inmarsat

INMARSAT RESCUENET HANDBOOK

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1. INTRODUCTION

This document provides a description of the RescueNET system, which is part of the Inmarsat Maritime Safety Services offering. This Handbook is intended for Rescue Co-ordination Centres (RCCs) and provides a high-level description of the features available.

Common RCC functions and responsibilities have been taken into account with the design of the RescueNET system and is customizable for ease of integration into already existing SAR organisational structures. For example, if a RCC is certified to broadcast Enhanced Group Call (EGC) messages, such as Distress Alert Relay and Search and Rescue (SAR) communications over the Inmarsat network, this can be included in the user account. Alternatively, if the RCC is not certified to broadcast EGC messages, this function can be disabled from the user account; however they will still have access to many common functions.

The RescueNET service links across Inmarsat C, Mini C, and Inmarsat Fleet Safety for EGC broadcast service, as well as enables RCCs to communicate directly with Inmarsat Fleet Safety Ship Earth Stations (SES) for Distress Alert and direct SAR coordination.

For further information on training and enabling routing of Distress Alert within your Search and Rescue Region (SRR) please contact Inmarsat Maritime Safety: maritime.safety@inmarsat.com

2. SYSTEM OVERVIEW

RescueNET enables RCCs with fast, reliable and IMO approved Search and Rescue (SAR) communications in Ship-to-Shore and Shore-to-Ship directions. These services include:

- Reception of Distress Alerts (Fleet Safety to RescueNET)
- Broadcast of Distress Alert Relay (Shore-to-Ship Distress Alert) to Inmarsat C, Mini C and Inmarsat Fleet Safety SES
- Broadcast Search and Rescue Co-ordination messages to Rectangular or Circular area to Inmarsat C, Mini C and Fleet Safety SES
- Priority Messaging (Ship-to-Shore and Shore-to-Ship)
- RCC information look-up tools
- Vessel information look-up tools
- Distress Chat

Note: *The RCC is responsible for providing reliable communication links to the system's network for efficient handling of shore-to-ship Distress Alert Relays and distress traffic, preferably via dedicated communication links in-line with IMO Resolution A.1001(25).*

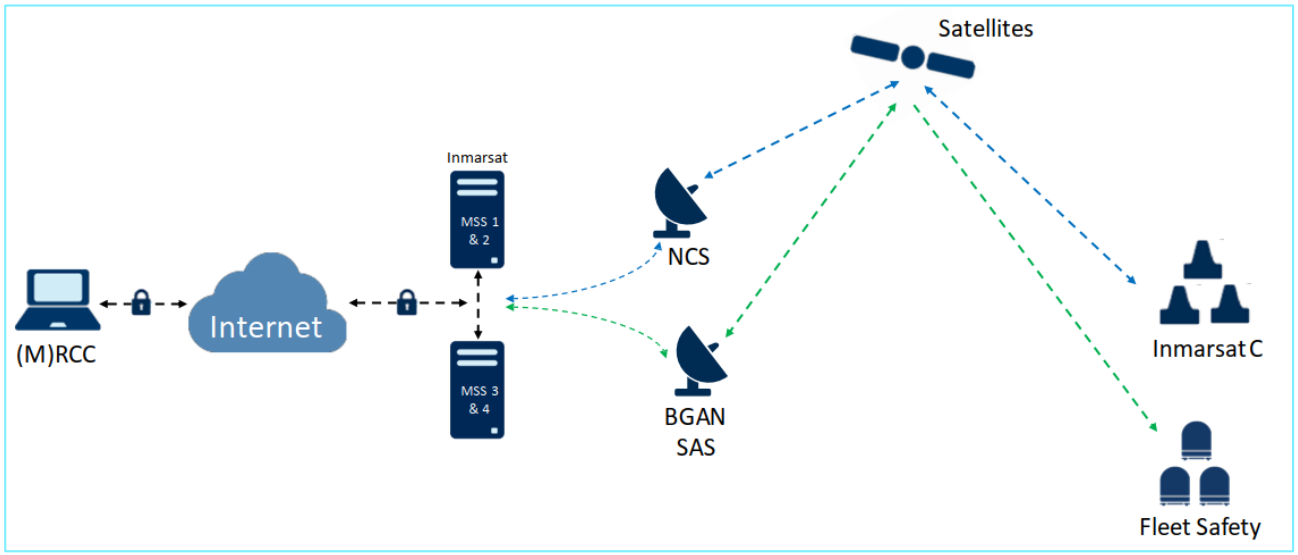


Figure 1 RescueNET overview

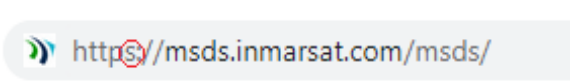
3. INTERFACE ACCESS

To access the RescueNET service, you must use a recognised Web Browser such as Google Chrome or Firefox. The Web Browser must be up to date with the latest software release.

Please note Internet Explorer is <u>not</u> supported

From the chosen Web Browser, go to https://msds.inmarsat.com/msds/

As this is a secure web interface, your first attempt using a new browser may result in "page cannot be found" if this error occurs, please check the URL as it may have removed the "s" from https:// if this is the case, manually enter the s into https://



The following login box will appear where you can enter your "Login" and "Password".

Username and password are case sensitive and should comply with your Organisations cyber securing regulations & policy.

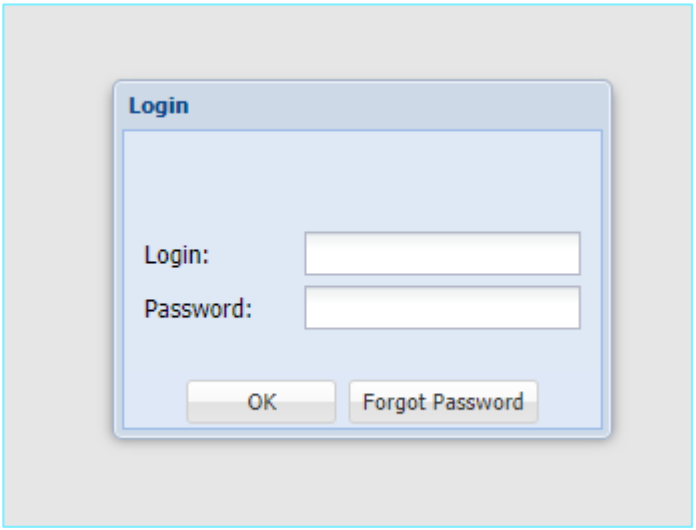


Figure 2 Login

4. PASSWORD RECOVERY

If you forget your password, the system allows you to reset your password through the registered e-mail address of your account.

- Select “Forgot Password”
- The system will e-mail your registered e-mail a secure token
- You can define a new password by inserting Token
    - Username
    - New password / confirm password

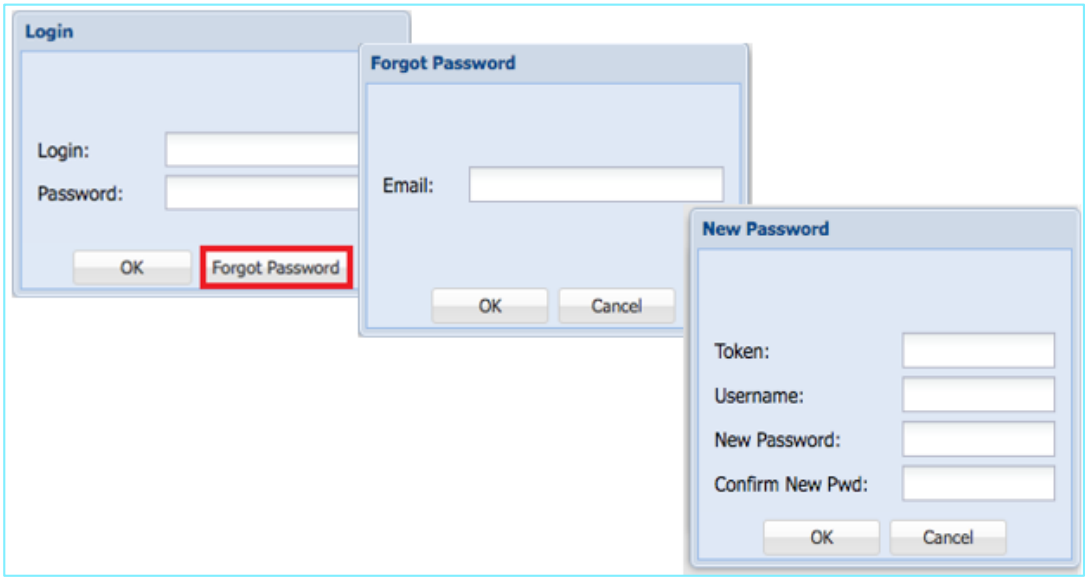


Figure 3 Password Recovery

5. NAVIGATING RESCUENET

The main RescueNET application window is very similar to a Microsoft Windows desktop and contains:

- **Workspace:** the main area where all windows are displayed.
- **Taskbar:** a toolbar on the bottom, containing the start menu, labels for all open windows, and the system clock.
- **Start Menu:** a menu with all operations available to you.
- **System Clock:** displays the current UTC timestamp.
- **Windows:** windows display different types of information and allows you to execute operations.

