



ThurayaAssist™ ..... it's good to know help is always on hand

**GEONIX LOCATION**

**BASED SERVICES**

**GeonixAssist™**

## **GeonixAssist™ FAQs**

### **1. What is GeonixAssist™?**

GeonixAssist™ is a comprehensive, global and 24\*7 security advice and assistance service which also allows the user's location to be displayed on mapping, satellite imagery and aerial photography using a direct web address ([www.GeonixLocate.com](http://www.GeonixLocate.com)). Most importantly it provides unlimited services of human security specialists, available 24 hours a day, to pre-brief the user and to assist any client who fears for their safety or finds themselves in a compromised security situation.

The GeonixAssist™ service includes handset historical position services and multiple handset 'follow live' services and additionally allows relaying of the user's location in an emergency to one or more predefined email addresses or/and mobile numbers of family, friends or employers. Two distinct message types are supported: a standard position report showing 'this is where I am' and an emergency 'SOS' emergency report. Only emergency SOS messages are relayed to SMS numbers, but relay of both emergency and standard position reports to email is available. GeonixAssist™ also allows free format SMS messages enabling the user to send additional information over and above the basic position, and these messages are displayed on the PC screen in history mode.

### **2. Why would I use it?**

GeonixAssist™ is for anyone who wants to send position reports about where they are and allow anyone watching them on their defined email and mobile phone relay lists to be notified that an SOS event has been initiated. This service means that there is no need for anyone to be actively watching the user's progress by being on-line all the time, and provides corporate, NGO, governmental and aid agency users with an automated self monitoring system for their staff.

GeonixAssist™ is the premier service in the Geonix Location Services portfolio: it embodies all the functions of GeonixRelay™, but adds substantial personal security specialist support available on the phone 24 hours a day, 7 days a week, 365 days a year.

With its superior capacity to assist in adverse situations, GeonixAssist™ is an invaluable companion – for the individual and adventure markets, but most particularly for providing full security advice and support for the corporate, NGO, government and aid agency markets.

Current studies show that some 73% of corporates have no policies, procedures or plans in place neither for pre-briefing employees prior to overseas trips nor operating procedures in place in the event the employee gets into real trouble. Even among companies with basic policies in place, little if anything is done to provide 24 hour advice and assistance, nor are they equipped with devices that can monitor the employees position or raise alarms in an emergency.



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### **3. Who is a typical user of GeonixAssist™?**

GeonixAssist™ is for anyone who is travelling to off-the-beaten-track locations and who wants their location to be known and shown to family, friends or employers – allowing them to know where they are, where they have been and when. Additionally, GeonixAssist™ enables the proactive sending of notifications in the event that an emergency SOS event is initiated.

Typical examples include:

- Backpackers letting friends and family see where they are and where they've been
- Outdoor adventurers – skiers, hikers, mountain bikers, climbers, canoeists, coastal and oceanic sailors
- Balloonists, paragliders and light aviation pilots
- Fishing boats, private yachts, water taxis, dive companies, river and cruise boat operators
- Long distance haulage companies, their drivers, truckers, courier companies
- Corporate/NGO/governmental and aid agency staff on overseas assignments
- Corporate/NGO/governmental and aid agency staff working in remote locations
- Overland travel companies, tourist coaches, 4x4 rally enthusiasts
- Disaster relief organisations – forest fire, flood, tsunami, earthquake
- Anyone travelling and working in off-the-beaten-track locations who wants friends, family and/or their employer to know where they are and to enable the relaying of SOS information in an emergency

### **4. What are the key features of this service?**

**Personal security specialists on call 24 hours a day:** Whether for personalised pre-briefing prior to a trip, or advice when things 'just don't feel right' or assistance when emergency help is definitely needed, help is just a phone call away

**Voice transmission:** Help is always at hand: studies show that 80% of emergency problems can be resolved in the first phone call

**Data transmission:** location data is sent to the GeonixAssist™ servers via SMS messages using either the GSM or satellite network

**Emergency SMS:** relaying of 'SOS' emergency help requests via the relay system back to family, friends and employers – both e-mail and text to mobile phones

**Analysis:** History information is available for the last 6 months: post-incident information can be accessed to allow the corporate or NGO user to evaluate the response services provided

**Reporting:** Mobile phone messages contain the individual's identity, the latitude and longitude coordinates of the user's position, the date and time of the current or last valid GPS fix. E-mails contain a slightly extended version of the emergency position report including any SMS messages sent by the user

**User-Friendly:** GeonixAssist™ is easy and simple to use – all that is needed is for the user to acquire a GPS fix on their handset and transmit the fix as a text message via the menu press keys, and a PC connected to the internet to view the user's location. This process is automated using the Geonix SOS Tracker application on supported GSM phones, and via the Helper function on Thuraya SG-2520 and SO-2510 handsets.

