

**School of Ecosystem and Forest Sciences**  
**SOP for Use of Garmin inReach Devices V1.1 20220819**

### **Creation of Accounts**

User accounts can be setup up by the EHS Team by sending the following details to [SEFS-EHS@unimelb.edu.au](mailto:SEFS-EHS@unimelb.edu.au):

- Your mobile phone number
- Emergency Contact 1 Name
- Emergency Contact 1 mobile phone number
- Emergency Contact 1 University email address
- Emergency Contact 2 Name
- Emergency Contact 2 mobile phone number
- Emergency Contact 2 University email address

Note that due to system constraints, the contact details you list may be viewed by other SEFS users, so your use of the system must include consent for this.

In most cases, the emergency contact details include your supervisor and the buddy you would list on an Off-Campus form. This can be updated later for each trip as required.

Once your account is created, you'll receive a confirmation email with login details. Please also download the Garmin Earthmate app to your smartphone. When you use an inReach device, you'll be able to pair it to your phone via Bluetooth and use your phone as the interface—enabling access to your contacts for messaging.

It is imperative that you test your communication with intended contacts before leaving for remote field work.

### **Booking an inReach Unit**

A booking system has been created for all SEFS inReach and SPOT units. Please refer to the separate Booking Instructions document.

### **Charging an inReach Unit**

The units contain an internal lithium-ion battery which is chargeable through the USB cable provided with the unit. This can be done ahead of time and in vehicles with USB ports. Units should not be constantly left on charge, as this may be detrimental to the battery. Units should be turned off and charged following use, leaving them ready for the next user. The display indicates when a full charge is reached, even when powered off.

### **Assigning an inReach Unit to a User**

Note that assigning an inReach unit to a user can only be done through the Administrator login. As a result, we need to make the Administrator login details available to all users.

Visit <https://explore.garmin.com/>

Administrator Login: [SEFS-EHS@unimelb.edu.au](mailto:SEFS-EHS@unimelb.edu.au)

Password: SEFS-ir1

It is imperative that you ensure the device is back on your Campus and **in your possession** before you assign it to yourself. This is to avoid accidentally assigning a device which is already in use by another user. This mistake would unassign it from the current user, who may still be in the field.

**Required Device Setup**

**IMPORTANT:** Read the following, or your inReach may not function.

Before you can use your inReach, you must assign a user to it.

If you do not already have a user on your account you want to assign to the inReach, you will need to create one.

To create a new user, go to **Groups & Users**, and click **New User**.

To assign a user to a device, select the **Plans & Devices** tab, and select the device. Click **Assign**, and select the user.

Assign a user, and your inReach device is ready to use.

If you encounter any trouble, contact our Customer Care team:  
[Garmin Product Support](#)

Do not show this again.

OK

To assign a device from the Administrator account, go to the Plans & Devices tab, tick the device, click the Assign button and select yourself as the user. An image of this screen is included below.

After you assign the device to yourself, you need to sync the device through your computer so your contact details sync through to the device. **IMPORTANT:** You must connect the unit to your computer with the USB cable and sync via inReach Sync, download onto your PC via <https://explore.garmin.com/Sync>. This ensures that your contact details transfer across to the unit you're using. Before synchronising for the first time, you'll need to download the inReach Sync software and install it on your computer. Following installation, a computer restart is likely to be required before it will work. Guidance on the synchronising process can be found at [https://support.garmin.com/en-GB/?productID=592606&tab=topics&topicTag=region\\_syncingdata](https://support.garmin.com/en-GB/?productID=592606&tab=topics&topicTag=region_syncingdata)

### Pairing an inReach to your Mobile Phone

Refer to Page 1 of the Owner's Manual.

### Testing the Device

Refer to Page 1 of the Owner's Manual

### Sending Messages

The inReach device sends and receives text messages using the satellite network. You can send messages to an SMS phone number, and email address or another inReach device. Each message you send includes your location details and you can choose to include location coordinates as well by ticking the relevant box within your account profile.

Once the device is paired to your phone via Bluetooth, text messages can be sent through the Earthmate app. The app allows use of your phone contacts to access the satellite network.

Refer to pages 1-2 of the Owner's Manual.

### Sending a Pre-set Message

Pre-set email messages default to your own email address and **need to be changed to relate to your trip** buddy contact. This will need to be updated regularly from your personal user account if it changes from trip to trip.

Unlimited Pre-Set messages are included with the service plan. The service plan includes 20 custom messages per month. Additional messages incur a fee of \$0.75 and should only be used when required.

Note that you must enable Map Share within your account and then tick this box next to the pre-set message to enable recipients to also receive your map position with each message.

Refer to page 2 of the Owner's Manual.

### Initiating an SOS Rescue (genuine emergencies only)

Refer to page 2 of the Owner's Manual. You must be familiar with how to use the SOS function, but it is for genuine emergencies only and cannot be tested.

