

OPERATOR MANUAL

SMARTRACK® GLOBAL

Software Version 5.3.2.57

Part No. 11505 | 15847 | 16423 | 16424



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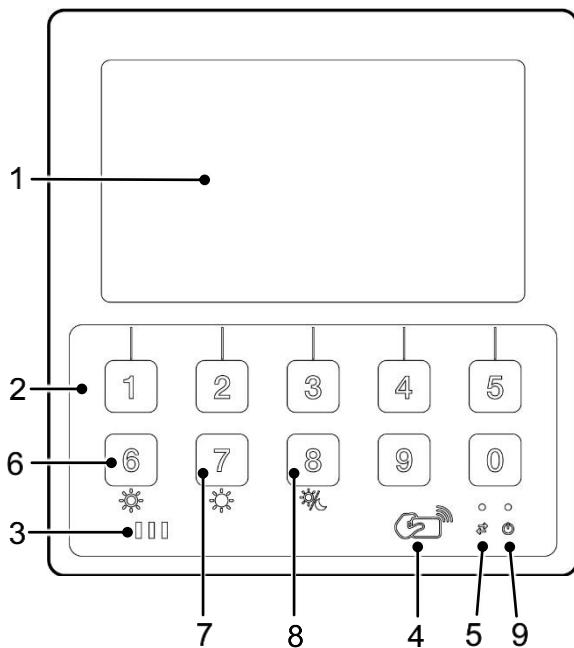
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SmarTrack® Display

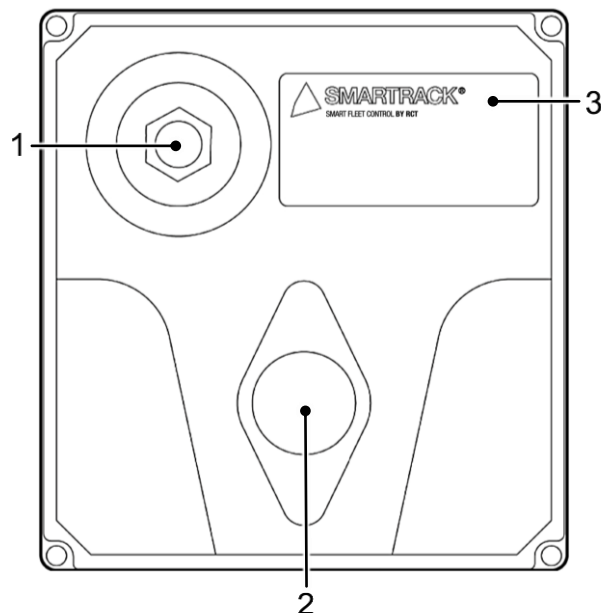
Front View



Item	Description	Function
1	Screen	The screen is the user interface of the SmarTrack system.
2	Keypad	The keypad is used for PIN code entry for operator sign-in. When the system is operational, the top row of buttons is used to interact with the software.
3	Alarm	The alarm provides an audible warning for the operator to alert them to an event that requires attention.
4	Card Reader	This is the location to place access cards to be read.
5	Communication Status	The communication status LED indicates the status of the communication.
6	Backlight Low	Press and hold to dim display; release when required backlight level is met.
7	Backlight High	Press and hold to brighten display; release when required backlight level is met.
8	Theme	Press and hold for five seconds to change from day theme to night theme and vice versa.
9	Display Status	The display LED indicates the status of the display: ■ Red – Power input is OK ■ Green – Display link status is OK

Figure 1 SmarTrack® Global display (front view)

Rear View



Item	Description	Function
1	Input Connector	This connector provides power and signal for the display.
2	Ram Mount	This is an adjustable and configurable mount to provide ideal positioning for the operator.
3	Label	The label shows the part number and serial number of the unit.

Figure 2 SmarTrack® Global display (rear view)