### **5. Are there any charges for GeonixAssist™?**



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This is a pre-payment based service at approximately US \$250 a year which equates to just over \$20 per month. Monthly, 3 monthly and 6 monthly subscriptions are available: view [www.geonix.com](http://www.geonix.com) for pricing. The cost of the GPS enabled smartphone or Thuraya Satellite phone is not included and needs to be purchased separately. There is a small standard charge for the airtime to transmit the user's position via SMS text – contact your service provider for details.

**6. Will I get an unlimited amount of relayed SMS text messages during my service?**

Charging for the relayed SOS emergency messages to mobile phone recipients occurs by decrementing the number of days of service remaining: one day will be removed from the balance of days of payment left for each emergency SOS message generated.

**7. If there is a set amount of SMS messages during my service, will I be charged extra if I go over the set amount?**

The number of emergency SMS messages sent is limited only by the number of days left on your service. Once you have no days left, you will need to renew your payment before you can continue to use the service. You will be informed by e-mail when this is necessary.

**8. For the GeonixAssist™ service can I pay in monthly instalments rather than one payment at the beginning?**

You can elect to have an initial one month subscription and renew monthly if desired.

**9. What happens when an "SOS" emergency SMS is sent?**

On declaring an emergency we normally expect two actions by the user, one shortly following the other. The first is to place the emergency help voice call to our security assistance centre (on +44 203 291 2424); the second is to generate and send the emergency position report by SMS. Whenever an 'SOS' message is received by our system, we initiate a relay of the user's location to one or more predefined e-mail addresses (without charge) or to one or more mobile phone numbers (chargeable). Thus when the user sends a help message his/ her family, friends or employers will be sent the user's location including any free-format text with additional information from the user.

**10. Who are the "SOS" emergency messages sent to?**

All SOS notifications are automatically relayed to the GeonixAssist security assistance centre as well as the predefined mobile phone numbers and email addresses given by the user on registration. These numbers and addresses can be modified by the user at any time.

**11. Who runs the security assistance centre and where is it?**

The security assistance centre is operated by the global security specialist company, red24. Red24 is a London Stock Exchange listed publicly quoted company specialising in travel and other security risk avoidance. The global assistance centre is physically located in Cape Town, South Africa. Further information is available at [www.red24.info](http://www.red24.info).

**12. For GeonixAssist™ will the SMS messages be in free-format?**

For GeonixAssist™ free-format text messages can be sent (in addition to the emergency SOS position report) from the user to the website, the e-mail addresses and the SMS broadcast



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addresses, thereby allowing the user to send additional information over and above the basic position.

**13. Is there a set amount of people that I can give my username and password to in order to view my location?**

No, you can give your username/password to an unlimited number of people.

**14. Will I need someone to watch over the user's progress all the time for notification of an emergency?**

Not necessarily, you will be watched over by our global security assistance centre. However you can additionally see all the same emergency messages and positions using your own staff.

**15. Will I need to give Geonix any confidential information to use this service?**

For GeonixAssist™ a certain amount of confidential information needs to be made available; specifically the e-mail addresses and phone numbers of the people you wish us to relay emergency SOS messages to. We undertake to hold this information in confidence and will not use this information for any purpose other than that defined in the GeonixAssist™ service.

**16. Will there be personal monitoring of my progress by Geonix?**

The GeonixAssist™ service is an automated relay system: there will not be any personal monitoring of a user's position by Geonix staff.

**17. Is there any time delay between sending the "SOS" or "Here I am" notifications and receipt at the user defined email addresses and mobile phones?**

As with all e-mails and SMS messages, there is the possibility of minor delays in transmission particularly at very busy times. If the user's application wishes to have more stringent oversight and human intervention, they should elect to use GeonixAssist™.

**18. What security provisions apply?**

The basic security on all accesses to the website is via username and password. We will never release this information to outsiders, but you are free to give your details to anyone you choose and trust. If you forget your username and password you can reset them online using the security questions and answers that you provided at sign up. In the event that you wish to rescind access privileges to anyone to whom you have given your details, you can simply change your password and re-issue it only to those people you choose. In the event that you (or a hacker) make multiple erroneous attempts at access passwords, your account will be blocked and can only be unblocked by sending a message to GeonixAssist™ support and passing verification checks. If you attempt to register a device with the same phone number as one previously registered, the site will not allow you to proceed – stopping others registering your phone on their account.

**19. Is there a set amount of pre-determined email addresses and mobile phone numbers that I can have?**

GeonixAssist™ supports relay of SOS messages to 10 email addresses and 10 mobile phones

**20. How much history can I see with GeonixAssist™?**

The GeonixAssist™ service will keep six months' historical data.



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**21. How many devices can be shown on Follow Live?**

As many as you register. There will obviously be limitations as to how many you can view at one time on your PC screen dependent upon magnification, geographic diversity of users and size of screen, but the system allows you to zoom in and out as desired.

