plan on paying for the plans with your credit card then you can do so every month online. Contact your DeLorme Account Representative for other payment options.

Basic Device Setup Check List

Use this check list to make sure you have the devices completely configured before handing them to your users. Many of the configuration options can only be made if you physically have the device. Over-the-air configuration is not an option at this time.

- Verify your Administrator Account Information
- Activate your Devices on Service Plans
- Verify your SOS Assignment
- Setup New Users (Bulk Import)
- Create Groups and Subgroups (if necessary)
- Sync Device
- Advanced Configuration (if necessary)

Verify your Administrator Account Information

The Administrator web portal account is used to manage your inReach devices, users, and messages. DeLorme will have your account created before the devices are sent. You should receive an email with the account name and temporary password. Once you have your account credentials, go to https://enterprise.delorme.com and enter your username and password to login to your account to complete your configuration. If you were given a temporary password you will be asked for a new permanent password. You can change this password at a later date.

It is very important that you verify your contact information and emergency contacts since this information may be used to save your life! To ensure the accuracy of the information in your account you should complete the following steps:

A. Click on Settings -> Billing
B. Review and verify that all your contact information and Emergency Contact information is correct.
C. Make any necessary changes, and click Save. Fields with a red asterisk are required fields.

Activate your Devices on Service Plans

The inReach devices cannot be used in the field until they are fully activated (and assigned to a user, read the Create New Users section for details). Note that you only need to activate the devices that you plan to use. As soon as the devices are activated monthly billing and any fees will commence.

During the preceding steps you will be asked for the device IMEI number and Authorization Code. The IMEI (International Mobile Equipment Identity) is a unique 15 digit number assigned to all inReach Devices and can be found either on the back of the device or on the activation screen of the device as soon as you turn the device on for the first time. For inReach 1.5 devices the IMEI is located inside the battery compartment. The authorization code can only be found on the activation screen (or on the Settings\About this device screen after the device has been activated).
There are two steps needed to activate your devices. The first step is to add your devices if they have not already been added. The second step is to activate the devices.

To add an inReach device

A. Log into your account on Enterprise.delorme.com.
B. Click Devices.
C. Click Add Device.
D. Type in the IMEI and Authorization (Auth) Code from the device you are adding > Select a Data Plan > Add Device. Devices can be added with “No Plan” selected for future activations.
E. *Adding multiple devices with the same data plan* > Click Add Another > Type in IMEI and Authorization (Auth) Code. Repeat until all devices have been added.

To activate a device

F. Select the inReach device or devices to be activated by clicking the checkbox next to the IMEI.

G. Click **Activate**.

H. In the **Reactivate Services** window select a Byte Based Plan.

*Tip:* Click the **Schedule Plan Change** to plan future activations.

I. Click **Reactivate** (notice additional fees apply section).
Verify your SOS Assignment

When the SOS has been issued from an inReach SOS, either GEOS or organization’s specified contacts are notified with the device’s current location and SOS text message. If GEOS is being used then an alert is sent to the emergency services in the area along with the user’s emergency contacts are notified. Read the section on the Standard Operating Procedure for SOS with GEOS for more details. If the account is setup to use their organization’s emergency response team then an email or text message with the device’s current location is sent to the specified accounts. To use this option a waiver needs to be signed. Contact your DeLorme Account representative for the waiver. DeLorme does offer a web service for managing your own SOS calls. There is a link, Download SOS documentation, to the description on the SOS Setup page.

Appendix B is a description of what the user experience with inReach during an SOS activation.

To get the SOS Assignment;

A. Log into your account on Enterprise.delorme.com.
B. Select the Settings tab.

\[
\begin{array}{cccccc}
\text{Home} & \text{Map} & \text{Groups & Users} & \text{Devices} & \text{My Info} & \text{Settings} \\
\hline
\text{Billing} & \text{SOS Setup} & \text{Portal Connect} & \text{Units} & \text{Test} & \text{BoatU.S.} \\
\end{array}
\]

C. Select the SOS Setup Tab

\[
\begin{array}{cccccc}
\text{Home} & \text{Map} & \text{Groups & Users} & \text{Devices} & \text{My Info} & \text{Settings} \\
\hline
\text{Billing} & \text{SOS Setup} & \text{Portal Connect} & \text{Units} & \text{Test} & \text{BoatU.S.} \\
\end{array}
\]

inReach SOS

The inReach SOS system can be configured to contact GEOS Search and Rescue or any email address or SMS number. GEOS, thoroughly review the SOS documentation. You are required to test your addresses any time you add a new

\[
\begin{array}{l}
\text{Download SOS documentation} \\
\end{array}
\]

- GEOS Search and Rescue - $2.95/month per device on the account
- Email Addresses or SMS numbers (max. 20)

\[
\begin{array}{c}
\text{Confirm address or number} \\
\text{Add} \\
\text{rgray1@maine.rr.com} \\
\end{array}
\]

Test
D. Make sure GEOS Search and Rescue is selected if that is the service that will be used in SOS situations.

E. If an in-house source will be used for SOS situations, then make sure that the Email/SMS option is selected.
   Note: Make sure to select the Test button after all of the necessary email or SMS numbers have been entered to verify that they will be receiving the SOS messages.
inReach SOS

The inReach SOS system can be configured to contact GEOS Search and Rescue or any email address or SMS number. GEOS, thoroughly review the SOS documentation. You are required to test your addresses any time you add a new user.

Download SOS documentation

Tip: The SOS assignment applies to all devices within an Enterprise account
Tip: Changes can be made to users using spreadsheet Import/Export, or by manually editing the user.
Tip: Email addresses are the preferred method to communicate for SOS notifications, preferably to a recipient that is constantly monitoring their email

Standard Operating Procedure for SOS (GEOS)

Setup New Users (Bulk Load)

InReach user accounts are used to manage the user contact information, emergency contacts, and messages. A new user account is a sub-account to the primary administrator account. User accounts have a login to enterprise.delorme.com, but no administrative privileges except to the user settings. When a user is added to an administrator account, a user sub-account is created, with the user email address as the login ID. [Note that the email address does not need to be a real email address unless you intend to use that user’s address for messaging. Any email address can be used as the user account login.]

All users within an administrator account can be visible on one map display. Users logged into their user account can also see all other users in their admin account. An administrator can also create groups of users, and users can be assigned to one or more groups. Each group may or may not be allowed to see users in other groups, as allowed by the administrator (more about groups in Appendix A). An administrator may also create “generic” users (i.e.; User1, Team4, etc.) for situations where inReach devices will be shared within an organization. Note that an administrator does not have to provide users with user account login credentials, these user accounts can be fully maintained by the administrator on their behalf.
The most efficient way to create new users, contacts, and messages is to use the spreadsheet import/export option (bulk load). This is especially useful when creating multiple (>2) new users at one time. The manual method is described in Appendix A.