Figure 4 RescueNET display window

5.1. Start menu

The start menu is the primary location of all RescueNET functions. Clicking on the “Start” menu will display all functions available to your account. Please note, some functions are not available on all accounts such as SAR Broadcast Messages.

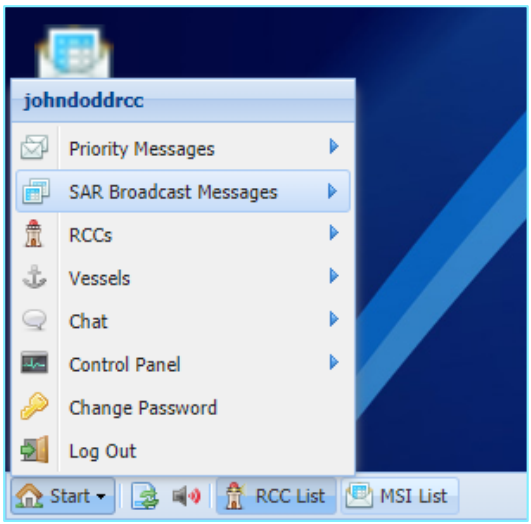


Figure 5 Start menu

5.2. Customize Desktop

You can customize your desktop screen by clicking on **"Start" > "Control Panel" > "Customize Desktop menu"**

– Selecting from a number of different desktop backgrounds
– Adding icons on main screen rather than from the start menu
– Adding customer logo

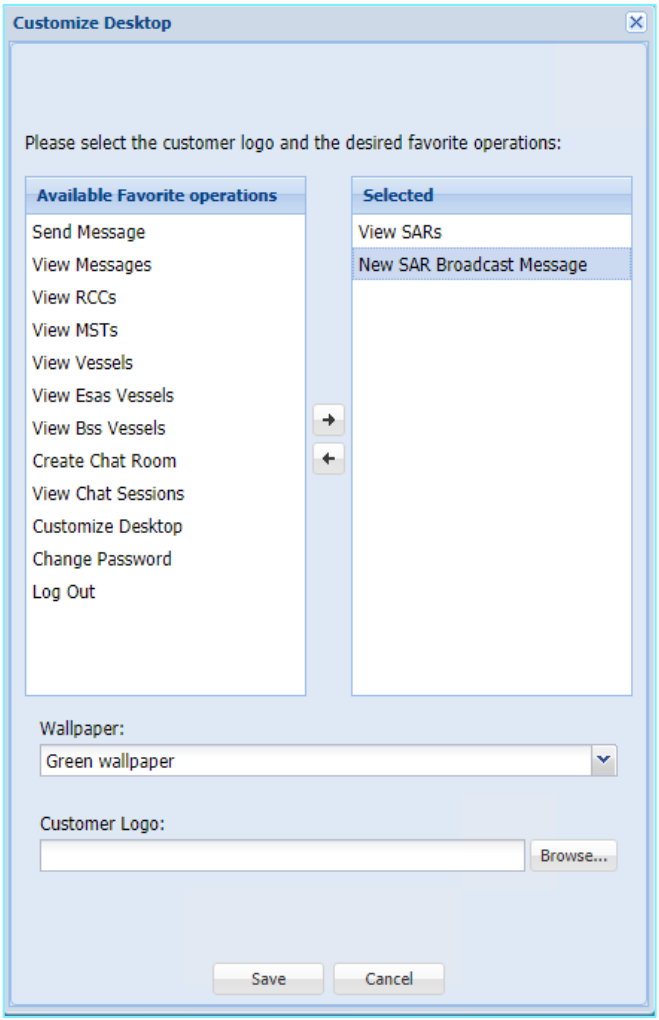


Figure 6 Customize Desktop

5.3. Desktop windows

Windows are displayed in the workspace and can be reloaded, resized, moved, minimized and closed.

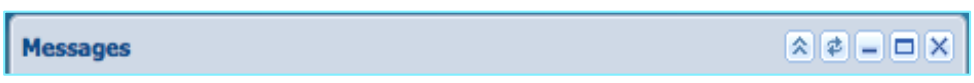


Figure 7 Maximise, minimise and refresh windows

The taskbar displays any window you have minimized, click on the taskbar window tab you wish to restore and view in the main display area.

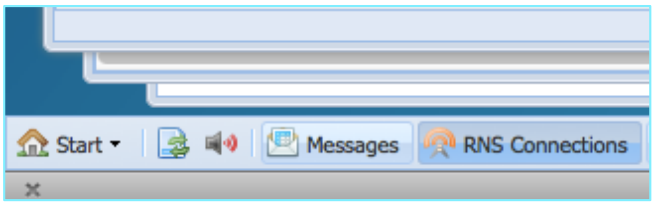


Figure 8 restore minimized windows

The taskbar sorts multiple opened windows based on their priority. High priority windows requiring immediate user assistance, such as an incoming Distress Alert, will always be displayed first with the appropriate audio and visual indication.

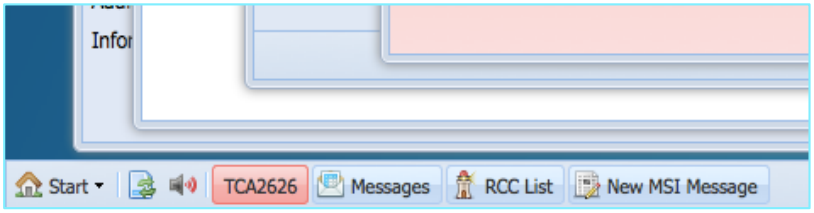


Figure 9 Window Prioritisation

5.4. Change Password

Inmarsat recommends changing your password regularly and in-line with your company cyber security policies. By clicking “Start” menu then “Change Password” you can change the password.

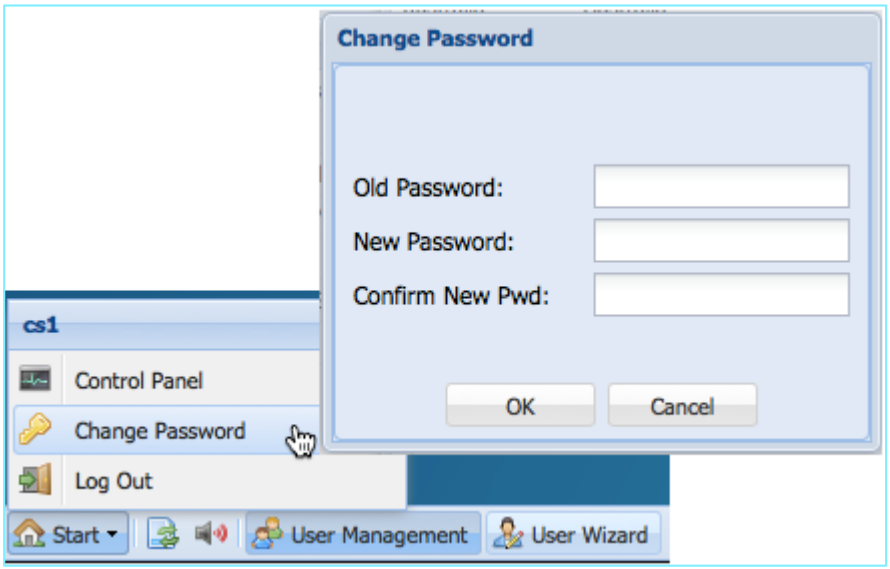


Figure 10 Change Password

6. RESCUENET FUNCTIONALITIES

This section will guide you through each function of the Inmarsat RescueNET service. Your account will be configured to enable access to services your RCC is authorised to use.