Symbol/Icon Descriptions

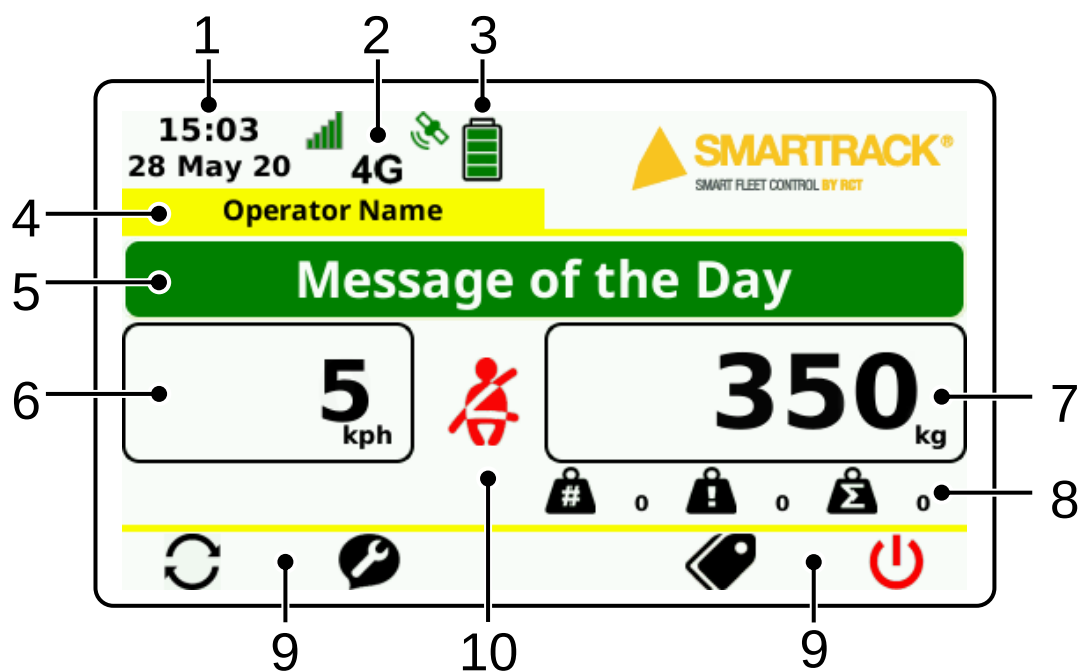


Figure 3 Display Screen

Item	Description	Item	Description
1	Date & Time	6	Speed*
2	Communication Status	7	Weight*
3	Battery Status*	8	Weight Status*
4	Operator Name	9	Function Menus
5	Messages	10	Warnings

Communication Status

Symbol	Description
	Signal strength indicator Indicates the strength of the current signal
	No Signal Indicates that there is no network connection
	Data Transfer Indicates the transmission of data to and from the connected network
4G/WiFi	Connection Mode Displays the current mode of connection to the network
	GPS Status Green icon indicates that the GPS position is good
	GPS Status Yellow icon indicates that the GPS position is being calibrated
	GPS Status Red icon indicates that the GPS position and/or connection is poor

* Optional feature display dependent on system configuration.

Weight Status

Symbol	Description
	Lift Count Number of lifts counted
	Load Weight Violation Number of overload events
	Weight Sum Total weight counted
	Weight Violation Warning Indicates that the load has exceeded the weight limit

Speed Status

Symbol	Description
	Speedometer This display shows the machine speed.
	Speed Violation Warning Indicates that the machine has exceeded the set overspeed limit

Navigation

Symbol	Description
	Menu Cycle Used to cycle through the available navigation menus
	Settings (restricted to higher-level access) Modify settings for a feature
	Diagnostics To access information about the SmarTrack fleet controller, software versions, and input details
	Service Request Allows to request service based on requirements and pre-configured reasons
	OOS – Out of Service Used to set out-of-service reasons
	Total Weight Used to sum weight
	Zero Weight Reading Calibrate the weight monitor to zero to ensure there are no errors
	Clear Weight Totals Clear the weights carried and monitored by the device up to that point
	Calibrate Weight (restricted to higher-level access) Used to calibrate weight

Symbol	Description
	Calibrate Speed (Restricted to higher-level access only) Used to calibrate speed
	Up Move the cursor up. Scroll up the page.
	Down Move the cursor down. Scroll down the page.
	Right Move the cursor right or move a field to the right. Move to the next page or menu.
	Left Move the cursor left or move a field to the left. Move back to the previous page or menu.
	Return Exit the current page and return to previous page.
	Yes To answer 'Yes' to a question
	No To answer 'No' to a question
	Log Off Allows to log off / sign off (usage is dependent on machine configuration)
	Backspace Delete the entered letter
	Enter Select the current item.

Operational Overview

Bypass Key

In the event of an emergency, the fleet control bypass key may be used to start the machine without entering an access code or using a swipe card. This feature is designed as a temporary override function and is not intended to be used in normal operating conditions.



Figure 4 SmarTrack bypass key

Operating Procedure

1. Start the system by either turning the ignition key on, or by pressing a button (could be seat or horn).
2. Identify yourself by using your PIN (Figure 6) or swipe card (Figure 7).
3. Answer any checklist questions, if required (Figure 8).
4. Operate the machine.
An alarm will sound when the machine travels from one zone to another; however, no notification will appear on the display.
5. When finished, turn the ignition off or use the logout button to end your trip.

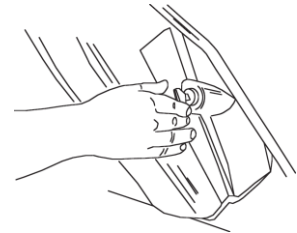


Figure 5 Turn on ignition

Operator Sign-in using the Keypad

To sign in using your six-digit PIN code, use the numbered keys on the keypad to enter the code. If the PIN is correct, the system will automatically accept the code after you enter the sixth digit. If you do not enter enough digits or have pressed an incorrect digit, wait for five seconds for the code to time out and begin again. When a code has timed out, the asterisk (*) will disappear from the display.

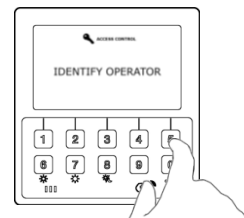


Figure 6 Sign-on – using keypad

Operator Sign-in using a Card

To sign in using a swipe card, hold the card over the reader location indicated by the reader icon. This is located below the number 9 key of the keypad. When the system has 'read' the card, you will hear a confirmation beep and the card can be removed from the reading area.



Figure 7 Sign-in – using card

Completing the Checklist

After signing in, you may be asked to answer pre-start checklist questions, which are to ensure the machine and operator are safe. The questions require a yes or no answer and are represented by a tick for yes, and a cross for no. You are given the opportunity to review any failed questions on completion of the checklist.