To use the spreadsheet option, follow these steps:

A. Click on **Groups & Users**

B. Click on **Import**

C. From the pop-up window, chose **Export** to download a file listing existing users.

D. Open the file with Microsoft Excel – the file contains all your existing users.
E. To add new users, select the **Users** tab of the excel sheet. Your Admin user info is in the top row.

   i. For each new user add a new row to the spreadsheet. Give each user a unique name and email/login, and enter their contact info. Refer to the tab **Country Names** for the correct country format. Use copy/paste if the contact info is the same across multiple users:

   ![Spreadsheet screenshot](image1)

   ii. Leave the User ID blank (this unique ID is assigned by the system)

   ![Spreadsheet screenshot](image2)

   iii. Enter the Time Zone for each new user. Refer to the **Time Zone** tab for the correct format:

   ![Spreadsheet screenshot](image3)

   iv. Assign an inReach device to each user. Retrieve the IMEI numbers from the **IMEI** tab of the spreadsheet, copy/paste a unique inReach IMEI number to each User:

   ![Spreadsheet screenshot](image4)

   v. If applicable, simply copy the Emergency Contacts to each of the new users, or enter the specific Emergency Contacts to each new user.

   vi. Enter or copy/paste the inReach Message contents and recipients in the appropriate rows:

   ![Spreadsheet screenshot](image5)

   **Tip:** Additional instructions are provided on Tab 1 of the spreadsheet.

   **Tip:** A valid email address is NOT necessary; however the addresses must be unique for each user account.

   vii. Select the **Address Book** tab of the spreadsheet; enter any contacts you want to add to all new users. When you are finished, save the spreadsheet.

   **Tip:** The Address Book tab can only be used to add contacts to new users. To add contacts to existing users or edit existing contacts you must manually edit the user contacts.

F. Go back to the explore account, select the updated spreadsheet and select **Import**
G. After spreadsheet validation, your new users are now created in the account.

**Tip:** All new users are created with a password of "password" (they are prompted to change it on first login).

**Tip:** If there are any import problems you will be told what needs to be corrected.

**Tip:** Changes can be made to users using spreadsheet Import/Export, or by manually editing the user.

**Tip:** Label your inReach devices with the user name or some other easy indication of the device ID.

### Synchronize Devices

After adding or editing Contacts, QuickText, or Preset Messages on your Explore account synchronize the Explore account with the inReach SE device to ensure user information is up to date on the device. When synchronizing devices with the Explore site, the information entered online — like Contacts, QuickText or Preset Messages, and Facebook, Twitter, or MapShare information — will push to the devices.

Use the instructions below to download and install the inReach SE Sync application when using inReach Sync for the first time.

**IMPORTANT**

The inReach SE Sync application is also used to update the firmware on an inReach SE. Use the same instructions below to update the firmware on an inReach.

The inReach SE Sync application can only be installed to a Windows or Mac computer. **The inReach SE Sync application cannot be installed to or used on an Android or iOS phone or tablet.**

### Installing and Using inReach SE Sync in Windows

1. Log in to your account at enterprise.delorme.com.
2. On the Contacts, Messages, or Social tabs make edits to the Contacts, QuickText or Preset Messages, and social media connections for the inReach account.

3. Click the **Sync** tab.

4. Click the **inReach SE/Explorer** button.

5. Download and run **inReach Sync.exe** to begin the inReach Sync app installation.  
   **Note:** If you have previously installed the inReach Sync app skip to step 9.
6. Read the DeLorme inReach Sync Single-User License Agreement and, if you agree to the terms, click the checkbox to confirm and click **Install**.

7. If the User Account Control window appears, click **Yes**.

8. The inReach Sync App will install. Click **Close** when the installation is finished.
9. Click the **inReach SE/Explorer** button.

**Note:** If your web browser requests authorization to open the inReach Sync application click **Allow**.
10. Enter your explore.delorme.com username and password in the inReach Site Login window and click Login.

**Note:** Enable the Save my credentials checkbox to skip this step in the future.

11. Connect the inReach to a USB port on your computer using a standard micro-USB to USB cable.
12. Click the **Sync** button. The inReach SE Sync app will push the Contact, QuickText, Preset Messages, and Facebook, Twitter, or MapShare information to the inReach.

13. Close the inReach Sync app when done.

**Installing and Using inReach Sync on a Mac**

1. Log in to your account at *enterprise.delorme.com*.

2. On the Contacts, Messages, or Social tabs make edits to the Contacts, QuickText or Preset Messages, and social media connections for the inReach account.

3. Click the **Sync** tab.

4. Click the **inReach SE/Explorer** button. If you have already downloaded and installed the inReach Sync app skip to step 13.
Note: If you are using Safari or Chrome when installing inReach Sync for the first time click the inReach Sync link below the inReach SE/Explorer button.

5. Download and run the inReachSync.pkg file to begin the inReach Sync installation.
6. Click **Continue** in the Install inReach Sync window to proceed with the installation.

7. Read the details of the inReach Sync Single-User License Agreement and click **Continue**.

8. When prompted, choose to **Agree** to the inReach Sync app terms of use.
9. Click \textbf{Install} to complete the installation of the inReach Sync app.
10. If prompted, enter the administrator password for your Mac to authorize the installation and click **Install Software**.

11. Once the install completes, **Close** the Install inReach Sync window.
12. Click the **inReach SE/Explorer** button.

**Note:** If inReach Sync does not open after clicking the **inReach SE/Explorer** button browse to the Applications folder on your Mac and run the inReach Sync program at that location.

13. Enter your enterprise.delorme.com username and password in the inReach Site Login window and click **Login**.

**Note:** Enable the **Save my credentials** checkbox to skip this step in the future.

14. Connect the inReach to a USB port on your computer using a standard micro-USB to USB cable. When inReach Sync connects to your device it will automatically push any applicable Contact, QuickText, Preset Message,
15. Close the inReach Sync app when done.

Monitor Devices

Administrators can monitor up-to-date usage of the devices on their enterprise.delorme.com account. They can see how many bytes have been used, which devices are active and have been synced recently and what types of messages have been sent.

Check active devices

A. Log into your account on Enterprise.delorme.com.
B. Click Devices.
C. Device status is indicated in the Service Plan field. Select the dropdown to sort the column by Active or Not Active devices.
Check device assignment

A. Log into your account on Enterprise.delorme.com.
B. Click Devices.

C. The Assigned column displays the user assigned to a particular device. If there is no name listed then the device has not been assigned. Select the dropdown to sort the column by Assigned or Unassigned devices.

Check devices sync status

A. Log into your account on Enterprise.delorme.com.
B. Click Devices.
C. The Synced column displays the last time the device was synced to the enterprise.delorme.com account. A red No indicates that the device has not been synced recently and should be to get the most recent firmware and updated online information. Select the column header to sort the column by ascending/descending date of last sync per device.

<table>
<thead>
<tr>
<th>Total Usage</th>
<th>Synced</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 of 0 bytes</td>
<td>No (Last: Dec 8th 2011)</td>
</tr>
<tr>
<td>17 of 0 bytes</td>
<td>Yes (Oct 15th 2014 3:35...)</td>
</tr>
<tr>
<td>55 of 17000 bytes</td>
<td>No (Last: Jul 30th 2014)</td>
</tr>
</tbody>
</table>

**Check device data usage**

A. Log into your account on Enterprise.delorme.com.
B. Click Devices.

C. The Total Usage column displays the number of bytes used out of the assigned total bytes for the month for a device. Red text means that the device has used more than the allotted amount of bytes for the month and overage charges are in effect. Select the column header to sort the column by ascending/descending amount of bytes used per device.
Check account history

Device history can always be seen on the Map but another method is to use the History tab.

A. Choose **Groups & Users**

B. Select a User by hitting the > symbol to the right of the user’s name. This action opens the details about the user.

C. Hit the **More Details** button to get to edit screen for that select user.
D. On this page you can click on History tab and you will be presented with the user’s history. The list can be filter by entering a data and time range and the list can be sorted by selecting one of the column headers.