**22. When is GeonixAssist™ available?**

GeonixAssist™ is available now.

**23. Can I have my own corporate version of GeonixAssist™?**

GeonixAssist™ can be 'skinned' to portray the service as being a private closed user group service incorporating a corporate, NGO, governmental or aid agencies' logos and style. Contact [support@geonix.com](mailto:support@geonix.com) for further information. Additional charges may apply to this service.

**24. Can I purchase GeonixAssist™ code to run on my own corporate server?**

Licences are available to use the GeonixAssist™ code on an organisation's own servers or external hosts, giving the user complete management and administrative control and security. Contact [support@geonix.com](mailto:support@geonix.com) for further information. Charges apply to this service, but are offset by the fact that no subscriptions to the public service are required.

**25. Can I buy a GSM Smartphone or Thuraya handset from Geonix?**

Not normally. GSM Smartphones are available from your GSM service provider, Thuraya handsets are available from Thuraya service providers, a list of which can be found on [www.thuraya.com](http://www.thuraya.com). As a service to our clients we can purchase these on your behalf if required.

**26. How much does it cost to call or use a Thuraya handset?**

SIM cards must be bought from a local GSM service provider or Thuraya Service Provider. Costs of mobile satellite or GSM service must be obtained from them.

**27. Who does the user contact for further information?**

Further information on the Geonix Location Services can be found on our website [www.geonix.com](http://www.geonix.com), or alternatively contact your network operator, your Thuraya Service Provider or [info@geonix.com](mailto:info@geonix.com).

**28. Who does the user contact for support?**

For technical support questions, please e-mail [support@geonix.com](mailto:support@geonix.com).

**29. Will the service be further developed??**

We are already working on additional enhancements to the GeonixAssist™ service which will further enhance its features. We are also keen to hear from users with specific requests for enhancements: please e-mail suggestions to [support@geonix.com](mailto:support@geonix.com).

**30. Who provides the GeonixAssist™ Service?**

GeonixAssist™ service is provided by Geonix, a UK based specialist supplier of GPS location equipment, software and services.



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### **31. Why would I need GeonixAssist™ Service?**

GeonixAssist™ service is for people who will be working or travelling anywhere in the world who desire additional security for themselves as well as peace of mind for employers and family and friends. GeonixAssist™ enhances the employer's ability to meet its ethical and legal duty of care responsibilities to its employees working in remote locations.

### **32. Which countries does GeonixAssist™ cover?**

In GSM mode, coverage of the service is virtually universal where there is a GSM signal. In satellite mode where GSM is not available, GeonixAssist™ service relies upon Thuraya satellite phones to transmit their GPS location data; hence GeonixAssist™ operates in all countries where Thuraya satellite phones operate. Currently in satellite mode this represents almost 2/3 of the world's land surface including Asia, Africa, Europe, Middle East, China, Indonesia, Japan, Korea and Australia.



### **33. What phones can I use with GeonixAssist™?**

In GSM mode, the service will work with most GPS enabled smartphones from Nokia, Samsung and BlackBerry. Windows Mobile phones such as HTC, and iPhone, will be available soon. Satellite phones must be compatible with the Thuraya Satellite network. Any handset that Thuraya has ever made can be used with this service. This includes all Gen1 models (Hughes 7100, 7101 and Ascom 21) or the Gen2 APSI SO-2510 and SG-2520 phones. The service will also work with the newly launched ThurayaMarine product.

### **34. What is needed to view the user's location?**

For viewing the user's location, all that is required is a recent (javascript enabled) web browser (Internet Explorer or Mozilla Firefox are recommended) on any current PC that is connected to the internet.

### **35. How do I send a position report or Emergency SOS message?**

Once you have visited the [www.GeonixLocate.com](http://www.GeonixLocate.com) website, registered your details and handset phone number and downloaded the SOS Tracker application (GSM phones only) you are ready to send position reports. All you need to do is acquire a GPS fix, then automatically send this to our servers via an SMS text message with a single key press. Your location will then be displayed in the web browser for you or anyone you notify – family, friends or employers – to see.

### **36. What are the SMS numbers for the GeonixAssist™ server?**

Position reports (also known as 'check-in' or 'Here I am' reports) need to be sent to +27 8388 918 344. Emergency SOS messages need to be sent to +27 8388 918 345.

### **37. What is SOS Tracker?**

SOS Tracker is a special application which will be automatically downloaded onto your GPS enabled smartphone which automates the process of obtaining your GPS position and sending this to our Geonix servers as a standard position report or as an emergency SOS report. There



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is no additional charge for this application. Initial and repeat emergency position reports can be initiated by a single key press.

