

Manual



Prothelis App

September 6, 2024

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1 Please notice

This manual provides a general explanation of the most common application functionalities. As the application structure is similar for all platforms (Android, iOS and Web-Browser), the following sections shall give you a basic understanding of the application, no matter which platform you use.

We aim to provide a good experience and recognizability independent of the platform you are using. Each platform has its rules and, therefore, the applications might differ slightly in look and feel.

It may also be that some features are only available for a certain platform and are not covered in detail by this manual. In this case, please have a look at the help section of the application itself, where you are always able to get additional information.

2 General information

2.1 Requirements

2.1.1 Android

- Android 5.0 and higher
- General hardware requirements need to be fulfilled

INFO

Google can exclude certain devices per their own criteria per se, so that the app despite general fulfillment of the requirements cannot be installed. Reason for this, for example, can be the country of production of the device, or which Android image on the device is installed.

2.1.2 iOS

- iOS 9 and higher

2.1.3 Web

- Supported are all modern web browsers

2.1.4 Windows Phone

- There is no app for Windows Phone. If you use a Windows Phone, you may use the web application.

2.1.5 Operating systems with granted root rights

Users who install the mobile app on a rooted device, do so at their own risk.

2.1.6 Layout

Smartphones and tablets are each supported in portrait view.

2.1.7 Permissions

The app needs access to:

- Location services
 - to calculate and display the distance to the tracker
 - to represent its own location on the map
- Camera
 - to take profile photos for the tracker
- Storage
 - to save a profile picture
- Photo gallery
 - to select profile photos for a device from smartphone

Access is requested during use. On Android devices, this happens for versions 6.0 and higher, for iOS it is a general rule. If access is denied on first request, later it can **only** be granted via the app settings of the operating system, not by the application itself.

2.2 Communication with a tracking device




For a successful communication it is necessary that the tracking device can establish a network connection. Therefore, the device must not be in a radio hole. The communication conditions are equivalent to those of a smartphone, which uses the *mobile data traffic*.

The tracking device **never** communicates directly with the smartphone, or any other end-user device. The tracking device sends its data to a server, and the app retrieves the data from a server. As the tracking device is a self-sufficient

device, the communication between tracking device and server, e.g. for sending the current location, cannot be enforced. It is up to the tracking device to decide when it sends the data. If no connection is possible, it then might be influenced by the current environmental conditions.

3 The App

The next sections explain the different views within the app.

The tags    indicate for which platform a view and its functionalities are available. Please keep in mind that, as previously mentioned, the information gives a general overview. Target platform specific features are explained within the appropriate app explicitly.

3.1 On-Boarding

When the app is started for the first time, a so-called on-boarding is shown. The on-boarding explains key features in a nutshell. The views can be changed by swiping to the left or right. The button at the bottom lets you skip this view.

3.2 Login

To login in the app enter your username and the corresponding password. If you tick the checkbox *Keep logged in*, your credentials will be saved. This has the advantage of being logged in directly on next start of the application. The default setting is: *activated*.

INFO

If the checkmark is not set and the app is terminated, it will logout itself for security reasons. This has the consequence that push notifications cannot be received any longer.

3.3 Register

[Android](#)[iOS](#)[Web](#)

INFO

If you have already registered a device, it is no longer necessary to create a new user account.

Registration of a user account is done on the website:
<https://my-prothelis.de/account>.

The application will redirect you if necessary.

3.4 Reset password

[Android](#)[iOS](#)[Web](#)

In case you are not able to remember your password, the app gives you the opportunity to assign a new one. For this purpose, an e-mail will be sent to the address which was used during registration. For security reasons, no other e-mail address will be accepted. The email sent contains a link through which the password can be reassigned. This link is valid for 24 hours.

3.5 Overview

Android

iOS

Web

This view shows a list of the main sections of the app: Map, Tracker, Geofence, Notifications.

INFO

Within the web application the main navigation points can be access through clicking the menu icon in the top left corner.

3.6 Settings

Android

iOS

Web

3.6.1 Language

This option lets you set the language of the app. By default, the language used is derived from the system settings.