<table>
<thead>
<tr>
<th>Time (Local; UTC-04:00)</th>
<th>Type</th>
<th>Location</th>
<th>Speed (mph)</th>
<th>Altitude (ft)</th>
<th>Heading</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-07-05 11:09:00 am</td>
<td>Tracking</td>
<td>Device user McKenzie Gray sent a tracking...</td>
<td>0</td>
<td>5577</td>
<td>0.00</td>
</tr>
<tr>
<td>2014-07-05 11:10:00 am</td>
<td>Tracking</td>
<td>Device user McKenzie Gray sent a tracking...</td>
<td>0</td>
<td>5688</td>
<td>0.00</td>
</tr>
<tr>
<td>2014-07-05 11:13:00 am</td>
<td>Tracking</td>
<td>Device user McKenzie Gray sent a tracking...</td>
<td>0</td>
<td>5688</td>
<td>0.00</td>
</tr>
</tbody>
</table>

E. Select the Done button when finished reviewing the history for the selected account.

Access Invoices

Invoices are sent to the email address of the billing account contract every month and 12 months of invoices are accessible online. Follow the steps below to access invoices online.

A. Log into your account on Enterprise.delorme.com.
B. Select the Settings tab.
a. Select the Billing sub tab.

C. In the first column of the Billing sub tab select View Invoices.

D. From the View invoices dialog box select the invoice to view. The selected invoice will appear in a web page.

Interpreting Invoices

Invoice Description

Below is a description of a typical invoice that is sent by DeLorme.

Summary Page

The first page is the Summary page. Along with the DeLorme billing contact and billing contact information the following information is available;

1 – The total amount due. This is the total of the current month’s usage bill plus any past due payments.
2 – The due date of this invoice.
3 – Late payment rate if DeLorme does not get the payment by the due date.
4 – Late payment charges, if any.
Summary of Current Charges

### Previous Balance, Payments and Adjustments

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Balance</td>
<td>$3,275.24</td>
</tr>
<tr>
<td>Late Payment Fee (10/10/2013)</td>
<td>$36.05</td>
</tr>
<tr>
<td><strong>Balance Forward</strong></td>
<td>$3,311.29</td>
</tr>
</tbody>
</table>

### Summary of Current Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charges for Services</td>
<td>$2,242.75</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>$2,242.75</td>
</tr>
<tr>
<td>Total New Charges</td>
<td>$2,242.75</td>
</tr>
<tr>
<td><strong>Total Due</strong></td>
<td>$5,554.04</td>
</tr>
</tbody>
</table>

A late payment charge of 1.5% per month will be applied to unpaid balances. Payments must be received prior to due date.

---

**Detailed Usage Page**

The next pages are the Detailed Usage Pages. They record the charges per device with details on the bytes used on what day.

1 – The device IMEI number and the plan used.
2 – The monthly charge for the plan.
3 – The monthly charge for the GEOS service.
4 – The usage date recorded.
5 – The number of bytes (units) used for that date. Read the inReach Message Size section of this document to understand what type of message is being sent.
6 – The charge of the usage. If the usage falls within the allotted number of bytes for the plan then the charge is $0.00. If the device has used up all of the bytes for the plan then there will be a charge for that usage.
### inReach Message Sizes

<table>
<thead>
<tr>
<th>Message type</th>
<th>Bytes</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Track (standard)</td>
<td>13</td>
<td>Location of the device</td>
</tr>
<tr>
<td>Track (Stop or End)</td>
<td>15</td>
<td>Used for route following</td>
</tr>
<tr>
<td>Track (Interval Change)</td>
<td>17-18</td>
<td>Tracking rate changes based on rest intervals</td>
</tr>
<tr>
<td>Text message (min)</td>
<td>16</td>
<td>Does not include recipients' contact information. Sent and Received messages are chargeable (1 byte = 1 character)</td>
</tr>
<tr>
<td>Text message (max)</td>
<td>160</td>
<td>Does not include recipients' contact information. Sent and Received messages are chargeable (1 byte = 1 character)</td>
</tr>
<tr>
<td>Text message (avg)</td>
<td>80</td>
<td>Does not include recipients' contact information. Sent and Received messages are chargeable (1 byte = 1 character)</td>
</tr>
<tr>
<td>Preset Message</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Quick text</td>
<td>15</td>
<td>Does not include recipients' contact information.</td>
</tr>
<tr>
<td>Location Requests</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Mail Check</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

**Usage Summary by Type**

<table>
<thead>
<tr>
<th>Usage Type</th>
<th>Amount</th>
<th>Total Usage</th>
<th>$8.84</th>
</tr>
</thead>
</table>

**Usage Charges**

<table>
<thead>
<tr>
<th>Call Date and Time</th>
<th>Call Type</th>
<th>Called From</th>
<th>Called To</th>
<th>Units</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-09-06 04:28:50</td>
<td>InReach Bytes</td>
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<td>44</td>
<td>$0.00</td>
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<td>InReach Bytes</td>
<td>United States</td>
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<td>18</td>
<td>$0.00</td>
</tr>
<tr>
<td>2013-09-06 08:22:54</td>
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<td>United States</td>
<td>United States</td>
<td>18</td>
<td>$0.00</td>
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<tr>
<td>2013-09-06 08:32:43</td>
<td>InReach Bytes</td>
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<td>United States</td>
<td>13</td>
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**DeLorme 2**

<table>
<thead>
<tr>
<th>Description</th>
<th>Charge Period</th>
<th>Unit Charge</th>
<th>Quantity</th>
<th>Charge</th>
</tr>
</thead>
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<tr>
<td>GEOS Fee</td>
<td>10/7/2013 to 11/5/2013</td>
<td>$2.95</td>
<td>1</td>
<td>$2.95</td>
</tr>
<tr>
<td>DeLorme 2</td>
<td>10/7/2013 to 11/5/2013</td>
<td>$17.95</td>
<td>1</td>
<td>$17.95</td>
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</table>

**Usage Summary by Type**

<table>
<thead>
<tr>
<th>Usage Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>InReach Bytes</td>
<td>$8.84</td>
</tr>
<tr>
<td>Total Usage</td>
<td>$8.84</td>
</tr>
</tbody>
</table>
Call Data Records

DeLorme provides call data records (CDRs) to customers from the online invoice page. These call data records include all data activity for all devices registered with the customer. The document is provided in an XML or CSV format and can be downloaded from the administrator’s account page. The CDR records are updated daily at 2:00AM UTC for the previous day, records ending midnight UTC. There is a link to a help document that describes the schema. Follow the instructions below to access the CDR documents.

A. Log into your account on Enterprise.delorme.com.
B. Select the Settings tab.

[Image: A screenshot of the settings tab with highlighted options: Billing, Portal Connect, Units, Test, BoatU.S., View Invoices]

C. Select the Billing sub tab.

[Image: A screenshot of the billing sub tab with highlighted options: Billing, Portal Connect, Units, Test, BoatU.S., View Invoices]

D. In the first column of the Billing sub tab select View Invoices.

[Image: A screenshot of the view invoices dialog box with highlighted options: Download CDR report from (Y/M/D) 2014/10/16 to 10/16/2014, format XML, Download button]

E. From the View invoices dialog box select the invoice to view. The selected invoice will appear in a web page. Select the date range for the CDR.

F. Select the output format.

[Image: A screenshot of the view invoices dialog box with highlighted options: XML format, Download button]

G. Select the Download button to receive the file.
Change Plans

(Note: pricing for plans can change. Check on-line for up-to-date pricing plans.)