RescueNET accounts are priorities as “Primary” and “Secondary” A Primary account will be configured in the Inmarsat Safety Network to receive Fleet Safety Distress Alerts within a set area of responsibility or as requested from a vessel in Distress. Primary accounts must be logged in at all times to ensure they receive Distress communications within their area or responsibility. A Secondary account will not receive Distress Alerts from Fleet Safety SES but can still utilise the RescueNET services.

6.1. Priority Messages

A “Priority Message” can be sent from RescueNET to any Fleet Safety SES, or from the Fleet Safety SES to a RescueNET user.

These messages have a priority of “Urgency” or “Distress” on the Inmarsat network dependant on user selection.

– “Distress” and “Urgency” message activate an audio and visual alarm on the Fleet Safety and RescueNET display.
– If a printer is installed on the SES the “Urgency” or “Distress” priority messages will print automatically.
– On reading the message, an acknowledgement will be send to the originator.

NOTE: Priority Messages through this system cannot be received by Inmarsat C terminals, these are for Fleet Safety SES only. Please continue to use Distress C-mail for Inmarsat C priority messaging.

6.1.1. Send Priority Message

To send a Urgency or Distress Priority Message to a Fleet Safety terminal, select “Priority Message”

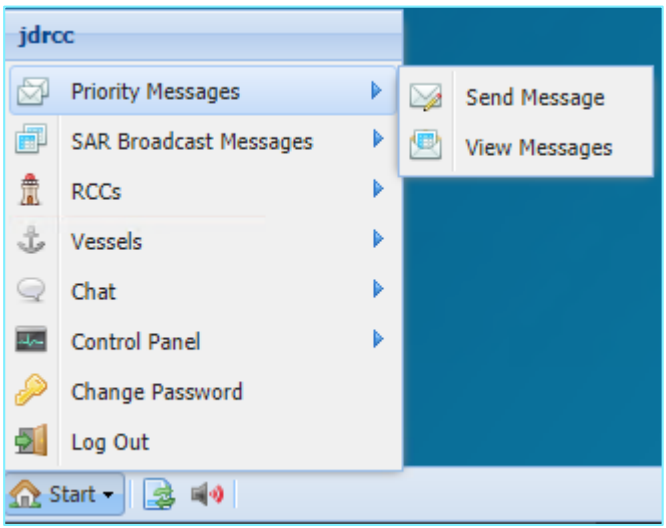


Figure 11 Select Priority Message

“Priority” allows you to set the priority as “Urgency” or “Distress”. Each priority is categorized by a different colour.

“Call Sign” gives you a search capability for Fleet Safety vessel’s Call Sign and automatically completes the “Reference Number” and vessel details.

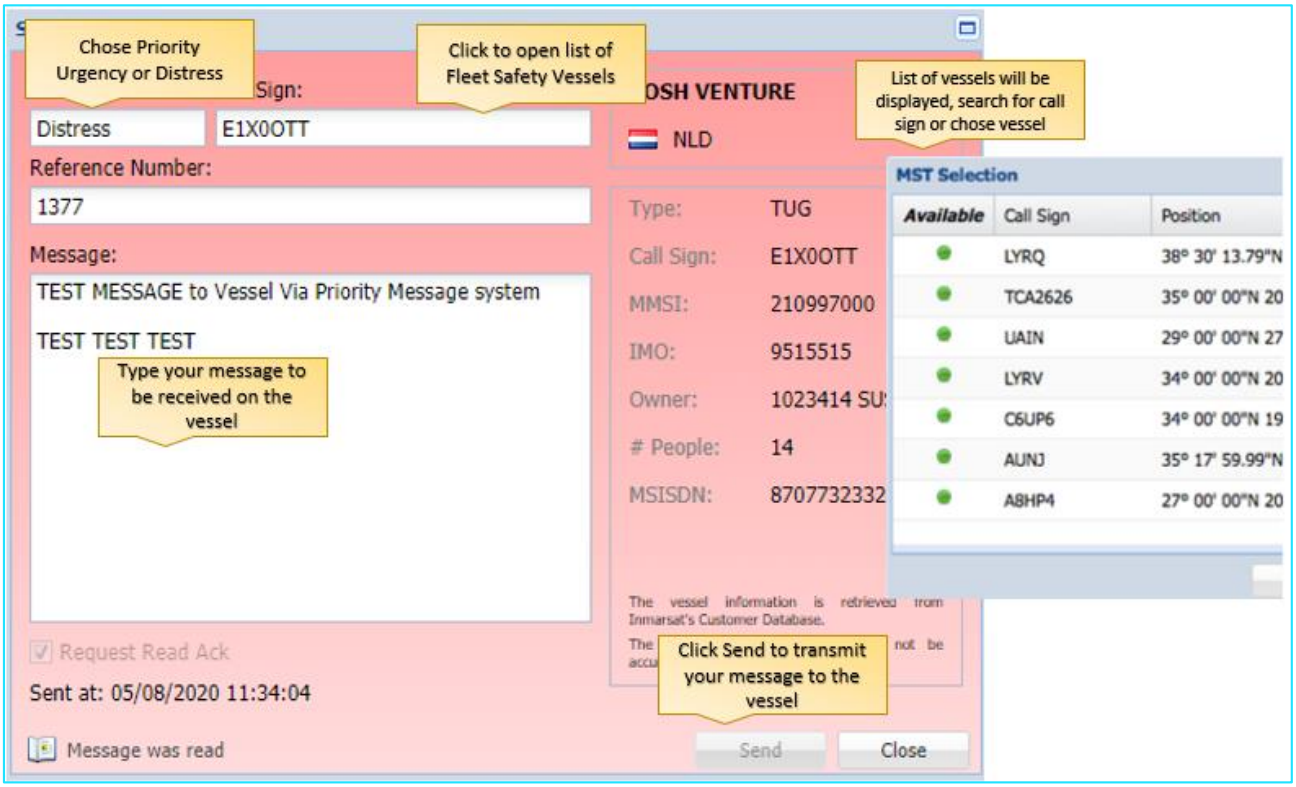


Figure 12 Create Priority Message

Your message will be received on the vessel in the below format. The vessel can "Read" or "Reply" you will be notified when the message has been read.

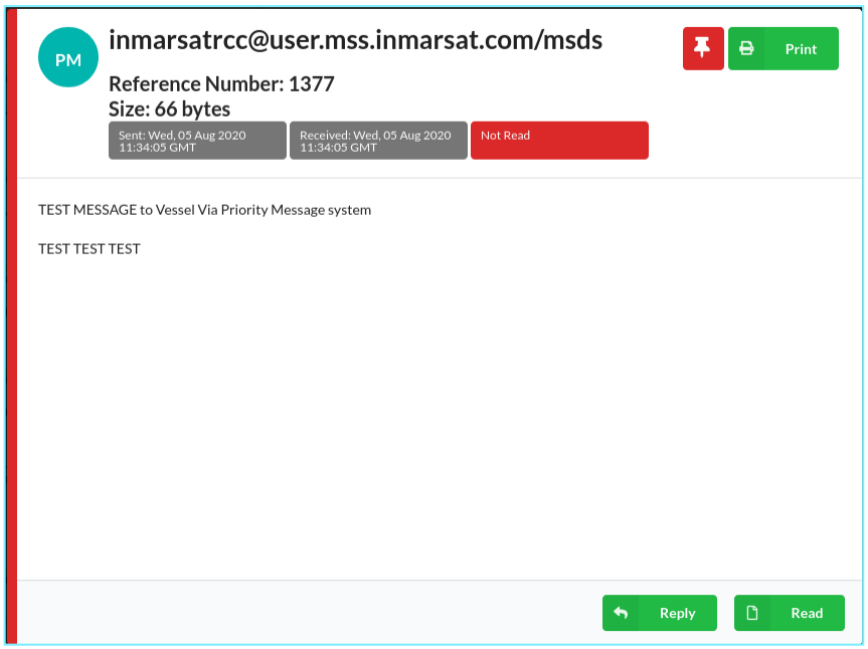


Figure 13 Priority Message Received on SES

When you receive a Priority Message from a Fleet Safety SES, you will be alerted by:

- Audio notifications
- Visual notifications: message windows are displayed with different colours depending on the message priority:
  - Green: Urgency
  - Red: Distress
- Additional Vessel Information will be displayed if available.