Your checklist may include post-start questions where the machine is permitted to be activated to allow checking of functions that require an operational machine.

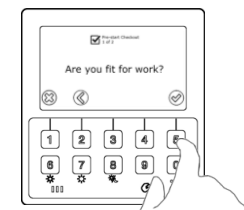


Figure 8 Completing the checklist

Signing Out

On machines with a key switch, simply turn the key off and this will complete your trip and sign out of SmarTrack.

If your machine is not fitted with a key switch and uses a button to start SmarTrack, you will have a power-off button available on the display

Press and hold this for over one second to sign out of the system, much like the power button on your mobile phone

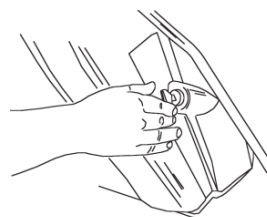


Figure 9 Sign out – key switch

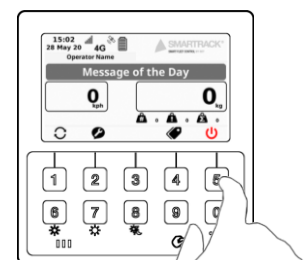


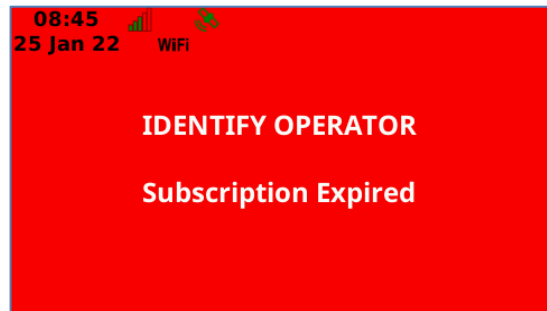
Figure 10 Sign out – power-off button

Subscriptions

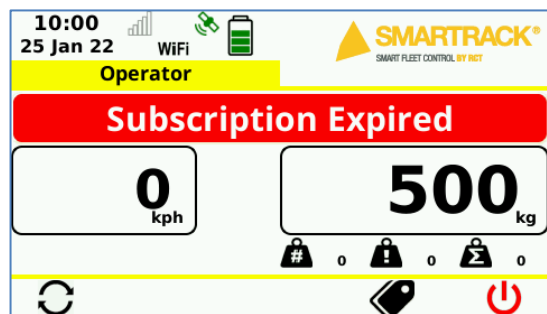
Active subscriptions are required to take full advantage of SmarTrack® on your machines.

When a subscription expires, operators can still sign on to operate; however, functionality is very limited with no operational data recorded and no data received from the SmarTrack server cloud.

The **Identify Operator** screen background turns red to indicate expiry.



The **Subscription** status can be checked in the **Diagnostics** menu  under **Subscription** with supervisor level access.



Subscription Status

Status	Description
1. Active	The subscription has not expired and full SmarTrack functionality is available.
2. Expired	There is no active subscription, or the subscription is expired. SmarTrack functionality is limited.
3. Overridden	SmarTrack support has temporarily allowed full functionality after subscription expiry under special circumstances.

Description	Display Screen
1. Post-paid subscription has no expiry date	A screenshot of the 'Subscriptions' screen. It shows 'Subscription Expiry (UTC):' followed by an empty red-outlined box. Below it, 'Subscription Expiry (Epoch): 0', 'Subscription Override: No', and 'Subscription Status: Expired'. At the bottom are three navigation arrows: back, up, and down.
2. Prepaid has expiry date	A screenshot of the 'Subscriptions' screen. It shows 'Subscription Expiry (UTC): Tue Jan 25 00:00:00 2022' with 'Tue Jan 25' highlighted in a red-outlined box. Below it, 'Subscription Expiry (Epoch): 1643068800', 'Subscription Override: No', and 'Subscription Status: Expired'. At the bottom are three navigation arrows: back, up, and down.

Description	Display Screen
3. If the Identify Operator screen background is amber, the subscription will expire within seven days. Operators can still sign on and use the machine with full functionality. Operational data is recorded and sent to the SmarTrack server cloud	
4. The expiry date can be checked via Diagnostics – Subscription. Date indicates a prepaid plan and the expiration.	

For continued operation of SmarTrack® with full functionality and data recording always ensure your subscriptions renewed before expiry and radio communication is working.

To renew or purchase subscriptions, contact SmarTrack sales.

Functions and Features

SmarTrack® Global may provide functions and features that are not supported by the machine. For example, the seat alerts function may be available but the machine does not have a seat switch fitted; therefore, the feature is not supported.

The following pages show all functions and features SmarTrack supports. Be aware that not all of these may be available on your installation.

Excess Idle Auto-Logoff

The excess idle auto-logoff feature—when configured through the web portal—will log off an operator when a set period of inactivity has been detected (idle).

This feature is designed to prevent machines being left activated for extended periods where the operator may not be present.