Administrators can change plans for any device within their account to minimize overage charges or save on constantly unused bytes per month. Plan changes can be made at any time and as many times as desired. Just note that there is no penalty for moving to a higher plan but there is a charge of $24.95 for moving to a lower plan. Follow the steps below to change plans for a device.

A. Log into your account on Enterprise.delorme.com.
B. Click Devices.

C. Check the device that needs to change and the Change Plan button will enable. Only one device can be selected at a time. Plan changes for multiple devices at one time cannot be done.

D. Hit the Change Plan button and the Change Subscription Plan dialog box appears.
E. Select the plan to change to.

F. Set the schedule for the plan change. The default is the current date.
G. Check the box if the user needs to accept the change or not.

H. (Optional) Enter the message sent to the device when the change has been made.
I. Hit the Change Service button when done.
Advanced Configuration

Enterprise users can customize their inReach SE device by using the inReachSEConfigWriter tool. With the tool users can remove buttons from the main menu page, set default settings, and add data collection forms. Call your DeLorme Account Representative to request a copy of the tool. They will send the tool with instructions as soon as they receive a signed NDA.

**Configure Devices**

Configuration settings for the inReach are stored in a database on the inReach. Users can add the inReach settings to modify in an xml formatted file called a .sec file. A sample .sec will be part of the zip file sent to you by the account representative.

The format of the .sec file follows this form;

```
<root>
    <table tablename="xxxxx" version="1">
        List of settings to set
    </table>
    <table tablename="yyyy" version="1">
        List of settings to set
    </table>
    -
    -
    -
</root>
```

Where tablename is the database table to update. The example .sec file has the list of the table names.

**Building Data Collection Forms**

Data Collection Forms allows a user to collect data in the field on the inReach and send it as a text messages to a list of destinations. At the destination location a user has to be able to interpret the message or have a process in place to interpret the message. The inReach system does not have a way to parse the messages and build a database of information. An example message could look like PET-1,4,Fred where PET is the name of the form used, 1 indicates that the first item in the first field was selected, 4 was the 4th item selected in the second field, and Fred was the entry for the third field. In this example the receiving party has to know the first field represents the type of pet and the first item in the list is Dog.

Along with picklist the fields can be of type text or number. Remember that the resulting message content must fit within an inReach message (160 characters). With this in mind try to use as many drop down fields as
possible. Constraints for the text and number can also be setup in the form.

The example .sec file included with the zip file has examples of forms and follows the same format as the configuration settings.
Appendix A

Manual User Configuration

Create New Users

A. Click Groups & Users.

B. Click New User.

C. Enter all of the requested information in the New User window and click Save. Make sure to enter the country codes for all phone numbers supplied in this step or the Save button will not be available for selection.
D. Repeat as needed in order to add all your users.

Assign Users to Devices

In order to use the inReach devices in the field each inReach must have a user assigned to it. The user adds context to the device when sending or receiving messages. With a user assigned to an inReach, the messages originate from a specific user, and when a response is sent to the device the response is intended for that specific user. When tracking with inReach, the map points represent a specific user rather than an unknown entity carrying the device. To assign users to devices, follow these steps:

A. Click Devices.

B. Select the inReach device to be assigned.
C. Click Assign.

![Assign Device window](image)

D. In the Assign Device window select a user from the Select a User drop-down list.

![Assign Device](image)

E. Click Assign.

![Assign Device](image)

F. Repeat as needed to assign inReach devices to all required users

### Add Contacts

All Account contacts are automatically shared across all users within the account. Other contacts are considered to be personal contacts, and they are known only to the user account where they are created. To create personal contacts, follow these steps:

E. Choose Groups & Users
F. Select a User by hitting the > symbol to the right of the user’s name. This action opens the details about the user.

G. Hit the More Details button to get to edit screen for that select user.

H. On this page you can click on Contacts tab and you will be presented with a list of the user’s Account Contacts and Personal Contacts.
To add personal contacts, click on **Add** button and fill out the information in the dialog box.

**Tip:** On this page you can also **Edit Personal Contacts** by selecting the contact.

**Tip:** Only the **Admin** can edit an **Account Contact**.

I. A contact can have a combination of email address, mobile phone (SMS) number and inReach address. Not all fields need to be completed. Click **Done** when finished entering the contact information.
J. Repeat this step to add or edit more contacts.

K. Select the Done button when finished adding Personal Contacts.

L. Repeat this process for all other users, as necessary.

**Update Preset Messages or Quick Text Messages**

InReach Preset Messages can be sent by using the message button on the inReach device. It is a quick way to send a predetermined message to a predetermined list of recipients.

Quick Text Messages can be selected and sent when entering a new text message. Using Quick Text Messages can save typing time while in the field and reduce airtime costs. To manage Preset or Quick Text Messages follow these steps:

A. **Choose Groups & Users**

B. **Select a User by hitting the > symbol to the right of the user’s name. This action opens the details about the user.**

C. **Hit the More Details button to get to edit screen for that select user.**
D. Select the Messages tab to access the current Preset and Quick Text messages.

E. Select the edit button to the right of the message that needs to change.
F. New Quick Text Messages can be added by selecting the Add button.

G. Select the Done button when the update is finished.

H. Repeat to modify the other inReach messages for this user

I. Select the Done button when finished adding or updating the Preset or Quick Text Messages.

J. Repeat this process for all other users.

Creating Groups and Subgroups

Even though creating groups is necessary organizing accounts into groups can have many benefits. By having groups you can quick filter the accounts that are displayed on the map or shut off exposure from one to group to another. Every tenant has a default ‘Organization’ and all of the accounts are members of that organization until they are moved to other groups under the organization. The steps below show how to create groups and subgroups plus describe the group management features.
To Create a Group:

A. Click Groups & Users.

B. Click the Create Group button.

C. The create group dialog box appears. Enter in the name of the new group in the Group Name edit box and select the parent group to place the new group into from the Parent Group drop down box. Click Save when finished.

D. Click the Group Settings button to set the group settings.

To Add Members to a Group

A. Click and drag users from the Available active user to the Selected active users to add them to the group.

B. Click Save when done adding users to your group.
**Tip:** Deleting a group removes the group. The users in that group are not deleted from the admin account.

<table>
<thead>
<tr>
<th>Keith Gray</th>
<th>Keith Gray Org</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create Group</td>
<td></td>
</tr>
<tr>
<td>All Users (4)</td>
<td></td>
</tr>
<tr>
<td>Keith Gray Org</td>
<td></td>
</tr>
<tr>
<td>(3 users)</td>
<td></td>
</tr>
<tr>
<td>Training (1 users)</td>
<td></td>
</tr>
</tbody>
</table>

- Keith Gray
- Keith Gray
- Mac
Appendix B – SOS User Interface

This section refers to SOS as it is accessed via the SOS icon on the inReach screen. Pressing the hardware SOS button triggers SOS without these steps. However, once SOS is active, the device behaves the same way regardless of the trigger method.

**Note:** The display timer is not in effect during the process of declaring an SOS. This is so that the 15 second timer doesn't turn off the screen while the user is in the middle of a process like the 20 second SOS countdown timer. The display timer will begin counting down again as soon as the first SOS message has been sent.

**Note:** Pressing the SOS button for 3 seconds will send the default SOS message even when the device is powered off. Sending an SOS when the device is powered off will turn on the screen and start the countdown timer giving the user enough time to cancel if they were testing the SOS button.