3.6.2 Automatic reload

Android

This option lets the user set which view automatically reloads data. Additionally, you can also define the interval.

3.6.3 Map

POIs

Display points of interest.

Position

Show own position on the map.

Cluster devices

Specifies whether closely spaced trackers should be grouped together on the map for better overview. The clustering will only take place if a certain distance and number of trackers is reached.

Heat-map 

Lets the user set whether the history should be interpreted as a heat-map.

3.6.4 Push Service

Indicates whether the device you are using is registered with the push service. If not, a re-registration can be made.

3.6.5 Statistics

Shows statistics for the logged in account. In addition, settings for sending crash reports and usage data can be set.

3.6.6 Profile

This view gives you the opportunity to view parts of your profile data.

3.6.7 Logout

This option will log you out of the account and the system. After a withdrawal no more push messages will be received.

3.6.8 About

In this section you can find out about the current version of the app, the licenses of libraries used, as well as usage guidelines and legal notice.

3.6.9 Share



This option allows you to share a short text to friends or acquaintances to share your experience with the Prothelis tracking devices.

3.6.10 Feedback

This option allows you to send feedback.

3.7 Map

AndroidiOSWeb

3.7.1 Data

Android

If automatic data actualization is disabled, the data will not be updated and thus corresponds to the last known state. Automatic data actualization is enabled by default, but can be disabled any time in the Android app via the menu (Settings > Automatic reload).

iOSWeb

Data is reloaded within an interval of 10 seconds.

3.7.2 Permission: Location

The first time you use the app you will be asked for permission to use the location. In case of refusal your own location will not be displayed and the distance calculation will not be executed.

3.7.3 Map marker

Markers indicate the last known/loaded position of a tracker.

3.7.4 Cluster

Clusters group closely spaced trackers and display them as a single marker. The cluster marker contains the number of combined markers. Default state for clustering is: *inactive*. This can be changed via the menu (Settings > Map).

3.7.5 Device-Quick-Selection

The device-quick-selection can be opened via the following options:

AndroidiOS

- Tap on the triangle in the middle of the right edge of the screen
- Swipe from the right edge of the screen to the center of the screen

Web

- Click the icon which contains map and magnifier in the bottom right corner.

Selection of a device

Selecting a tracker by tapping in the quick-selection moves the map section to the last known/loaded position of the tracker.

All

This option zooms/enlarges the map section so that all trackers become visible.

Me

This option focuses the map section on the last known position of the user position. The feature is supported *only* if location permission is granted.

3.7.6 Device information

If a marker is selected on the map, a dialog with additional information appears. This dialog contains the name, last address, and time when the last position was reported. Tapping on the title or the profile picture navigates you to the detail page of the tracker.

3.7.7 The history

If the history mode is active for a tracking device, the information view changes to its history mode representation. The history period defaults to the current date.

By tapping on the dates, the time period can be redefined. First, the start time must be specified, followed by the end time.

Touching the history button again will cancel the history mode.

3.8 Device list



The list includes all trackers that are linked to the logged-in account. A list entry includes:

- the associated name of the device
- the last known battery level
- the last known address
- the time when the position was last updated



Swiping a list item to the left reveals additional options.

Navigation

This option lets you open an external navigation app to navigate to the last known location.

History

This option switches to the map view and starts the history mode for the selected tracker.

3.9 Device detail



3.9.1 Profile Picture

The profile picture can be changed by tapping it. You will be provided with the possibility to select a photo from the gallery, or to take a new photo using the camera.

The first time you use these functions, the system will ask you for permission to access the camera and photo gallery.

3.9.2 Settings

Name of the device

The name of the tracker can be edited via the edit button, or by tapping the name directly.

Marker color

The horizontal slider is used to set the color of the marker on the map.

Last position data

The tile with the marker icon contains information about the last known/loaded position the tracker.

- The time when the last position was sent
- The address of the last position
- The distance to the tracker from the current location

INFO

The distance calculation is only performed if the authorization to use of location services is given.