GPS Zoning

GPS zoning is used to control the speed of a machine when operating in specific geo-located zones. SmarTrack signals a zone speed change through short beeps:

- One long beep = Zone 1
- Two short beeps = Zone 2

License Expiry

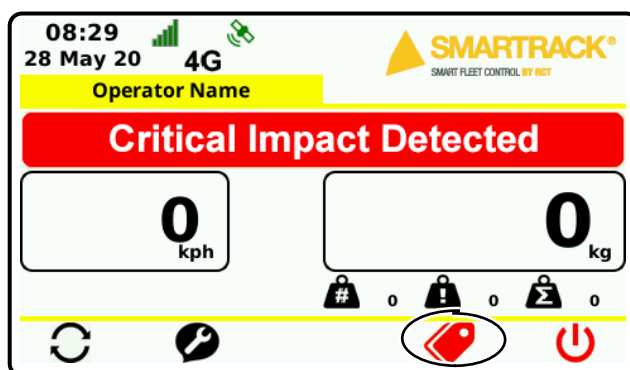
When configured through the web portal, SmarTrack will display a warning to the operator when their license and/or permit will expire in seven days or less. When enabled, an operator will be prevented from accessing machines without a valid license or permit.



Impact Detection

SmarTrack is fitted with a sensor to detect machine impacts. There are two levels of warning for operators; medium and critical. Both of these events may have customised messages.

Critical impacts may be configured to slow the machine and/or place the machine into out-of-service.



Out of Service

Symbol	Description
	OOS – Out of Service Used to set out-of-service reasons

Out-of-service (OOS) is used to prevent machines with potential safety issues from being operated. OOS can be enabled on the machine itself through the display interface as well as remotely through the SmarTrack web portal. OOS is designed to handle service events that are both planned and unplanned.

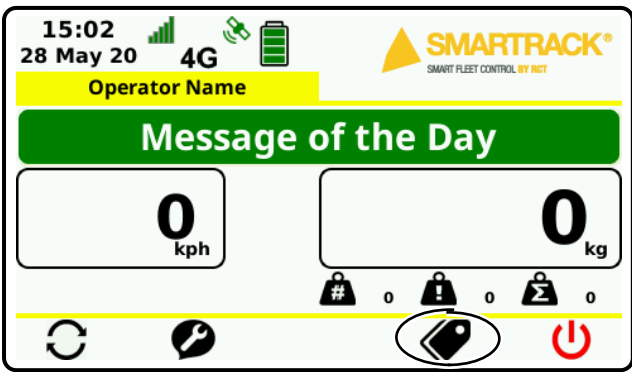
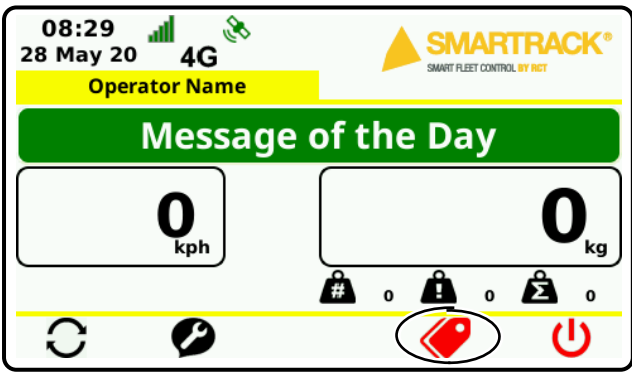
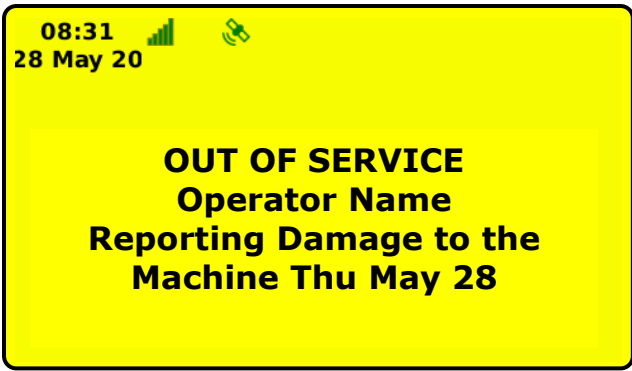
When a machine is placed into OOS, it cannot be accessed by the operators; they will be presented with a red notification screen. Only supervisor or technician level access can be used to access a machine.

We recommend that the out-of-service feature be used in conjunction with the OOS email alerts to notify when OOS is activated on a machine.

Triggering Scenarios

- Failing a critical checklist question
- Critical impact on the machine
- A planned/unplanned reason chosen by the supervisor, operator, or servicing technician