This Priority Messaging service can be used to communicate directly with any Fleet Safety SES involved in a SAR operation.

6.1.2. View send and receive Priority Messages

To view your send and receive Priority Messages, From the 'Start' menu, Select "View Messages"

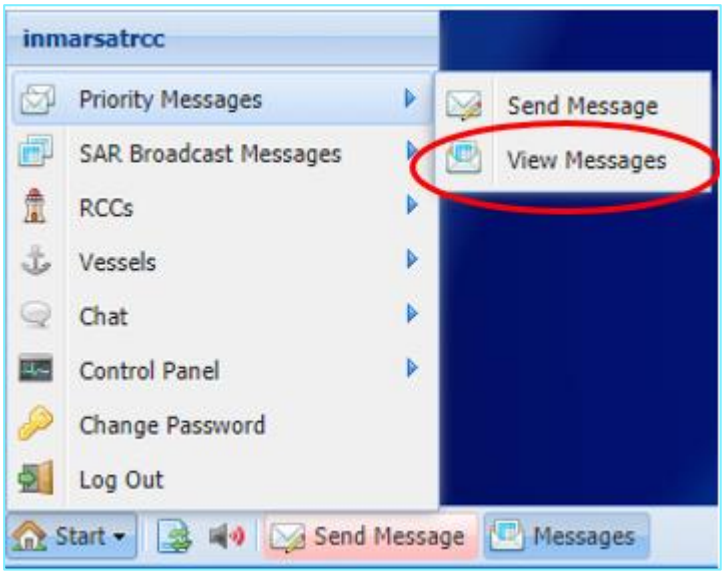


Figure 14 select View Messages

This will display a list of all your send and receive messages, including Reference Number, Creation Date, Priority, Type of message, and source of message, destination and date received. The lower section will display the text send or received.

The Transmissions and Acknowledges tabs will display who the message was sent to the date/time it was received and read.

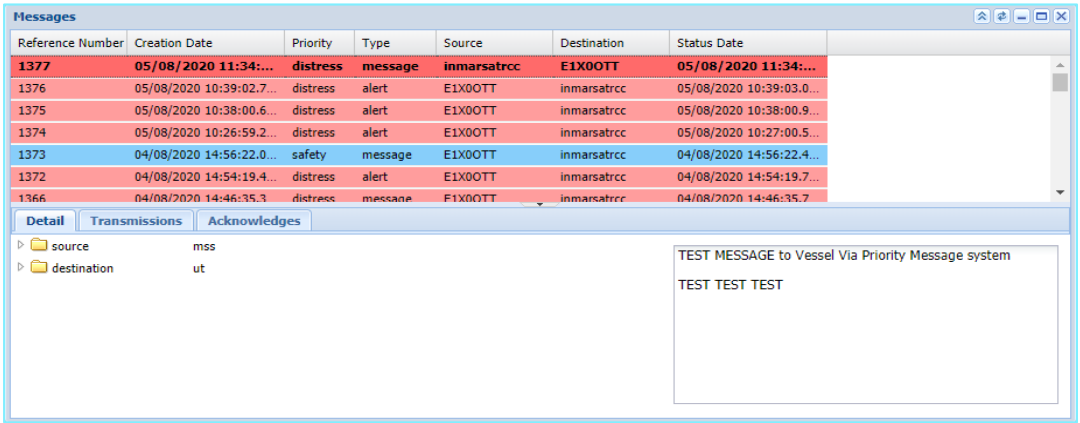


Figure 15 View Priority Message

6.2. Search and Rescue Broadcast (Distress Alert Relay)

The RescueNET Service can be used to broadcast Search and Rescue related information, generally known as EGCs (SafetyNET messages). These broadcasts are received on **Fleet Safety and Inmarsat C SES**

If you currently use Inmarsat SafetyNET to broadcast your Distress Alert Relay and SAR information, you can use the RescueNET SAR Broadcast as an alternative. By using RescueNET, you do NOT need to select which satellites to use, this is fully automated and the system is IMO approved.

Broadcast messages with "Distress" and "Urgency" priority received on-board will activate an audio and visual alarm, as well as request a read acknowledgement. Search and Rescue Broadcast messages have priority on the Inmarsat network and are free of charge to both RCC and vessel.

RescueNET offers you the options to:

- Broadcast Distress Alert Relay and SAR coordination messages to all Inmarsat GMDSS terminals (Fleet Safety and Inmarsat C)
- View previously transmitted broadcast messages and to cancel any scheduled messages.
- Monitor the status of the broadcast.
- Export data of your sent broadcasts in CSV or PDF format as well as run 30-day reports on all your broadcasts.

6.2.1. Sending a SAR Broadcast

To create a SAR broadcast go to "**Start" > "SAR Broadcast Messages" > "New SAR Broadcast Message"**.

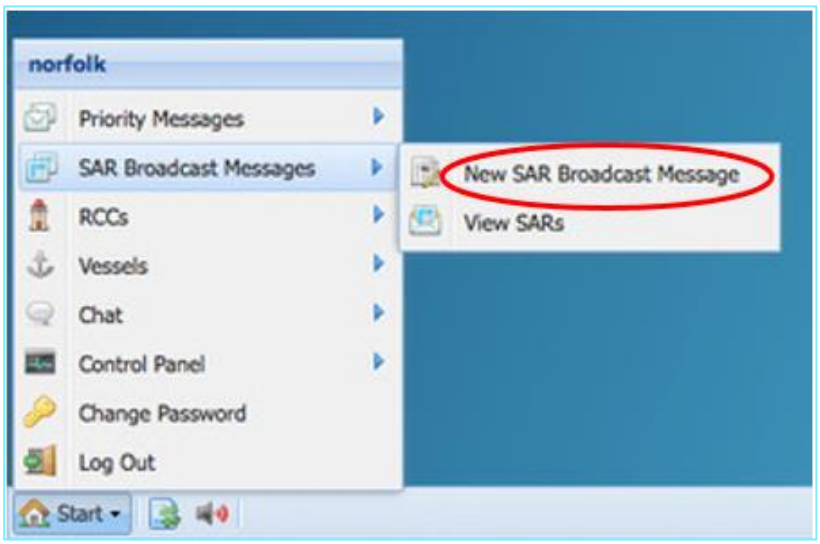
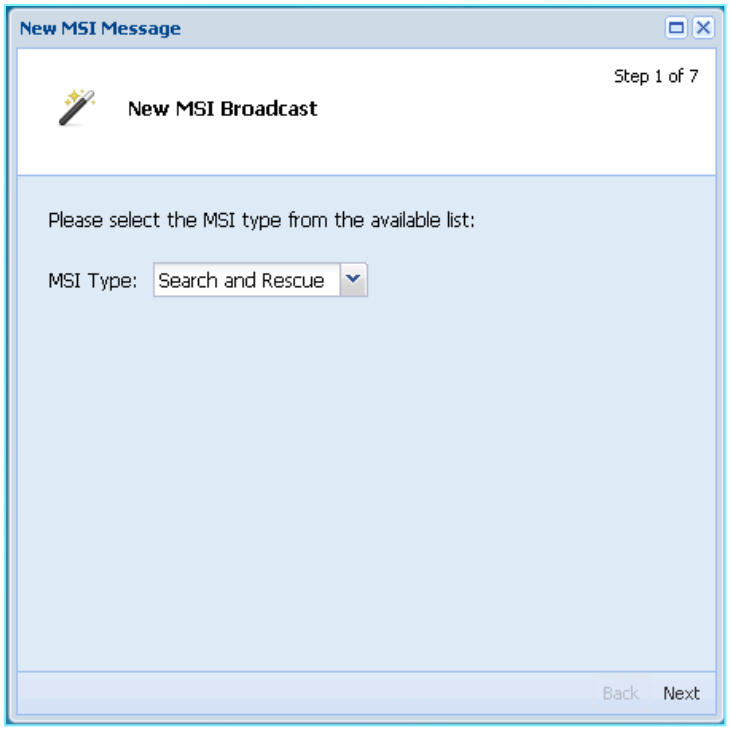
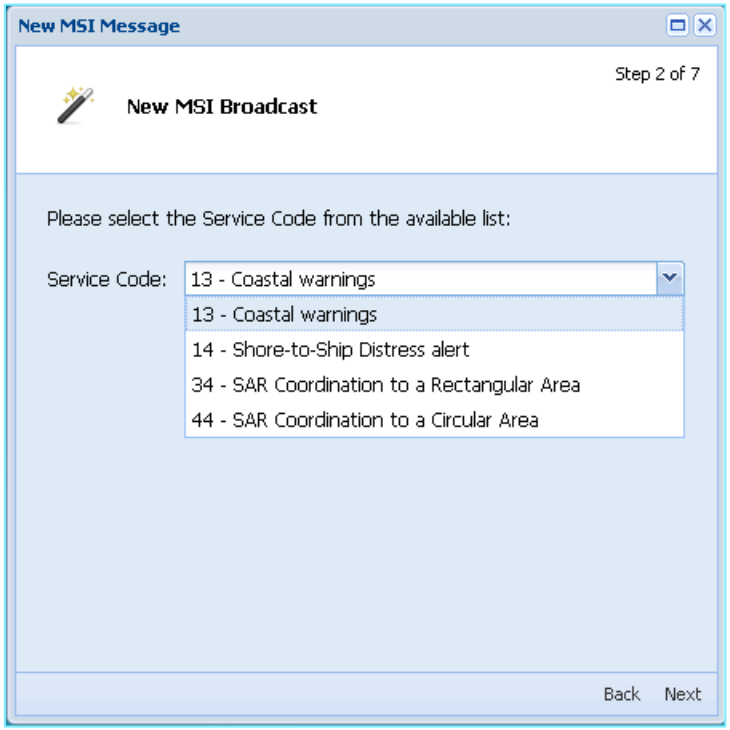