Last contact

The tile with the clock icon contains information about the last contact of the tracker. As a an update sent from the tracker to the server does not necessarily contain a new position, the timestamps may differ. Indicated are:

- Time of the last contact
- Last known battery status
- Last known temperature

Interval

Intervals define when the tracker should check for a new geo-position. In best case, it will be sent to the server close in time so that the most up-to-date data is available. If the tracker is not able to establish a network connection to send

data to the server, the positions are buffered internally and send with the next successful connection.

Possible intervals are:

- 10 sec.
- 1 min., 3 min., 10 min., 30 min.
- 1 hour, 3 hours, 6 hours, 12 hours, 24 hours

From an interval selection ≥ 6 hours, the you are asked for confirmation, since this is a long period of time and changed settings are only updated after expiration of an interval.

LED

The LED function lets a tracker blink for a maximum of 10 minutes (in the color: cyan).

INFO

Please notice that there is no guarantee that the command will reach the tracker. The tracker must be able to establish a network connection and connect to the server. The flashing LED increases energy consumption the tracker.

Temperature warning

The temperature warning lets you set an upper and lower limit on which the device reacts. If the temperature alert is enabled you will receive a push notification if a limit is crossed.

INFO

The temperature is measured within the device. Therefore, it can be different from the external temperature.

Speed warning

The speed alert lets you set an upper limit that the tracker reacts on. If the speed alert is activated, you will receive a push notification when the limit is crossed.

Motion path

The motion path shows the last 5 positions within the last 24 hours on the map and helps to understand the tracker movement.

3.10 Geofence list

[Android](#)[iOS](#)[Web](#)

3.10.1 Plus (+) button

A new geofence can be created via the plus button. To do this, give a name and choose a shape of the geofence:

- Circle
- Polygon

Depending on the selected shape the options, when setting the geofence on the detail page, differ.

3.10.2 List entry

The list contains all geofences that are linked to the logged-in account. A list entry includes

- the name of the geofence
- the period for which this is active
- the trackers to which the geofence responds
- the possibility to enable/disable the geofence

[Android](#)[iOS](#)

Swiping a list item to the left displays additional options.

Show on map

This option switches to the map view and focuses the selected geofence.

Delete

This option deletes the geofence. This is irrevocable.

3.11 Geofence detail



3.11.1 Buttons

Delete

This option deletes the geofence.

Edit

This button activates the edit mode for the geofence. The delete button removes all points of a geofence.

Save

The button with the floppy disk icon saves the current geofence. However, no empty geofences can be saved.

Markers can be moved by long-pressing and holding on a marker. It can then be moved to adjust its position.

3.11.2 Create/Edit: Circle

Tapping on the map sets the center of the circle. Via the plus and minus buttons, the radius of the circle can be changed. Minimum of the radius is 50 m, maximum 5000 m.

3.11.3 Create/Edit: Polygon

Tapping on the map sets the points to form a polygon. A polygon by definition must at least consist of 3 points. The markers, once set, can be moved as described previously.

3.11.4 Settings

Name of the Geofence

The name of the geofence can be adjusted via the edit button, or by tapping the name directly.

Color of the Geofence

The slider can be used to change the color of the geofence on the map.

Tracker

This button is used to select the trackers that should apply to the geofence.

Weekdays

This entry can be used to specify the days on which the geofence should be active.

Time of Day

You can set whether the geofence is active all day or only in a period of time.

Notifications

For a geofence, you can set whether you want to be notified when trackers enter or leave it.

Calls

Analogous to the notifications, you can also set calls for entering or leaving.

INFO

For notifications and calls, it is generally the case that for trackers with short intervals they will not be triggered directly. This is to prevent false notifications to be triggered if the tracker, due to an insufficient number of visible satellites, jumps.

3.12 Notifications

AndroidiOSWeb

This section displays the latest messages of your device regarding geofences, speed and temperature alerts and other notifications. Depending on the settings, these messages could have been previously received as push notifications.

3.12.1 Filter

The filter lets you choose how far back the messages should be displayed. Choices are:

- 12 hours
- 24 hours
- 48 hours
- one week