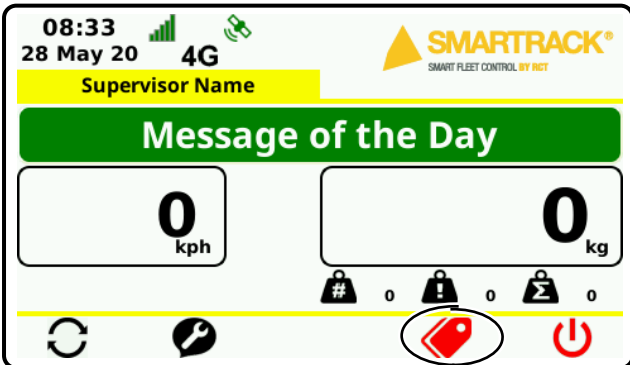
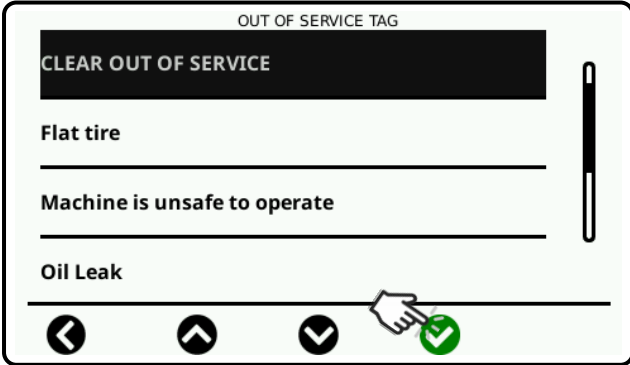
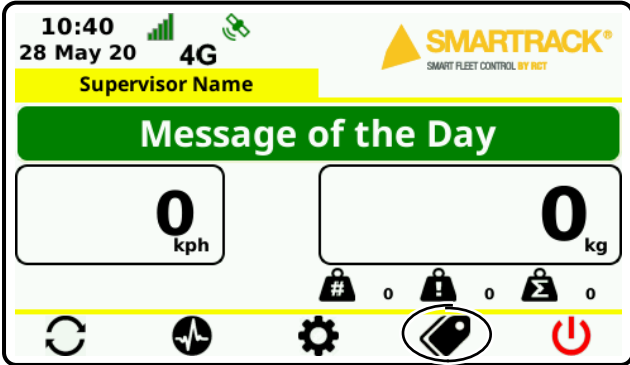
At different stages, the operator screen will appear as shown below:

Stage / Description	Operator Screen
Out-of-Service Inactive Pressing the OOS menu key will access the feature options. The operator can activate OOS from this menu should the machine be considered unsafe to operate.	
Out-of-Service Activated If the machine is in operation and the out-of-service is triggered, the OOS icon will change to red. Once activated, the operator will no longer be able to access the OOS menu from this key. The machine will remain operational but when the current trip ends and the operator signs out, the machine will be locked, requiring a supervisor or higher level for sign-in.	
Machine tagged 'Out of Service' When SmarTrack is started and the machine has been tagged to be out of service, the display will have a yellow background with information about the OOS issue. This includes who, why and when the machine was tagged. The machine cannot be activated by an operator PIN code or card.	

Stage / Description	Operator Screen
If an operator attempts to identify on a machine that is OOS, they are presented with a warning screen.	

Clearing or Changing 'Out of Service'

Supervisor or technician identification is required to activate the machine. Once activated, the out-of-service menu can be accessed to clear or edit the OOS reason.

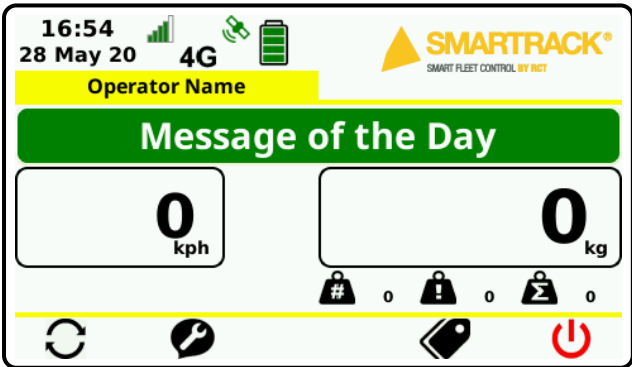
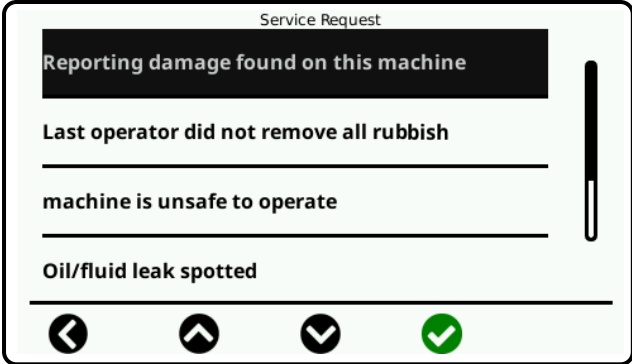
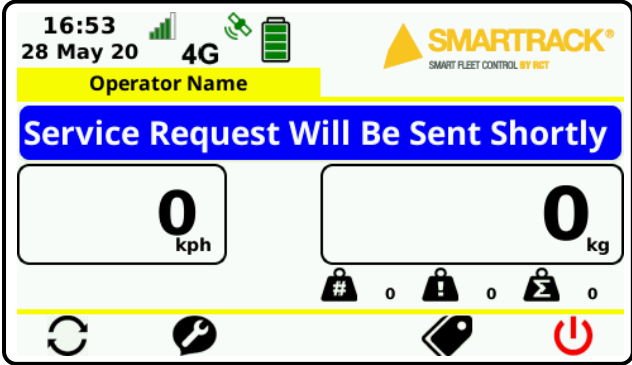
Description	Operator Screen
Out-of-Service Tag Turned On Use the Out-of-Service menu key  to access the OOS menu.	
Out-of-Service Tag Options Select CLEAR OUT OF SERVICE to place the machine back in service. If the OOS reason is incorrect, then another reason can be selected from the available list. Use the navigation keys to scroll through the list. Out-of-service reasons are managed through the SmarTrack Global web portal. Press the green tick to select the current option and return to the main screen.	
Operator Screen After Clearing OOS When the OOS has been cleared, the OOS icon is no longer red. It is important to switch off the machine to end the trip and sign off. This will allow the operator identity to be used for normal operation.	