Figure 16 Select SAR Broadcast Message

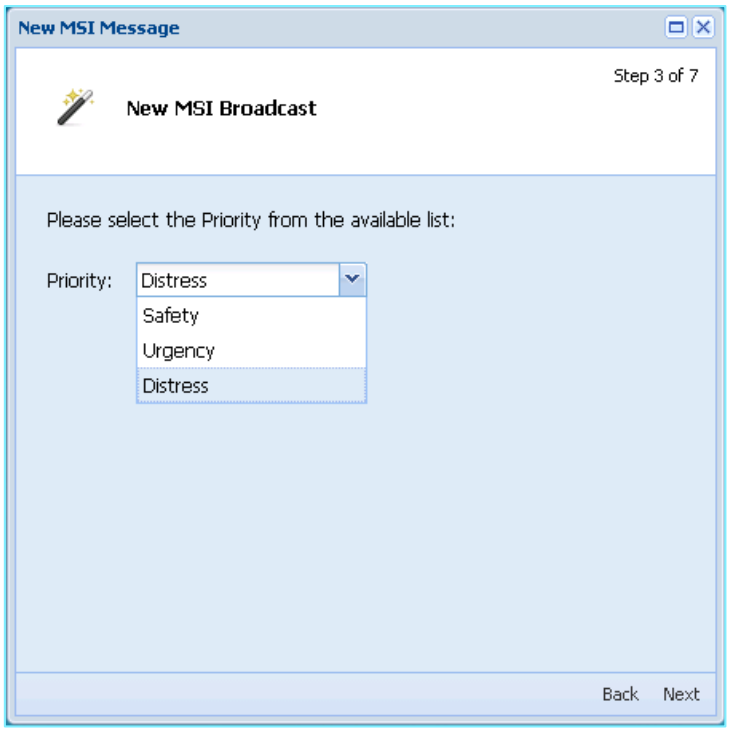
Select “Search and Rescue”:



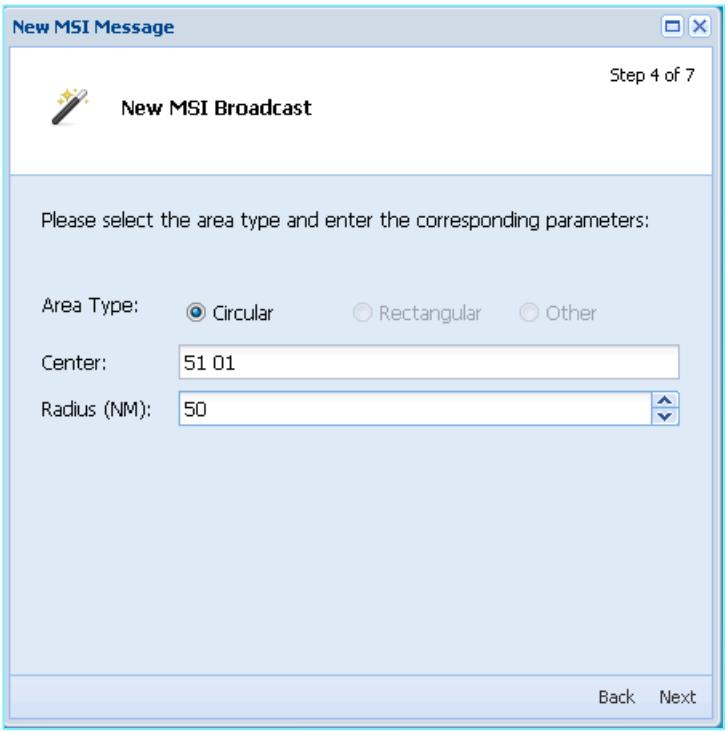
Select “Service Code” for the type of SAR broadcast required, e.g. SAR coordination to a Circular Area:



Select “Priority” of your broadcast. Note: SAR broadcast should only be “Distress” or “Urgency”.



Select a “Broadcast Area type” Note: Shore-to-Ship Distress Alert can only be broadcast to a circular area as Distress. SAR coordination broadcasts can be to circular or rectangular as Urgency or Distress, as per IMO regulations.



Input the centre of the Circular area. The system specifies the position coordinates in several formats:

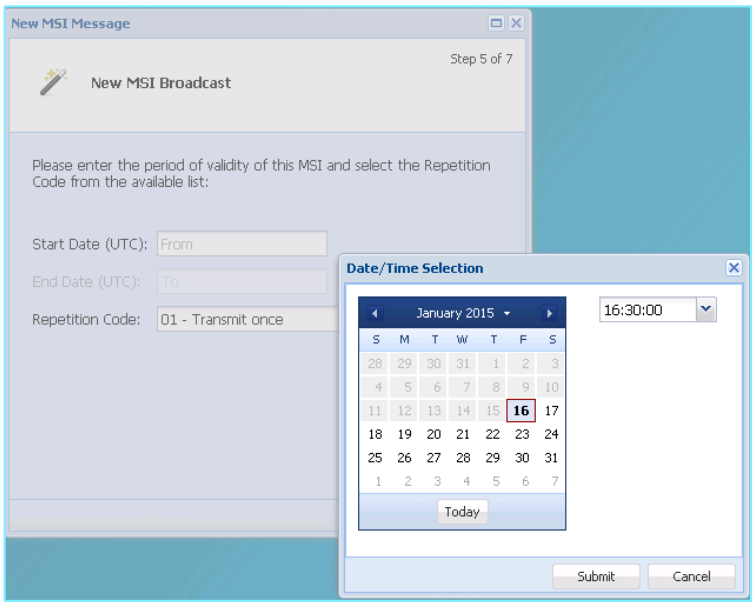
– Latitude (degrees°|d|:) (minutes\'|:|´) (seconds"|´´) (N/S)
– Longitude (degrees°|d|:) (minutes\'|:|´) (seconds"|´´) (E/W)

For example, all the following positions formats are allowed:

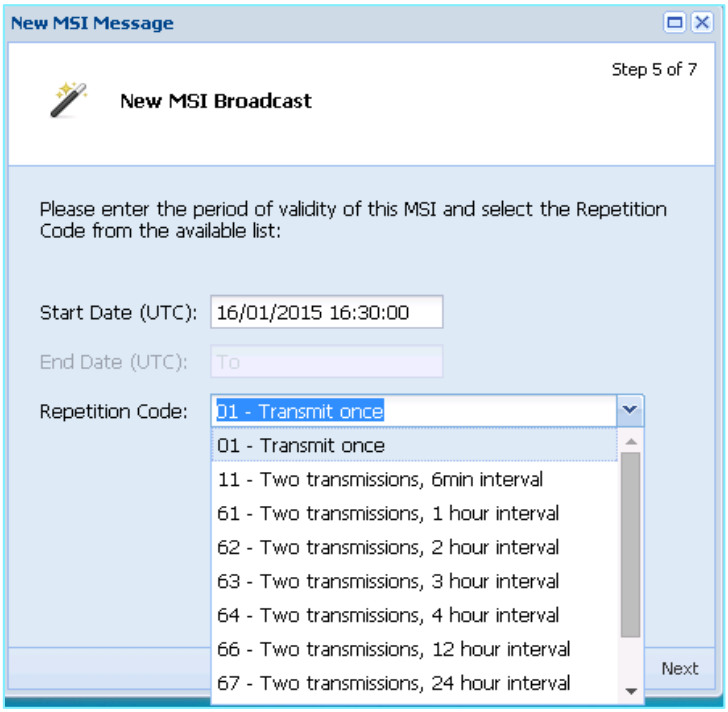
– 20N 30E
– 20 -30 (positive numbers are North and East)
– 20ºN 30º10’20’’E
– 20ºN 30E10’20’’
– 20ºN 30E10,20
– 20ºN 30E10:20
– 20S 30W
– -20 -30 (Negative numbers are South and West

Select “Radius” in Nautical Miles from 1 up to 999.

Select “Start date/time and End date/time”. **If this is left blank, the message will be broadcast immediately.**



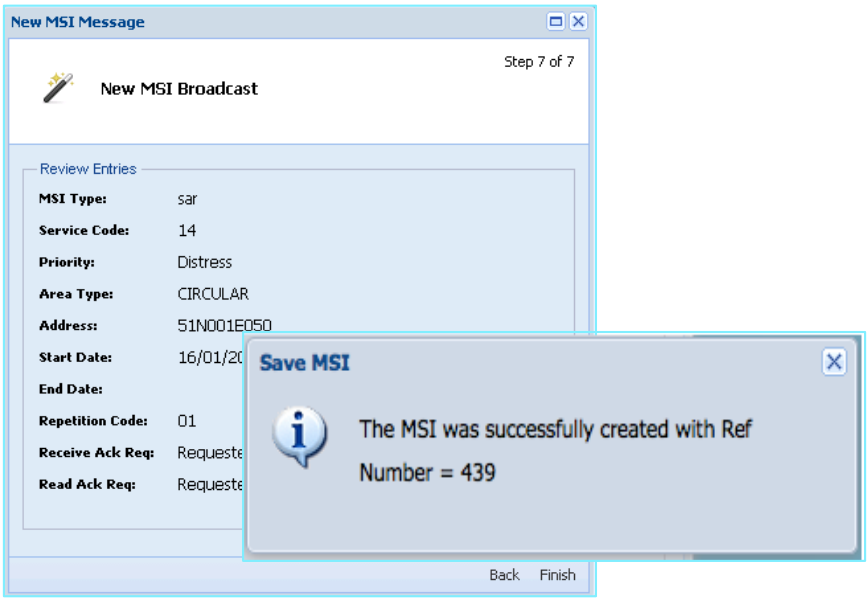
Set the “Repetition Code” for the message.



Enter Text by free typing, copy & pasting text or by selecting file to be uploaded.

Note: *The system only allows valid IA5 characters in the payload message inserted directly in the form or uploaded by file. Any invalid character will be notified to you, but not replaced. You should correct the text and resubmit the form.*

Confirm message parameters are correct and click "Finish" to broadcast the message to both Fleet Safety and Inmarsat C SES. Each MSI will have a unique message reference number.

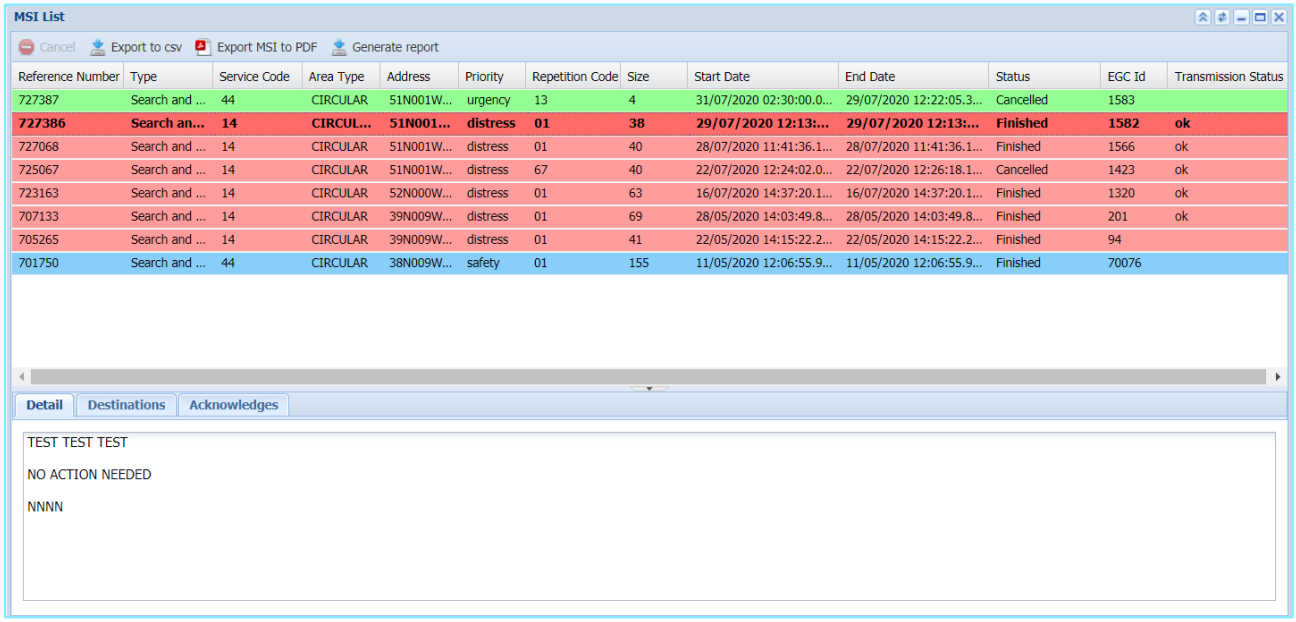


6.2.2. View Broadcast & Status

You can view all your SAR Broadcast, including the broadcast information and status, by going to "View SARs". This information is available on RescueNET for at least 30 days after the final broadcast. Inmarsat servers will store the messages for 3 years.

To view the SAR broadcasts go to **"SAR Broadcast Messages" > "View SARs"**

This view will show the message: Reference Number, Type of message, Service Code, Area type, Area address, Priority, Repetition Code, Size, Start and End date, Status, EGC ID and the transmission status.



Reference Number	Type	Service Code	Area Type	Address	Priority	Repetition Code	Size	Start Date	End Date	Status	EGC Id	Transmission Status
727387	Search and ...	44	CIRCULAR	51N001W...	urgency	13	4	31/07/2020 02:30:00.0...	29/07/2020 12:22:05.3...	Cancelled	1583	
727386	**Search an...**	**14**	**CIRCUL...**	**51N001...**	**distress**	**01**	**38**	**29/07/2020 12:13:...**	**29/07/2020 12:13:...**	**Finished**	**1582**	**ok**
727068	Search and ...	14	CIRCULAR	51N001W...	distress	01	40	28/07/2020 11:41:36.1...	28/07/2020 11:41:36.1...	Finished	1566	ok
725067	Search and ...	14	CIRCULAR	51N001W...	distress	67	40	22/07/2020 12:24:02.0...	22/07/2020 12:26:18.1...	Cancelled	1423	ok
723163	Search and ...	14	CIRCULAR	52N000W...	distress	01	63	16/07/2020 14:37:20.1...	16/07/2020 14:37:20.1...	Finished	1320	ok
707133	Search and ...	14	CIRCULAR	39N009W...	distress	01	69	28/05/2020 14:03:49.8...	28/05/2020 14:03:49.8...	Finished	201	ok
705265	Search and ...	14	CIRCULAR	39N009W...	distress	01	41	22/05/2020 14:15:22.2...	22/05/2020 14:15:22.2...	Finished	94	
701750	Search and ...	44	CIRCULAR	38N009W...	safety	01	155	11/05/2020 12:06:55.9...	11/05/2020 12:06:55.9...	Finished	70076	