### **38. What is the Helper function?**

The Helper function is an automated process which can be set up on your Thuraya Gen II handset – both the SG 2520 model and the SO-2510 model. The Helper function allows you to set up (once) an SMS reporting number and the frequency at which you want reports to be sent. Then all that is required is the long push of a single button, whereupon the handset goes into the process of collecting your current GPS position and transmitting it automatically at the predefined intervals.

### **39. How frequently does Helper or SOS Tracker report my position?**

An immediate SMS message is generated and sent as soon as the Helper or SOS Tracker function is activated, and this may contain user generated SMS text detailing the assistance required. Shortly thereafter, the handset will send a further message as soon as it has got an up-to-date valid GPS fix, normally within approximately one minute of activation. Thereafter the Helper function will report at regular intervals as set by the user.

### **40. Is there/will there be a Helper function available on Thuraya Gen I handsets?**

Not directly in the Gen 1 handset, but Geonix make an add-on device called the GT2000 for all Thuraya Gen I handsets. The GT2000 enables similar capabilities for automatic reporting to the Helper function, but also embodies significant additional functionality such as automatic voice calls, silent listening-in, motion detection, keyfob signalling, dual alarm states and so forth. Full details on the GT2000 are available from Geonix on [www.geonix.com](http://www.geonix.com).

### **41. What is the difference between the Follow Live Position and Historical Position?**

Historical Position provides a view of a single user – their current position and a historical record of where they were previously located. Follow Live Position gives a current multi-asset view of all users registered to a single account, updated once a minute with their up-to-date live location. In GeonixAssist™ history is kept for one week.

### **42. Which mapping is better to use when viewing the user's position?**

GeonixAssist™ provides access to mapping, satellite imagery and aerial photography as available via Google Maps™ and Bing Maps™ (formerly Windows Virtual Earth™). The choice of either or both services is at the viewers' discretion and will depend upon the data available in the particular location where the user is located. The viewer can switch between views on-line as desired.

### **43. I have more than one device – will I be able to view all of them at the same time?**

Yes you will be able to view all of your devices, and at the same time if Follow Live is selected. The historical position shows the history of each single user, and the follow live position shows the updated current location of all devices registered to a single user.

### **44. What does GPS mean?**

GPS stands for Global Positioning System. The GPS uses a constellation of at least 32 Medium Earth Orbit satellites that transmit precise microwave signals that enable GPS receivers (in smartphones and all Thuraya phones) to determine their location, speed, direction and time.



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**45. If I am indoors, trapped underground or in an avalanche will I be able to acquire a GPS fix?**

GPS receivers normally require a line of sight view of at least three orbiting satellites, hence locating phones indoors, underground or in avalanche conditions is not normally possible. Certain techniques of the latest GPS SiRFIIIstar chipsets (as used in most smartphones and in the Thuraya SO and SG phones) can determine a signal in certain indoor situations by accessing signals through windows.

**46. What is the service availability of GeonixAssist™ and how often can I use it?**

The target availability for GeonixAssist™ is 99.99%: as such it is intended for emergency use predominantly by corporates, NGOs, government, aid agencies, individuals and adventurers. The service usage is unlimited during the validity of the subscription.

**47. Will services be offered in any language other than English?**

Display services will be offered initially in English, but ultimately in a variety of languages.

**48. Are any other travel advice and information services available?**

All GeonixAssist™ customers have full access to the travel and other information database services provided via web access under contract to Geonix by the leading security specialist company red24. For more information, visit [www.geonix.com](http://www.geonix.com).

**49. Can I see a demonstration of the service?**

Yes. Log on to [www.geonixlocate.com](http://www.geonixlocate.com) and enter the username <geonixdemo> and the password <geonix2009!>. All username/password combinations are case sensitive and should be input without the <> brackets.

**50. Which should I choose, Geonix Relay or Geonix Assist services?**

Both services offer excellent value for money, and the primary choice is whether or not you wish 24x7 voice assistance. Consult the table on the following page to decide which service is best for you.



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	<b>GeonixRelay™</b>	<b>GeonixAssist™</b>
Global GSM locating service for smartphones	✓	✓
Laminated annual membership card	✓	✓
Maps, satellite and aerial image display	✓	✓
Live positions of multiple users	✓	✓
Current and historical tracking of single user	✓	✓
Standard position reports ('Here I Am')	✓	✓
Emergency position reports	✓	✓
Emergency & standard position report messages relayed to e-mail	✓ (3)	✓ (10)
Emergency messages relayed to mobile phones	✓ (3)	✓ (10)
Link to display of position on PCs and smartphones sent in email and SMS	✓	✓
Request position from centre (polling)	✓ (SOS Tracker)	✓ (SOS Tracker)
Global travel security advice online	✓	✓
Global travel advice personal briefing		✓
24*7 security voice help line		✓
24*7 emergency assistance voice helpline		✓