### Warning

Message displaying the text: "Use SOS only in a real emergency." Text is center justified. See mockup.

A countdown timer gives the user 5 seconds to press the left arrow to confirm that it is a real emergency before the dialog closes.

**Note:** the inReach will ring continuously during the 5 second countdown to make sure the user knows that SOS has been pressed.

**Note:** "INITIATING SOS" flashes with a red background in the status bar to catch the user's eye in case they are not able to hear the warning ring.

Buttons: Emergency, Cancel (highlighted by default)

### Instructions

Message displaying the text: "SOS tracking begins when you send your message and continues until you cancel it. Emergency Response will receive your regular updates."
Compose

To

Double row but with a single line of text that's centered vertically (because there's only a single recipient).

"To: Emergency Response" as the recipient, which can't be changed. Display the lock icon.

Message

When the user sends an SOS message the message text defaults to read "I have an emergency and I need you to send help."

The user can up arrow into the Message field to edit the text or select Quick Text information, just as you can with a New Message and a Social Message, however the Send button appears highlighted by default so that the user can quickly send a message to Emergency Response.
Send

Send button, sends the SOS message then displays the SOS conversation thread.

Countdown

A full screen row. Large text, centered at the top "SOS begins in:"
A large, red triangle and large white number with a countdown every second from 20 to 0.

Note: The countdown timer has been increased from 10 seconds to 20 seconds per the SC-128 requirements.

Large text centered at the bottom: "Press X to cancel"

Thread
Same as the non-SOS thread but the header is now red and the button options offer Cancel SOS and Reply.

Selecting Reply displays two additional buttons allowing the user to choose from Quick Reply or Type Reply.

**Reply**

*Type Text*

Highlighted by default. Opens the keyboard screen.

*Quick Text*

Opens the list of Quick Text. Default (from PN) SOS message as the first Quick Text option (only for SOS quick text).

**Cancel SOS**

**SOS Cancellation Warning**

Title: Warning! Text: "Are you sure you want to cancel? Canceling SOS notifies Search and Rescue that you no longer need help and cancels your emergency message."

Buttons: Cancel SOS, Continue (selected by default)
Wait for Acknowledgement

SOS cannot be fully canceled until acknowledgement is received from the back office. SOS continues to be fully functional - both tracking and messaging - during this waiting period.

After the user confirms they want to cancel, they receive a new incoming message (generated by the system, so it's not truly incoming) explaining the wait for acknowledgement.

If the user was not on the SOS message thread page when they canceled SOS, they should be taken there automatically.

"Sending your request to cancel SOS. SOS will close when confirmation is received. Keep the inReach SE powered on and in view of the sky until SOS closes."

Buttons change when waiting for Cancel acknowledgement to be [Canceling...] (grayed out) and [Reply]

The SOS conversation thread is closed when the SOS Cancel acknowledgement is received from Emergency Response.

Tracking

When SOS is active, tracking follows SOS rules and cannot be changed by the customer.

The Share option for MapShare is not available and a text message appears explaining "MapShare unavailable in SOS"
INREACH COMMERCIAL TERMS AND CONDITIONS

NOTICE TO USER: USE OF YOUR INREACH PRODUCT CONSTITUTES YOUR AGREEMENT TO THESE TERMS AND CONDITIONS. THIS AGREEMENT IS FULLY ENFORCEABLE LIKE ANY AGREEMENT BEARING A PEN AND INK SIGNATURE. IF YOU DO NOT AGREE, DO NOT USE THE INREACH PRODUCT AND RETURN IT TO THE POINT OF PURCHASE.

1. You understand and agree that:

1.1 Agreement. This document ("Agreement") between you and InReach LLC set forth the terms of the subscription plan(s) to which you subscribed. The term of the Agreement starts when you first activate INREACH Service for any INREACH device that you purchase.

1.2 Limitations. Services may become limited or temporarily unavailable without notice from time to time. INREACH does not own or control the service providers that operate the links between the satellite ground stations, including satellite antennas and supporting equipment, and the satellites, nor does INREACH own or control the Iridium Satellite Constellation, and cannot be responsible for any Service interruptions that are associated with those Satellite Systems or ground stations and the interconnecting networks. Neither does INREACH own or control the cell phone and email service providers who receive the email and SMS messages generated from INREACH Products, and is not responsible for any delays by the email and cell phone providers related to these messages. Satellite service is wireless and requires a clear line of sight toward the satellite; therefore, the Services are inherently subject to transmission and reception limitations caused by: (i) your location, including conditions that obstruct the line of sight between you and the Satellite Systems; (ii) the condition of the Satellite Systems and ground stations; (iii) the condition of your INREACH Product; and (iv) weather conditions, atmospheric conditions, magnetic interference, environmental, and other conditions beyond INREACH’s or the Satellite Systems’ control.

2. SERVICE. In order to use your INREACH Product, it must be activated in connection with the subscription plan.

3. TERM AND TERMINATION.

3.1 Term. Once a device is activated the Term of the plan is twelve (12) months starting on the date of service activation. You are committed for 12 months of service to be paid in equal monthly increments, unless otherwise specified in Exhibit A.

3.2 Renewal. Your service automatically renews when you have transmitted all of the data allotted to you as set forth on Exhibit A for an additional increment of data equal to that set forth on Exhibit A and at the same pricing unless you cancel by notifying INREACH as provided in Section 3.4.

3.3 Non-Refundable. Pre-paid fees are non-refundable.

3.4 Cancellation. To cancel your Subscription Plan, you must notify INREACH in writing within thirty (30) days of the end of your Subscription Plan’s Term. You must email your notice of cancellation to sales@delorme.com and provide your name, your address and the IMEI from the INREACH Product for which you want to cancel service (located in the battery compartment, under the battery of your INREACH Product). You may contact INREACH
customer service at sales@delorme.com to cancel or if you have questions. You still must confirm in writing by sending an email to sales@delorme.com.

3.5 Changes to Services. You agree that INREACH or its service providers (including DeLorme, Iridium, and GEOS) may make changes to the Services in order to comply with applicable laws, to maintain or improve the Services or for other business reasons without notice to you and without liability for any changes in your ability to use the Services or the INREACH Products, including compatibility issues with the INREACH Products, as a result of such changes.

3.6 Termination by INREACH. You agree that INREACH may terminate this Agreement and the provision of Services to you at any time without notice or liability to you if you are in breach of this Agreement.

3.7 Additional Charges. Your cell phone service provider and/or internet provider may charge you or your recipients additional fees in relation to any SMS / MMS messages, social connectivity messages and/or other emails and/or data (collectively "Data Plan Fees") sent by you. Please familiarize yourself with any such applicable plans, Services and associated fees before using your INREACH Product. You are responsible for any such applicable charges and fees.

4. PAYMENT.

4.1 Timely Payments. You agree to pay, on time, any applicable activation, for your Subscription Plan, usage, cancellation, and disconnection fees, plus any applicable taxes, as provided in your Subscription Plan. Since your Subscription Plan will renew automatically at the end of each term, your fees for the renewal term shall be due and payable in the currency specified in your Subscription Plan upon renewal.