Figure 17 SAR Broadcast List

MSI List:

- **Reference Number:** Unique reference number for each Broadcast
- **Type:** Type of broadcast i.e. SAR Broadcast
- **Service Code:** service code used for broadcast i.e. 14-SAR Broadcast, 44-SAR coordination
- **Area Type:** Circular or Rectangular
- **Address:** Coordinates of broadcast
- **Priority:** Broadcast priority Urgency or Distress
- **Repetition Code:** repetition code used for the broadcast
- **Size: Size:** of the message text in bytes
- **Start date:** Start date and time of the broadcast
- **End date:** Last broadcast date and time
- **EGC ID:** Unique EGC ID
- **Transmission Status**: Shows the status if the broadcast, this will show OK once broadcast through ALL appropriate satellites and spot beams

6.2.3. SAR Broadcast Status

It is a requirement of the IMO and IMO EGC Coordination Panel that EGC broadcasts are monitored to ensure they have been transmitted. The monitoring of MSI and SAR broadcasts is currently under discussion within the relevant IMO, IHO, WMO, MSI and SAR bodies.

Inmarsat has now enabled the monitoring of EGC transmissions through the RescueNET platform. This provides confirmation that SAR messages have been broadcast for automatic reception on-board ALL Inmarsat GMDSS terminals including Inmarsat C and Fleet Safety SES.

On your "View SARs" tab you will see two new additions "Transmission Status" and "Destination"

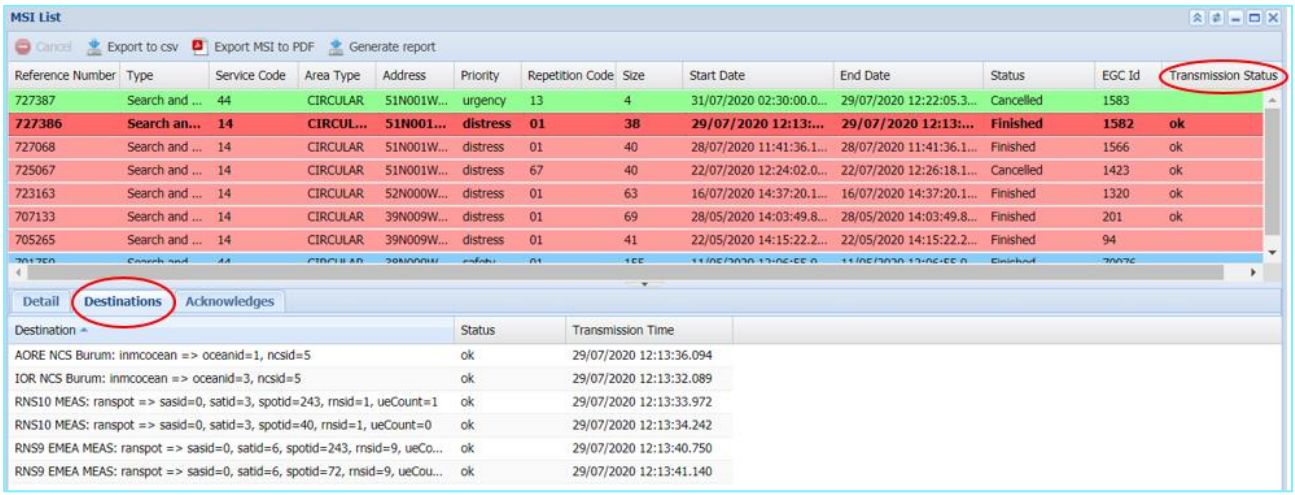


Figure 18 SAR transmission & broadcast destinations

6.2.4. Transmission Status

The Transmission status has 4 information outputs to keep you updated with the current status of each broadcast:

– **OK** - The status "OK" confirms that your broadcast has been successfully transmitted over ALL appropriate satellites for reception on Inmarsat C SES and all RAN Spot Beams (ranspot) for Fleet Safety SES. Note: For each broadcast, there will usually be numerous Inmarsat C satellites and ranspot. "OK" will only show if **ALL** have been successful.

–

– **Pending** – The status "Pending" informs the user that one or more of the Inmarsat C satellites or ranspot has not yet broadcast. The system will continue to retry the broadcast and the status will change to "OK" once all satellites and ranspot have been confirmed successful.

–

– **Failed** – The status "Failed" will appear if all the broadcasts and automatic retries have failed **or** if an individual satellite **or** RAN Spot continues to fail.

–

– **Blank** – The "Transmission Status" will remain blank if your broadcast is scheduled as no transmissions have been sent to the satellite. At the time of your scheduled broadcast, the status will change to one of the above.

6.2.5. Broadcast Destination

This function enables you to view the status of each satellite and RAN Spot your message will be broadcast over.

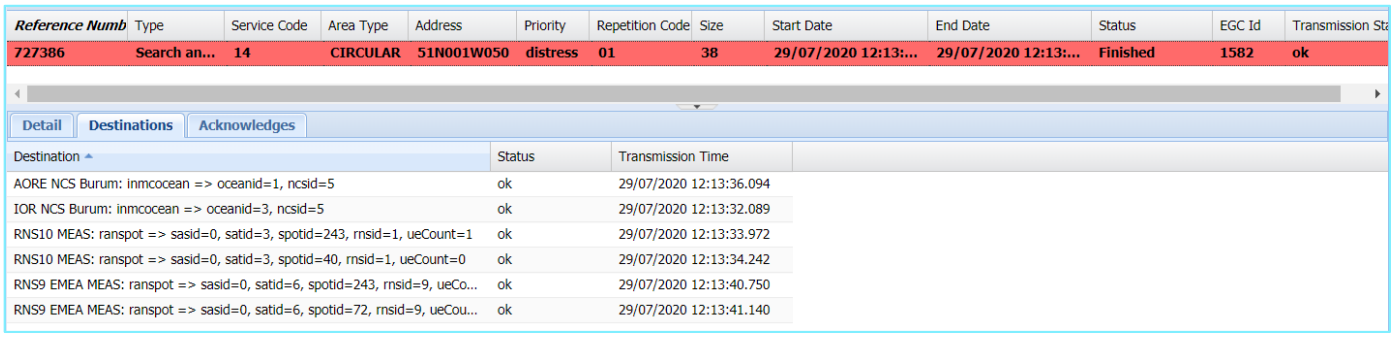
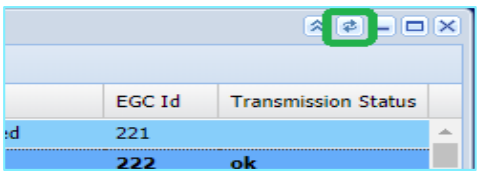


Figure 19 Broadcast Destination

You can see from the example above, the message 727386 was broadcast to a circular area (area type tab) and broadcast once (repetition code). The Destination tab shows the broadcast was sent over "AORE" and "IOR" these are the broadcasts for reception on Inmarsat C SES. The Destination tab also shows 4 RAN Spot, that also broadcast for reception on Inmarsat Fleet Safety SES. You can view the up dated status and transmission time for each message. Each of these fields can be filtered and sorted in Ascending or Descending order:

NOTE: you need to click on the refresh button to update status.



6.2.6. Cancel SAR Broadcast

If a SAR Broadcast is scheduled to be broadcast or has outstanding repetitions pending, you can cancel the broadcast at any time.

Select **"SAR Broadcast Messages" > "View SARs"**

Select the message you wish to cancel and click the Cancel button.