### Cancelling an SOS Rescue

Refer to page 2 of the Owner's Manual.

### Tracking

Refer to pages 2-3 of the Owner's Manual. Note that tracking intervals affect battery life (see below), with shorter tracking intervals consuming batter power more quickly. By default, tracking is off and must be started if you wish to use this function. Note that the user can specify both the tracking interval and the send interval for this information.

Tracking incurs a small fee of \$0.15 to the SEFS account per tracking point. InReach users are encouraged to use the Tracking feature but to consider a suitable tracking interval when configuring this feature.

A summary of service plan costs is included below for reference. Service costs are paid by the School.

Battery Life	Mode
Up to 30 hr.	10-minute tracking send interval and 1-second log interval
Up to 50 hr.	Default mode with 10-minute tracking send interval and 5-minute log interval
Up to 20 days	Extended tracking mode with 30-minute tracking send interval
Up to 1 yr.	Turned off

	BASIC
SOS	Unlimited
TEXT MESSAGES	20
PRESET MESSAGES	Unlimited
TRACKING INTERVALS	10 minutes +
TRACKING POINTS	\$0.15 AUD ea.
LOCATION PINGS	\$0.15 AUD ea.
BASIC WEATHER	1 Text Message ea.
PREMIUM WEATHER	\$1.50 AUD ea.
PREMIUM MARINE WEATHER	\$1.50 AUD ea.
MONTHLY FLEX FEE	\$30 AUD /mo.
MESSAGE OVERAGE FEE	\$0.75 AUD
SUSPEND FEE	\$8 AUD /mo.

## Sending messages to inReach Devices

### Send a Message to an inReach Device

---

There are four ways to send a message to an inReach device. Below you will find information on how to send messages to an inReach.

---

#### IMPORTANT

Each inReach user account is assigned an inReach address (example@inreach.garmin.com) at the moment the account is created. The inReach address will only work for inReach-to-inReach communication. Messages sent to an inReach address from devices other than inReach devices will not be delivered.

---

*Select an option below for messaging steps.*

## Responding to inReach Messages

One of the major benefits of moving to inReach units is the ability to have two-way communication. It is therefore important that your buddy contact back in town knows to respond to confirm receipt of each of your 'check-in' messages. For a message recipient with a mobile phone, this is as simple as responding to a normal text message. Whether you choose to explore the other communication options is up to the user and these additional features may be learned over time.

#### ▼ Replying to an inReach SMS Message

1. Open the message on your phone  
**Note:** If using a mobile device with an internet connection, visit the link included in the text message to view the inReach's location on a map.
2. Reply as if responding to a text message
3. The inReach will receive the message the next time it connects to the Iridium Network

---

**Additional information regarding other communication methods can be found below.**

While the following content provides enhanced functionality, it is anticipated that basic operation of the inReach unit to support field work can be achieved through familiarity with the content listed above.

### ▼ Replying to an inReach Email Message

1. Visit the link in the email to view the inReach's location and reply to the message
2. Reply to the message in the **Your Reply** box



3. Select **Send message**
4. The inReach will receive the message the next time it connects to the Iridium Network

### ▼ Sending a Message through the inReach MapShare

**IMPORTANT:** In order to send a message to an inReach through a MapShare page, the owner of the inReach account must have enabled MapShare for the inReach device **and** set the options of the MapShare so visitors are able to message the device.

1. Go to the inReach device's MapShare page
2. Select **Message**
3. In the **Send Message** window enter your email address or phone number, and a message



4. Select **Send**
5. The inReach will receive the message the next time it connects to the Iridium Network

### ▼ Using inReach to inReach Communication

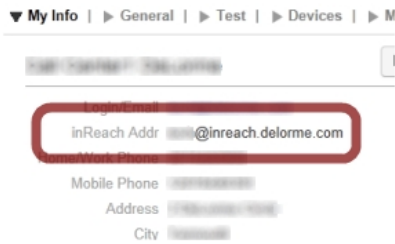
Every inReach user account is assigned a unique inReach address for inReach-to-inReach communication. If you have an inReach device, you can send a message from your inReach to another inReach by using the inReach address for the recipient.

1. Obtain the inReach address for the inReach user to be messaged. To find the inReach address for an inReach account, follow the steps below.

1. Log in to the inReach account at [explore.garmin.com](https://explore.garmin.com)

2. Select the **Account** tab

3. The inReach address can be found in the **My Info** section in the left hand column



2. Use the information in Related Content to send an inReach Message to the inReach address

### Additional Help

Technical support, including a phone number, is available here <https://support.garmin.com/en-AU/?productID=561269&tab=topics>

## Product Support

1800-235-822

Tacx Support

**Mon-Fri: 8:30am to 5:00pm (AEST). Closed weekends and Australian Public Holidays.**  
**If troubleshooting connectivity between your Garmin device and your smart phone, please contact us from a different phone.**