



## Handheld Device Guide

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## How it Works

yodelME supports handheld satellite devices that are capable of sending user-defined emails. InReach and Spot are currently supported.<sup>1</sup> Using the appropriate website, inReach and Spot device owners can load predefined email messages into their handheld device. Selecting and sending those predefined emails becomes a simple button push on the handheld.

Because the yodelME app's user interface is both more interactive and easier to use, yodelME customers operating in an area with cellular data service typically use the yodelME app rather than their satellite handheld. They switch to their satellite handheld only in areas without cellular coverage.<sup>2</sup>

In this way, the satellite handheld is used to send basic status updates and emergency requests. The key advantage to this approach is that these handheld generated events are connected to their yodelME user ID, so when the yodeller returns to cellular service their yodelME status remains up-to-date. This allows the yodeller to switch back and forth from cellular to satellite handheld as needed.

Here is how it works:

- The yodeller goes to the inReach or Spot website and configures their handheld to send emails to either [inreach@yodelme.com](mailto:inreach@yodelme.com) or [spot@yodelme.com](mailto:spot@yodelme.com).
- The yodeller creates at least three predefined emails, "Check-in", "Check-out", and "Emergency". The messages also includes the yodeller's yodelME user ID.
- Selecting and transmitting the appropriate message on the handheld is then equivalent to pressing the respective button on the status page of yodelME app.
- Both inReach and Spot automatically append GPS defined location information (latitude/longitude) to the user-defined message. YodelME uses this geolocation information to update the yodeller's location on the yodelME map.

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<sup>1</sup> Other devices can be supported upon request.

<sup>2</sup> The user can use the satellite handheld when cellular service is available if they choose, of course.



## Configuring the Device's Messages

Your device's user guide provides instructions on configuring your device's email capabilities.

- For newer model inReach devices, you will typically want to configure the device's "preset" emails.
- For Spot devices each button on the device is typically associated with a user-defined email that is sent when the button is pressed.

You will use your yodelME username, which is typically your email address. For the examples below we are using **joe.user@somewhere.com** as the yodelME username.

### Send-to Address

The send-to email address to use is determined by your device type. Use either **inreach@yodelme.com** or **spot@yodelme.com**

You are not restricted to sending email messages to just a single email address, so you can also send these emails to your own email address if you like. Just separate email addresses with a comma, but be sure to include the correct yodelme.com address.

### Check-in Message

For the check-in message you can optionally specify your "next check-in" period in minutes. In the example below we use 1 hour (60 minutes) but any number of minutes can be specified. If you do not specify a next check-in value the default 120 minutes (2 hours) is used.

So use one of the following message formats. The commas **MUST** be present to separate the values.

check-in, joe.user@somewhere.com

or

check-in, joe.user@somewhere.com, 60



## Check-out Message

check-out, joe.user@somewhere.com

## Emergency Message

emergency, joe.user@somewhere.com

## InReach Configuration - Summary

Some models of inReach (e.g. Garmin Explorer and Explorer+) have the ability to define preset messages. These are the easiest to use because both the message content and the email address are predefined by the user. Therefore, if your device supports them, we recommend you configure your 3 preset messages to be check-in, check-out, and emergency in the format described above.

For models without preset messages (often referred to as "Quick messages") the user can only define the message content, not the email to send it to. In this case a message thread must be established by initially entering the Send-to email address, which should be [inreach@yodelme.com](mailto:inreach@yodelme.com). We recommend you configure 3 quick messages to be check-in, check-out, and emergency in the format described above.

## Spot Configuration - Summary

Spot Gen3 devices are recommended because they provide the ability to send three different messages. Using Spot's website at [findmespot.com](http://findmespot.com), the three buttons' messages can be defined (in the format described above) and configured to be sent to [spot@yodelme.com](mailto:spot@yodelme.com).

We recommend the following configuration:

- Configure the "OK" button to send the message for check-in.
- Use the "Custom" button for the check-out message.
- Use the "Help/Spot SOV" button for the yodelME emergency message.



Note: The SOS button is hardcoded to send to GEOS and cannot be used to message yodelME.

## Optional Status Custom Message Feature

Some inReach devices allow you to defining quite a few "Quick messages". You can take advantage of this to add additional status information to your check-ins. That is because check-in messages do not have to say "check-in". You can use any (short) status message you like to check-in, other than "check-out" or "emergency".

So you could have a collection of messages to pick from when checking in: "On site", "starting trip", "job complete", etc.

yodelME will treat any custom text messages just like a check-in. However, if you generate a historical report via the yodelME dashboard you will see the custom message recorded<sup>3</sup> rather than just "check-in". You can use this additional report information to assist with time tracking, for example.

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<sup>3</sup> The ability to generate a report showing historical status messages is a yodelME dashboard feature that is only available on specific versions of the yodelME dashboard. However, this dashboard restriction does not hamper your ability to send status messages via your inReach device -- any message other than "check-out" and "emergency" will be recorded as a "check-in".