Service Request

Symbol	Description
	Service Request Allows 'to request service' based on requirements and pre-configured reasons.

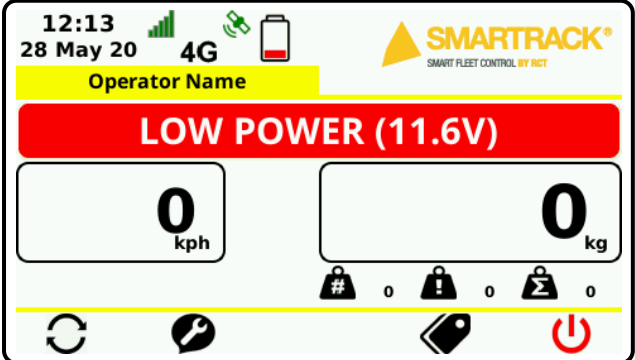
You can use this option to report an issue and request a service for the machine by selecting from a list of options pre-programmed into the SmarTrack® Global web portal. These service requests are configurable through the SmarTrack Global web portal that is accessible by the site manager.

To request for a service, press the button under the service request  icon.

Description	Operator Screen
Operator screen with the service request icon	
Example service requests available	
The 'Service requests will be sent shortly' message confirms that the request will be transmitted.	

Battery Voltage

When configured, SmarTrack will provide battery voltage information to the operator along with warnings when the voltage reaches low levels. This can be configured through the web portal to provide email alerts. The web portal is where the voltage ranges for the feature are set.

Description	Operator Screen
The low power warning will appear on the display when the voltage supply reaches the low voltage threshold. The screenshot depicts how the battery voltage icon will appear when in this condition.	

Seat (Optional Feature)

Icon	Description
	Seat Violation If configured, this feature provides an alert if the operator vacates the seat / dead man while the machine is in operation. An email alert for this event is also configurable through the web portal.

Seat Belt (Optional Feature)

Symbol	Description
	Seat Belt Violation If configured, this feature provides an alert if the operator removes or disconnects the seat belt buckle while the machine is in operation. An email alert for this event is also configurable through the web portal.

Weight

The SmarTrack weight feature provides a number of functions related to weight. These include a load sum, count clear, zero/tare and load count. Load weight violation (overload) alerts are also available and are configured through the web portal. The load and load weight violation thresholds are adjustable through the web portal.

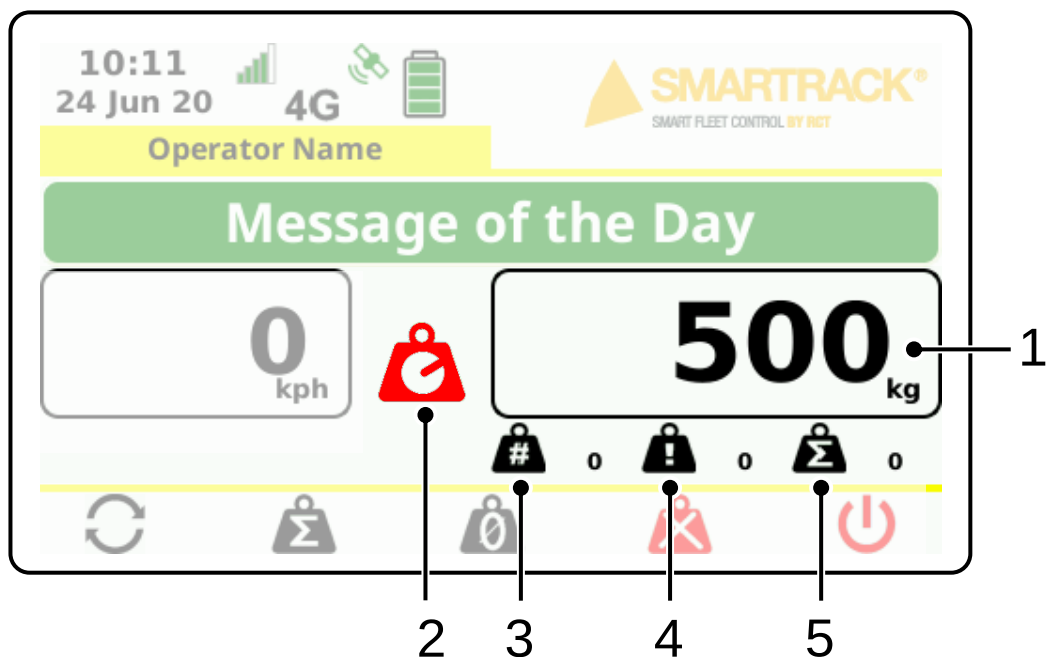


Figure 11 SmarTrack display showing load weight

No.	Symbol	Description
1		Current Weight This displays the measured weight of the load in kilograms or pounds (site configuration). The display will show negative values when the weight present is below the zero tare point. It is important to ensure the system is at zero before a load is weighed.
2		Load Weight Violation Warning Displayed when the load weight violation threshold has been exceeded. This event is reported.
3		Lift Counter This is incremented by one when a load greater than the lift threshold is loaded and then unloaded.
4		Load Weight Violation Event Counter This is the total number of load weight violations recorded during the trip.
5		Load Sum Total This is the total of the weight summed by using the sum key to tally multiple loads.