4.2 Late Payments. You agree to pay a late charge of the lesser of (i) 1.5% per month or (ii) the maximum legal rate if your bill is not paid within ten (10) days after the due date. This late charge is applicable to the unpaid balance as of the due date and will be billed on subsequent invoices and statements. You agree to pay INREACH all of INREACH’s collection costs, including without limitation the standard fees of any collection agency, reasonable attorney and legal fees, and any other costs incurred by INREACH in exercising any of its rights under this Agreement. INREACH may suspend the Services in the event of late payment. If it does so, INREACH may charge a reactivation fee (currently $50.00 US) for each suspended Subscription Plan.

4.3 Data Transmission / No Credits. INREACH will exercise a reasonable level of care but makes norepresentation as to the success of any data transmission. Regardless of whether a data transmission is successful, no refunds will be given. In addition to limitations resulting from incorrect use (e.g., next to or under an obstruction), satellite communications systems have inherent characteristics that can create dropped data transmissions. Dropped data transmissions, regardless of type, will not be credited regardless of cause. Nor shall INREACH be liable for any damages that may result from such dropped data transmission.

4.4 Taxes. Your Service Plan price for the Services does not include sales, usage, excise, ad valorem, goods and services, harmonized sales, property or any other taxes now or hereafter imposed, directly or indirectly, by any governmental authority or agency with respect to the Service. You are required to pay these taxes.

5. DISCLAIMER OF WARRANTIES.

5.1 Disclaimer of Warranty for the Services and Software. YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT USE OF THE SERVICE AND ANY ASSOCIATED SOFTWARE IS AT YOUR SOLE RISK. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE SERVICE AND ANY ASSOCIATED SOFTWARE ARE PROVIDED 'AS IS' AND "AS
AVAILABLE" AND ALL OTHER WARRANTIES, REPRESENTATIONS, AND CONDITIONS (EXPRESS OR IMPLIED) INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, THAT THE SERVICE AND/OR ANY ASSOCIATED SOFTWARE WILL MEET YOUR REQUIREMENTS, THAT THE OPERATION WILL BE WITHOUT INTERRUPTION OR ERROR-FREE, OF SATISFACTORY QUALITY, OF QUIET ENJOYMENT, THAT ANY DEFECTS IN THE SOFTWARE WILL BE CORRECTED, OF NON-INFRINGEMENT OF THIRD-PARTY RIGHTS OR ANY OTHER EXPRESS OR IMPLIED WARRANTY ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE, ARE HEREBY EXPRESSLY EXCLUDED FROM THIS AGREEMENT TO THE FULLEST EXTENT PERMITTED BY LAW. INREACH GIVES NO WARRANTY IN RELATION TO THE AVAILABILITY, SUITABILITY OR ACCURACY OF THE SERVICE, ANY ASSOCIATED SOFTWARE, OR IN RELATION TO AVAILABILITY, SUITABILITY OR MAINTENANCE OF THE SATELLITE SYSTEMS USED BY THE INREACH PRODUCT TO TRANSMIT DATA TRANSMISSIONS, INCLUDING SOS EMERGENCY SIGNALS. INREACH MAKES NO WARRANTIES RESPECTING ANY HARM THAT MAY BE CAUSED BY TRANSMISSION OF A COMPUTER VIRUS, HACKING BY A THIRD PARTY, WORM, TIME BOMB, LOGIC BOMB, OR OTHER SUCH COMPUTER PROGRAM. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY ANY DISTRIBUTOR, RESELLER OR ITS AUTHORIZED REPRESENTATIVE SHALL CREATE A WARRANTY. YOU ARE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR PRODUCT, OTHER DEVICE, OR LOSS OF DATA THAT RESULTS FROM SUCH USE. THE APPLICATION IS NOT INTENDED FOR USE IN THE OPERATION OF NUCLEAR FACILITIES, LIFE SUPPORT SYSTEMS, AIRCRAFT NAVIGATION OR COMMUNICATION SYSTEMS, AIR TRAFFIC CONTROL SYSTEMS, OR ANY OTHER ACTIVITIES IN WHICH THE FAILURE OF THE APPLICATION COULD LEAD TO DEATH, PERSONAL INJURY, OR SEVERE PHYSICAL OR ENVIRONMENTAL DAMAGE. INREACH GIVES NO WARRANTY IN RELATION TO THE AVAILABILITY, SUITABILITY OR ACCURACY OF THE SERVICE OR IN RELATION TO AVAILABILITY, SUITABILITY OR MAINTENANCE OF THE SATELLITE SYSTEMS USED BY THE INREACH PRODUCT TO TRANSMIT DATA TRANSMISSIONS, INCLUDING SOS EMERGENCY SIGNALS.

6. LIMITATION OF LIABILITY.

6.1 TO THE FULLEST EXTENT PERMITTED BY LAW, INREACH AND ITS SERVICE PROVIDERS, AND THEIR RESPECTIVE EMPLOYEES, DIRECTORS, OFFICERS, AGENTS AND SUPPLIERS HEREBY EXPRESSLY EXCLUDE LIABILITY FOR ANY DAMAGES OR CLAIMS, INCLUDING INJURY OR DEATH, AND ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, RELIANCE, EXEMPLARY OR PUNITIVE LOSS, DAMAGE, COSTS OR EXPENSES (INCLUDING LOSS OF INCOME, MEDICAL AND OTHER EXPENSES, LOSS OF GUIDANCE, CARE AND COMPANIONSHIP) WHICH MAY ARISE OUT OF OR IN CONNECTION WITH THE PROVISION OF THE SERVICES (INCLUDING ANY DELAY IN PROVIDING OR FAILURE TO PROVIDE THE SERVICE) OR ITS USE BY YOU OR BY ANOTHER PERSON WHETHER OR NOT AUTHORIZED BY YOU TO UTILIZE THE SERVICE. INREACH AND ITS SERVICE PROVIDERS, AND THEIR RESPECTIVE EMPLOYEES, DIRECTORS, OFFICERS, AGENTS AND SUPPLIERS EXCLUDE ALL LIABILITY, WHETHER RESULTING FROM CONTRACT, TORT (INCLUDING LIABILITY FOR NEGLIGENCE OR BREACH OF STATUTORY DUTY) OR OTHERWISE IN RESPECT OF ANY LOSS, DAMAGE, COSTS, EXPENSES OR OTHER CLAIMS RESULTING FROM THE ACTS OR OMISSIONS OF SUCH PARTIES, FOR ANY FAULTS, FAILURES OR INADEQUACIES OF THE SATELLITE SYSTEMS, THIS SERVICE OR THE SOS EMERGENCY MONITORING AND RESPONSE PROVIDED BY GEOS, INCLUDING ANY FAILURE OR DELAY IN THE PROVISION OF SERVICES CAUSED BY:

6.1.1 MATTERS OUTSIDE OF INREACH'S OR ITS SERVICE PROVIDERS', REASONABLE CONTROL, WHICH SHALL INCLUDE, BUT ARE NOT LIMITED TO, OUTBREAK OF HOSTILITIES, RIOT, CIVIL DISTURBANCE, ACTS OF TERRORISM, FIRE, EXPLOSION, FLOOD, SNOW, FOG OR OTHER INCLEMENT WEATHER CONDITIONS, FAILURE OF TELECOMMUNICATIONS OR SATELLITE SYSTEMS, ELECTRICAL POWER FAILURES OR FLUCTUATIONS, SURGES IN THE ELECTRICAL MAINS OR CURRENTS, DAMAGE CAUSED BY ELECTROMAGNETIC INTERFERENCE, THEFT, MALICIOUS DAMAGE, STRIKE, LOCK OUT OR INDUSTRIAL ACTION OF ANY KIND; OR

6.1.2 FAILURE, DELAY OR INACCURACY OF THE GPS SATELLITES IN PROVIDING LOCATION COORDINATES; OR
6.1.3 FAILURE, DELAY OR INACCURACY OF THE INREACH PRODUCT TO PROCESS AND/OR TRANSMIT DATA TRANSMISSIONS, INCLUDING SOS EMERGENCY SIGNAL(S), AND/OR LOCATION COORDINATES, TO THE IRI DIUM SATELLITE SYSTEM; OR

6.1.4 FAILURE OF OR DELAY IN THE IRI DIUM SATELLITE SYSTEM AND/OR GROUND STATIONS TO PROCESS DATA TRANSMISSIONS, INCLUDING BUT NOT LIMITED TO SOS EMERGENCY SIGNAL(S), LOCATION COORDINATES, PREPROGRAMMED MESSAGES AND DISPLAY, AND TRANSMIT TO THE IDENTIFIED POINTS OF CONTACT AND/OR IERCC AS APPROPRIATE; OR

6.1.5 FAILURE OF OR DELAY IN YOUR EMAIL OR CELLPHONE PROVIDER TO TRANSMIT THE MESSAGE TO YOU, OR FAILURE OF OR DELAY IN THE IERCC RESPONDING TO SOS EMERGENCY SIGNAL(S); OR

6.1.6 FAILURE OF OR DELAY IN THE DELORME PN-60W PRODUCT OR INREACH SMARTPHONE APPLICATION TO TRANSMIT ANY INREACH MESSAGE(S) TO THE INREACH; OR

6.1.7 FAILURE OF OR DELAY ON BEHALF OF THE INREACH SERVICE PROVIDERS, TO PERFORM THE APPLICABLE SERVICE FOR WHICH EACH IS CONTRACTED; OR

6.1.8 FAILURE TO OBTAIN A CLEAR LINE OF SIGHT TOWARD THE SATELLITE SYSTEMS; OR

6.1.9 FAILURE TO PROPERLY INSTALL OR CONFIGURE THE INREACH PRODUCTS; OR

6.1.10 FAILURE OF INREACH AND ITS SERVICE PROVIDERS TO PROVIDE THE SERVICE(S), INCLUDING SOS EMERGENCY SERVICES, DUE TO THE SERVICE(S) HAVING BEEN CANCELLED PURSUANT TO SECTIONS 3.3 OR 3.5; OR

6.1.11 NON-COMPATIBILITY OF INREACH PRODUCTS WITH SMARTPHONE OPERATING SYSTEMS AND THIRD-PARTY SOFTWARE; OR

6.1.12 FAILURE OR INADEQUACY OF POWER SUPPLY FOR INREACH PRODUCTS AND/OR ASSOCIATED PRODUCTS (INCLUDING DELORME PN-60W AND SMARTPHONES).

6.2 IN NO EVENT SHALL THE TOTAL, MAXIMUM, AGGREGATE LIABILITY OF INREACH AND ITS SERVICE PROVIDERS, AND THEIR RESPECTIVE EMPLOYEES, DIRECTORS, OFFICERS, AGENTS AND SUPPLIERS, FOR ALL CLAIMS ARISING OUT OF OR RELATING TO THIS AGREEMENT EXCEED THE AMOUNT OF THE SERVICE FEE PAID BY YOU.

6.3 THE LIMITATIONS IN THIS SECTION 6 SHALL APPLY TO ALL CLAIMS, DAMAGES, LOSSES, COSTS AND EXPENSES HOWSOEVER CAUSED AND WHETHER FOR BREACH OF CONTRACT, IN TORT, BY WAY OF NEGLIGENCE, STRICT LIABILITY, OR OTHERWISE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF SUCH DAMAGES WERE REASONABLY FORESEEABLE.

6.4 Legal Notices and End User License Agreement. If you use a DeLorme PN-60w or INREACH Smartphone Application with INREACH Product, then your INREACH Product is also subject to the Legal Notices and End User License Agreement which can be found at explore.delorme.com.

7. YOUR OBLIGATIONS.
7.1 Use. You may not sell, rent, lease or otherwise charge for the INREACH Product and/or Services or any information or services associated with or derived from INREACH Product or Services.

7.2 Misuse. You agree that you will not use the Services or the INREACH Product (1) to abuse or misuse the SOS Emergency services, (2) to send messages that are offensive, defamatory, abusive or obscene or intended to harass (3) for any purpose in violation of law, (4) in any manner that infringes or misappropriates third party rights, or (5) in any manner which overloads or unreasonably interferes with the Services or the Satellite Systems. You agree to use the Services only with the INREACH Product and not to use any other equipment in connection with the Services unless expressly approved by INREACH. Failure to adhere to these restrictions may result in termination of this Agreement by INREACH. You agree that you will not attempt to unlock or modify, or reverse engineer your INREACH Product in order to modify it or render it capable of performing functions outside the approved Iridium network described in this Agreement, for the purpose of re-selling the INREACH Product to a third party, or for any purpose otherwise not permitted by this agreement.

7.3 Authorized Users. You are solely responsible, and assume any liability, for any user authorized by you to utilize the INREACH Product and/or the Services. In addition, you agree to pass usage instructions and Subscription Plan terms and conditions to all of your authorized users. You must carefully read the applicable terms for any such optional/bundled service to see if restrictions apply.

8. INREACH User Account, Websites.

8.1 INREACH Websites. Your use of the INREACH websites is governed by the terms and conditions of use contained on each such website.

8.2 Complete and Accurate Information. You acknowledge and accept that the information required in your INREACH user account, including your Registration Data, contact information, designated contacts, social connectivity settings, supported service options and pre-programmed messages, is essential for proper provision of the Services. You accordingly certify that the information supplied by you is accurate in all respects. It is your responsibility to ensure that the information supplied by you remains accurate, complete and up to date. Changing your address from one country to another country (for example from the US to Canada) may require service level changes and might incur additional charges on your account. When composing INREACH messages, you acknowledge and agree that it is your sole responsibility to ensure that you select the intended designated contact from your available contacts and are satisfied with the content of your INREACH message prior to sending it. Please contact customer care for assistance.

8.3 Synchronization of Data. If you use a DeLorme PN-60w or INREACH Smartphone Application with INREACH, you acknowledge that it is your sole responsibility to ensure that you have followed the synchronization process outlined in your User Manual to export any updates and/or changes to your Registration Data, contact information, designated contacts, social connectivity settings, supported service options and pre-programmed messages from your INREACH account to your DeLorme PN-60w or INREACH Smartphone Application.

8.4 Content License from You. You agree that you are solely responsible for (and that INREACH has no responsibility to you or to any third party for) any Content that you create, transmit or display while using the Services and any associated software and for the consequences of your actions by doing so. You acknowledge that the INREACH messages may include your location information. You retain copyright and any other rights you already hold in Content which you submit, post or display on or through, the Software and/or the Services. You acknowledge and agree that by submitting, posting or displaying the content you give INREACH a perpetual, irrevocable, worldwide, royalty-free, and non-exclusive license to reproduce, adapt, modify, translate, publish, publicly perform, publicly display and distribute any Content which you submit, post or display on or through, the
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that you are not located in any such country or on any such list. You also agree that you will not use these
products for any purposes prohibited by United States law, including, without limitation, the development,
design, manufacture or production of nuclear, missiles, or chemical or biological weapons.