All function keys are located on the bottom of the display and accessed by pressing the corresponding number key.



Figure 12 SmarTrack menu functions

Symbol	Description
	Load Sum Key This key is only visible/active when the load weight (displayed) is above the load threshold value This is used to tally the total weight of multiple loads, which is ideal to track the total weight moved or loaded. Follow the measurement process below to weigh the load. Press the sum key to add the displayed load weight to the Load Sum total When a load sum is added, the key is unavailable until the current load is removed and another load is picked up. This is designed to prevent accidental addition of a load weight multiple times.
	Tare/Zero This is used to tare/zero the scales to provide a better indication of the goods weight excluding the container or pallet holding the goods. Pressing this key will set the scale value to zero regardless of the weight indicated.
	Clear Totals This key will clear the sum total and reset to zero. Use this key to reset the tally when the target weight has been reached.
	Calibrate Only available for technicians

Correct Measurement Process

To weigh a load correctly the machine and load must be still, on a level surface and the mast in a vertical position. Excess pressure must be bled from the lift system by slowly lowering the load prior to a weight measurement being made.

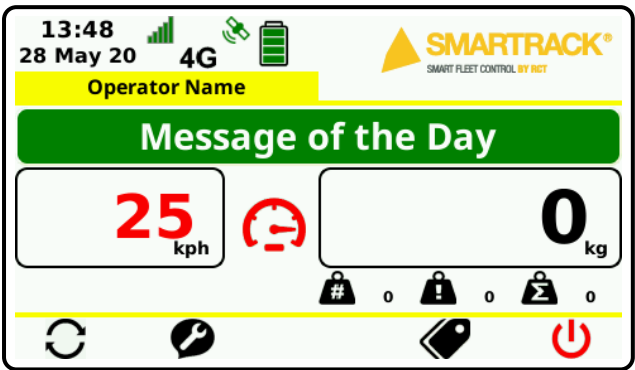
To take a weight measurement, RCT recommends following this procedure:

1.	Lift the load to 100 mm above the axle height. This is not critical but recommended to provide repeatable results.	
2.	Lower the load slowly and gently about 100 mm to axle height. Avoid fast or abrupt use of the lift control, as the objective is to remove any excess pressure from the lift system. The weight system will steady within a few seconds and the weight reading will represent the load on the machine.	
3.	Press the Load Sum key  to add the measured load to the Sum Total .	

Speed

Symbol	Description
	Speedometer Displays the machine speed
	Speed Violation Warning Machine has exceeded the set overspeed limit

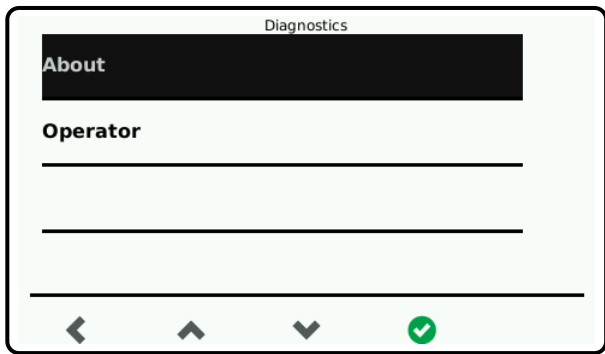
If configured, the machine speed will be displayed on the screen. Through the web portal, this can be configured to provide speed violation warnings and email alerts.

Description	Operator Screen
Speed Violation Warning on the Operator Screen	

Diagnostics Menu

Symbol	Description
	Diagnostics Provides live information on the system's operational state

You can access the diagnostics menu by clicking the button below the diagnostics  icon. The menu provides information about the current performance statistics of the machine, inputs, data connection, GPS status, and software versions.

Description	Operator Screen
About: Provides information on the system software Operator: Provides live information on operating parameters, including status of signals from the machine	

Settings Menu

Symbol	Description
	Settings Only available for supervisor-level access

The settings menu allows specific tasks to be executed and would be requested by product support personnel to assist with diagnostics.

Radio Characteristics

Technical Characteristics in the Mode GSM-900/1800

Range of the Frequencies:	880 to 915 MHz/1710 to 1785 MHz
Output Power:	+35 dBm/+32 dBm
Antenna Gain:	2.98 dBi/2 dBi

Technical Characteristics in the Mode UMTS

Range of the Frequencies:	B1, B8
Output Power:	+25 dBm
Antenna Gain:	1.53 dBi (B1), 2.98 dBi (B8)

Technical Characteristics in the Mode IMT (LTE)

Range of the Frequencies:	B1, B3, B7, B8, B20, B28, B38, B40
Output Power:	+25 dBm (B1/3/7/8/20/28/38/40)
Antenna Gain:	1.53 dBi (B1), 2 dBi (B3), 3 dBi (B7) 2.98 dBi (B8), 2.64 dBi (B20) 3.95 dBi (B28), 2.06 dBi (B38) 1.88 dBi (B40)
Summary EIRP, No More, dBm / Scheme MIMO:	The allowed maximum antenna gain including cable loss in a mobile-only exposure condition must not exceed 8 dBi / 1T1R

Communications – Applies to Cellular (16423) only

Parameter	Value
Type	LTE CAT 4 with HSPA+/GSM fallback
Class	▪ LTE CLASS 3 (23 dBm) ▪ 3G CLASS 3 (24 dBm) ▪ GSM CLASS 4 (33 dBm) ▪ EDGE CLASS E2 (27dBm)
Data SIM	▪ Global Roaming SIM SmarTrack® Global controllers are fitted with a machine-to-machine (M2M) data SIM. This SIM is approved to roam internationally and will connect to networks where permanent roaming agreements have been established with the local network providers.

Communications – Applies to Wi-Fi (16424) only

Parameter	Value
Type	IEEE 802.11a, 802.11b, 802.11g, 802.11
WLAN Operating Freq. Range	2412 MHz – 2484 MHz, 4910 MHz – 5825 MHz
Transmit Power	18 dB
Wireless Security	WPA/WPA2 Personal

Glossary

Term	Description	Details
(I&C)	Installation & Commissioning Wizard	A tool used to configure and test the system after it has been installed
OEM	Original Equipment Manufacturer	Original Equipment Manufacturer
Impact sensor	impact sensor	Is a device which indicates whether a physical shock or impact has occurred. Also known as shock Sensor, shock detector and impact monitor
FMS	Fleet Management System	System for managing a fleet
Wi-Fi	Wi-Fi - wireless networking	Wireless data communications
SmarTrack® Global	SmarTrack® Global	New fleet management product range from RCT
Cellular	Cellular network	Also known as Mobile network, this can include 2g, 3g and 4g networks. As well as M2M, LTE-M and NB-IoT.
Cloud	Secure on demand data storage	Secure on demand data storage
Telemetry data	telemetry data	Telemetry is an automated communications process by which measurements and other data are collected at remote or inaccessible points and transmitted to receiving equipment for monitoring.
I/O	Inputs & Outputs.	The communication between an information processing system, such as the Telematics Module
CANbus	Controller Area Network	vehicle bus standard designed to allow microcontrollers and devices to communicate with each other
Web portal	The SmarTrack® Global Website	SmarTrack Website that allows users to see data, set configuration settings, assign operators and checklists to machines.
Checklist	Pre-start checklist	This is referring to the on machine pre and post start checklist.
Plug & play	plug & play wiring	This is referring to looms and components that do not require any additional wire or modifications to be fitted to the machine
Operators	Machine operators	Person with the ability to operate the machine/ equipment. Also known as driver
Operator Display	SmarTrack® Global Operator Display	The SmarTrack Screen on the machine
Buzzer	Buzzer Alarm	Also known as an Alarm
Telematics Module	SmarTrack® Global Telematics Module	Formally known as the SmarTrack controller
Access Control	Access Control	The Pin code and swipe card system to allow the operator to access the machine
RFID	Radio-frequency identification	(RFID) uses electromagnetic fields to identify operator tags and cards
Swipe card	Operator card	Identification card using RFID to allow access to the machine
OOS	Out of Service	Out of Service feature that can be used to lock out the machine
Buckle	Seat Buckle	Also known as Seat Buckle
Speedlimiter	Speed limiting system	Technology used to control the max allowable speed
EMF	Electromagnetic fields	Electromagnetic fields
RFI	Radio-Frequency Interference	Also known as EMI Electromagnetic Interference
RAM mounts	Mounting equipment	The type of mounting equipment used with SmarTrack Global
Cable ties	Mounting equipment	also known as a hose tie, or zip tie, a type of fastener, for holding items together such as wires
SMA finger wrench	Tool	Tool used for the SMA antenna connection
N/O	Normally open	Switch contacts (circuit) are open by default
N/C	Normally closed	Switch contacts (circuit) are closed by default

Warranty

Please see the RCT standard warranty, available on our website - www.rct-global.com.

Revision History

Rev	Date	By	SW Ver	Details of change
1.0	25/07/2019	LesH		Initial document approval
1.1	27/11/2019	LesH		Updated <i>Display Screen</i> section
1.2	07/07/2020	LesH		Updated following sections; <i>Display Screen & Operational Overview</i> . Added <i>Function and Features s</i> section.
1.3	24/03/2021	LesH		Added <i>Radio Characteristics</i> section.
1.4	1/10/2021	RSD		Updated <i>SmarTrack Display</i> section.
1.5	14/12/2021	RSD		Updated <i>SmarTrack Display</i> section.
1.6	13/01/2022	RSD		Updated <i>Navigation</i> table.
1.7	24/02/2022	RSD	5.x.2.55	Added <i>Subscriptions</i> section.
1.8	24/05/2022	RSD	5.3.2.57	Updated Cover page. Updated <i>SmarTrack Display & Radio Characteristics</i> sections..



Discover more: www.rct-global.com

sales@rct-global.com

AUSTRALIA:	+61 (0) 8 9353 6577
AFRICA:	+27 (0) 83 292 4246
CANADA:	+1 705 590 4001
RUSSIA / CIS:	+7 (910) 411 11-74
SOUTH AMERICA:	+56 3 5229 9409
USA:	+1 801 938 9214