9.3 Indemnity. To the maximum extent permitted by law, you agree to indemnify, defend and hold harmless
INREACH and its parent company, affiliates, licensors and suppliers their respective directors, officers, employees
and agents from and against any and all claims, actions, suits or proceedings, as well as any and all losses,
liabilities, damages, costs and expenses (including reasonable attorney's fees) arising out of or in connection with
your use of the INREACH Product, the Services and any associated software.

9.4 Governing Law. This Agreement is governed by the laws of the State of Maine without giving effect to conflicts of
laws principles.

9.5 Entire Agreement. This Agreement constitutes the entire agreement between the Parties with respect to the
subject matter hereof. Any headings are provided for convenience only.

9.6 No Waiver, Survival. The failure of INREACH to exercise or enforce any right under this Agreement shall not
constitute a waiver of such right. All rights and remedies granted to INREACH are cumulative and not alternate. If
any provision of this Agreement is found invalid or unenforceable, such invalidity or unenforceability shall not
affect the remaining terms and conditions of this Agreement, and the parties shall substitute a valid provision
that most nearly approximates the intent and economic effect of the invalid or unenforceable one. Any
provisions that expressly or by their nature should survive termination of this Agreement, including payment
obligations, disclaimer of warranty, rights of indemnity and limitation of liability, shall survive such termination.
9.7 Assignment. You may not assign this Agreement or any of your rights or obligations hereunder, but INREACH may assign this Agreement and any of its rights and obligations hereunder. This Agreement inures to the benefit of and is binding on the parties' respective successors and permitted assigns.

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Service provided by InReach LLC or Roadpost, Inc. dba InReach Canada may become limited or temporarily unavailable without notice from time to time due to any number of reasons associated with managing a Satellite System. Further, this satellite-based service requires a clear line of sight between the INREACH Product and the satellite; therefore, the service is inherently subject to transmission and reception limitations. Further information regarding service coverage and potential interruptions can be found in the Terms of Service (as defined below) available at explore.delorme.com.

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2) USE OF YOUR INREACH PRODUCT.

2.1 Familiarization with your INREACH Product. You understand and agree that it is your responsibility to familiarize yourself with the operation of your INREACH Product, INREACH Smartphone Applications, and DeLorme GPS device (PN-60w or subsequent model), including reading your User Manual, available at manuals.delorme.com. You agree that you will use the INREACH Product only in accordance with those instructions. It is also highly recommended that you review the Help available at explore.delorme.com and practice properly using your INREACH Product by sending test messages and fixing your GPS coordinates as described.

2.2 Coverage. You may use your INREACH Product, INREACH Smartphone Applications, and DeLorme GPS device anywhere there is coverage (subject to the applicable restrictions due to local laws, licensing/certification requirements and regulations. For a complete list of the certifications applicable to your INREACH Product and/or the DeLorme GPS Device, please see the device User Manual at manuals.delorme.com.

2.3 Important Tips. Your INREACH Product needs a clear view of the sky to obtain a GPS signal and provide the most accurate location information. It is not reliable indoors or in a cave. Orienting your INREACH Product so that the protruding antenna is oriented to the sky will improve performance, and you should keep your INREACH Product at least 12 inches away from other GPS devices and mobile phones. Please read your Quick Start Guide or User Manual and follow the instructions to pair your DeLorme GPS device or INREACH Smartphone Application with your INREACH Product.
2.4 Message Schedule. Redundancy is built into your INREACH Product to ensure more of your messages are transmitted. It is normal for some INREACH messages to be blocked by everyday conditions; the view of the sky is often blocked due to hills, buildings, or other obstructions. This is why InReach automatically retries messages until it receives a satellite acknowledgement. Placement of your INREACH unit can make a difference. Experiment with placement until you are familiar with the reliability of your operating environment.

2.5 Synchronization of Data. You acknowledge that it is your sole responsibility to ensure that you have followed the synchronization process outlined on explore.delorme.com to export any updates and/or changes to your INREACH Registration Data, contact information, designated contacts, social connectivity settings, supported INREACH Service options and pre-programmed messages from your INREACH account to your DeLorme PN-60w or INREACH Smartphone Application.

2.6 Support and Customer Service. More information about your INREACH Product and the associated Service is available at explore.delorme.com or by contacting INREACH Customer Service:

**Canada:** Online: inreachcanada.com. Customer service: email inreachcare@roadpost.com. Tech support: email inreachtech@roadpost.com. Phone: 1-800-337-3155, M-F 9:00 a.m.-6:00 p.m. Eastern Time.

**US and International:** Online: support.delorme.com. Tech support: email tech@delorme.com or phone (+1) 207-846-8900. Sales and customer service: email sales@delorme.com or 800-511-2459 (US only) or (+1) 207-847-1165. Representatives are available M-F 8:30 a.m.-5:00 p.m. Eastern Time.

Please contact DeLorme Technical Support for questions regarding the operation of your DeLorme PN-60w or INREACH Smartphone Application.

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3) HARDWARE LIMITED WARRANTY

3.1 INREACH warrants that your INREACH Product will be free from defects in materials and workmanship for one year from the date of purchase. If your INREACH Product fails in normal use, INREACH will, during the first (90) ninety-days after purchase, at its sole option, either repair or replace the unit. INREACH reserves the right to either repair or replace the unit with a new or refurbished unit at its sole discretion. Such repairs or replacements will be made at no charge for labor or materials; however, the customer will be responsible for any shipping charges incurred to send the device to INREACH. After the first ninety (90) days, INREACH will repair your unit, but will not replace it. The repaired or replaced product will be warranted for ninety (90) days from the date of return shipment, or for the balance of the original warranty, whichever is longer. This warranty does not cover failures due to abuse, misuse, accidents, or unauthorized disassembly or modification. Any repairs not performed by INREACH will void this warranty.

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3.2 Repairs or replacements under warranty will be made at no charge for labor and materials; however, the customer will be responsible for shipping charges. The repaired or replaced product will be warranted for the balance of the original warranty. The warranty does not cover failures due to abuse, misuse, accidents, or unauthorized disassembly or modification or any damage sustained during shipment of the product. Any repairs not performed by InReach LLC will void this warranty.

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6.12 Changes to the EULA. InReach LLC reserves the right to change the terms and conditions of this EULA at any time. You can find the most current EULA at explore.delorme.com. You understand and agree that if you use the services after the date on which the terms or additional terms have changed, InReach LLC will treat your use as acceptance of the updated terms or additional terms.

6.13 Governing Law. This EULA will be governed and construed in all respects by the laws of the State of Maine without regard to its conflict of laws and provisions. You and InReach LLC agree to submit to the exclusive jurisdiction of the courts located within the county of Cumberland, State of Maine, to resolve any legal matter arising from this EULA.

6.14 General. This EULA constitutes the entire agreement between the Parties with respect to the subject matter hereof. Any headings are provided for convenience only. You may not assign this EULA or any of your rights or obligations hereunder, but InReach LLC may assign this EULA and any of its rights and obligations hereunder and this EULA shall inure to the benefit of and is binding on InReach LLC's respective successors and permitted assigns. The failure of InReach LLC to exercise or enforce any right under this EULA shall not constitute a waiver of such right. All rights and remedies granted to InReach LLC are cumulative and not alternate. If any provision of this EULA is found invalid or unenforceable, such invalidity or unenforceability shall not affect the remaining terms and conditions of this EULA, and the parties shall substitute a valid provision that most nearly approximates the intent and economic effect of the invalid or unenforceable one.