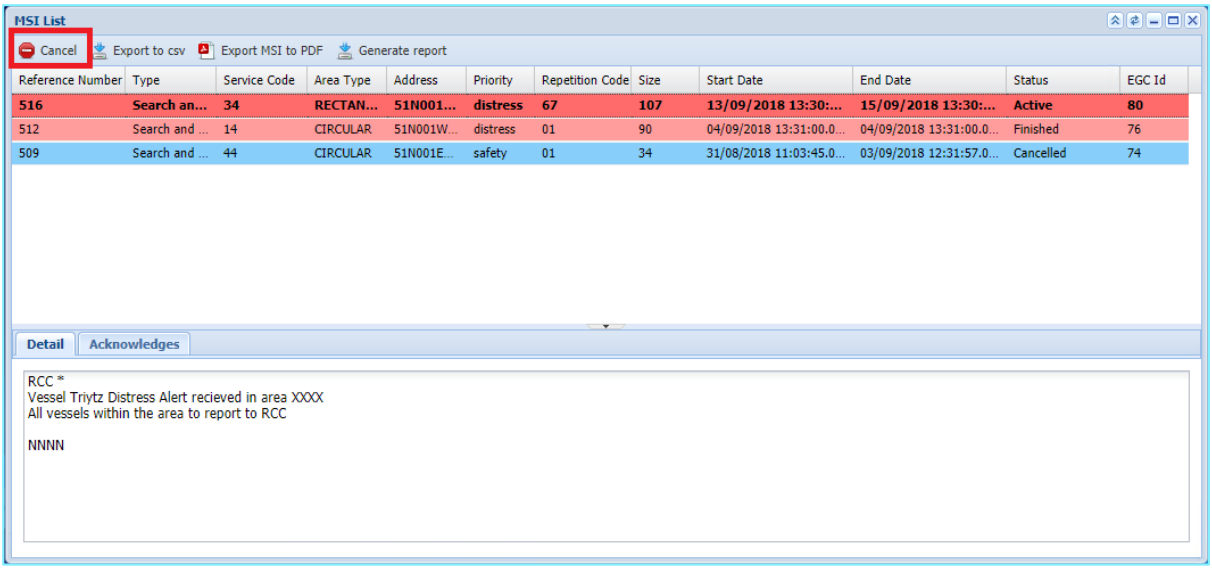


Figure 20 Cancel Broadcast

The "Status" will then change to "Cancelled" and the message will no longer be broadcast.

6.2.7. SAR Broadcast Data Export

RescueNET offers two data export functions:

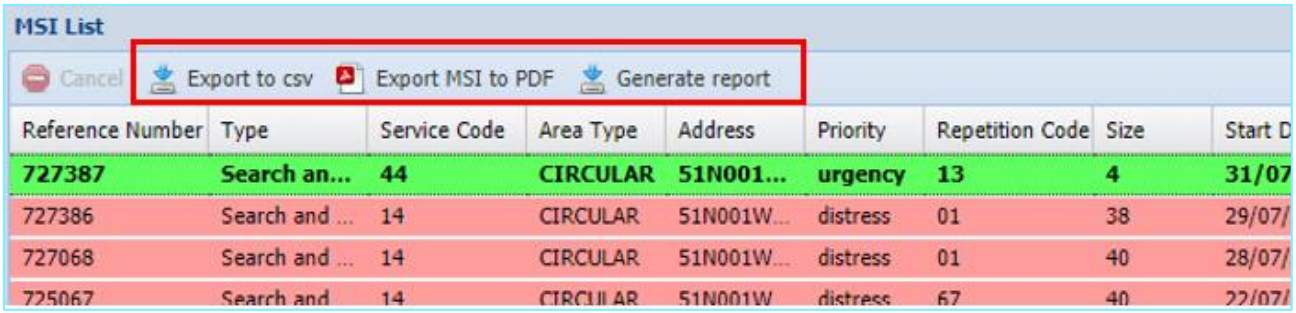


Figure 21 Export data

6.2.8. Export to CSV

This will export the information of ALL SAR Broadcasts globally over a minimum of a 30-day period into a .csv file. The file will show the Broadcast parameters but not the Text broadcast.

MSI_TYPE	AREA_TYPE	ADDRESS	PRIORITY	REP_CODE	REF_NUM	STATUS	SIZE	MSIP_NAME	STATION_ID	EGC_ID	SERVICE_CODE	START_DATE	END_DATE
nav	NAVMET	3	safety	16	725635	Scheduled	276	Instituto HidrogrÃ¡fico de la Marina	40	1445	51	16/08/2020 12:00	18/08/2020 16:00
nav	NAVMET	3	safety	16	729866	Scheduled	384	Instituto HidrogrÃ¡fico de la Marina	40	1794	51	11/08/2020 12:00	15/08/2020 17:00
nav	NAVMET	3	safety	16	729876	Scheduled	366	Instituto HidrogrÃ¡fico de la Marina	40	1796	51	09/08/2020 12:00	13/08/2020 19:00
nav	NAVMET	3	safety	16	729869	Scheduled	267	Instituto HidrogrÃ¡fico de la Marina	40	1795	51	09/08/2020 12:00	17/08/2020 01:00
nav	NAVMET	3	safety	16	729787	Scheduled	358	Instituto HidrogrÃ¡fico de la Marina	40	1772	51	08/08/2020 12:00	11/08/2020 13:00
nav	NAVMET	3	safety	16	729784	Scheduled	297	Instituto HidrogrÃ¡fico de la Marina	40	1771	51	07/08/2020 12:00	09/08/2020 10:00
nav	NAVMET	4	safety	16	729882	Scheduled	463	Inmarsat Government Inc	40	1798	51	05/08/2020 22:00	16/09/2020 22:00
inmc	RECTANGULAR	66N171W11034	safety	1	729921	Finished	1403		12	15183	4	05/08/2020 15:02	05/08/2020 15:02
inmc	RECTANGULAR	66N171W11034	safety	1	729920	Finished	1403		12	15439	4	05/08/2020 15:02	05/08/2020 15:02
inmc	RECTANGULAR	66N171W11034	safety	1	729919	Finished	1860		12	14671	4	05/08/2020 15:01	05/08/2020 15:01

Figure 22 Export to csv

6.2.9. Export MSI to PDF

This will export a selected message from the SAR Broadcast list in a PDF format to be saved or printed.

Figure 23 Export MSI to PDF

6.2.10. SAR Broadcast Report

RescueNET enables you to create a report of all your SAR Broadcast over a selected period up to 30 days with the option to include repetitions.

From “View SARs” you can select “Generate Report” that will display “Additional Parameters” screen in which you can select “Start Date” and “End Date” and choose to include “Repetitions” if required.

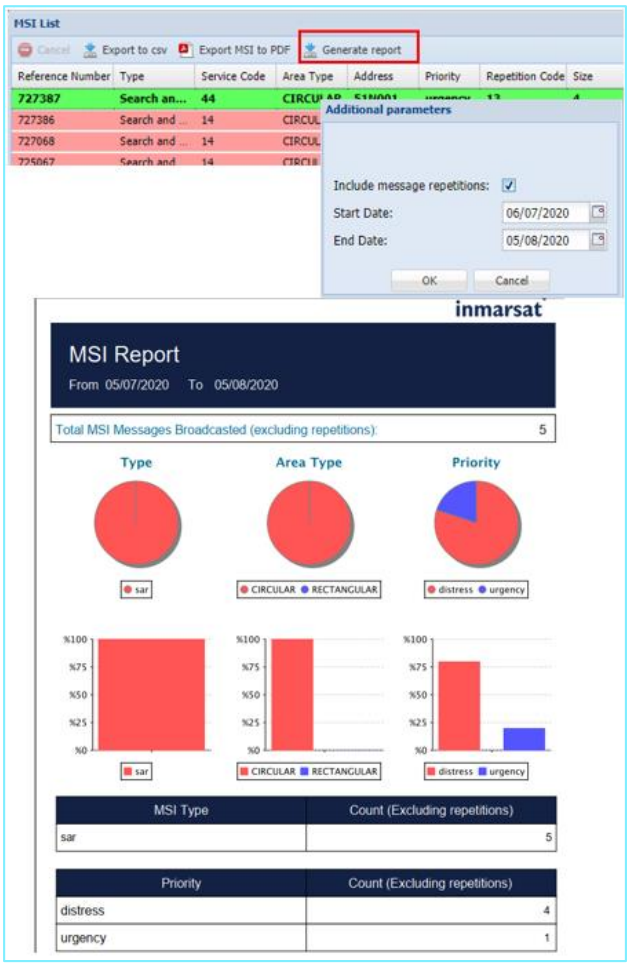


Figure 24 Generate Report

6.3. RCC Database

RescueNET offers the capability to view other RCCs that are using the RescueNET system along with their contact details and online status. **"Select Start" > "RCCs" > "View RCCs"**

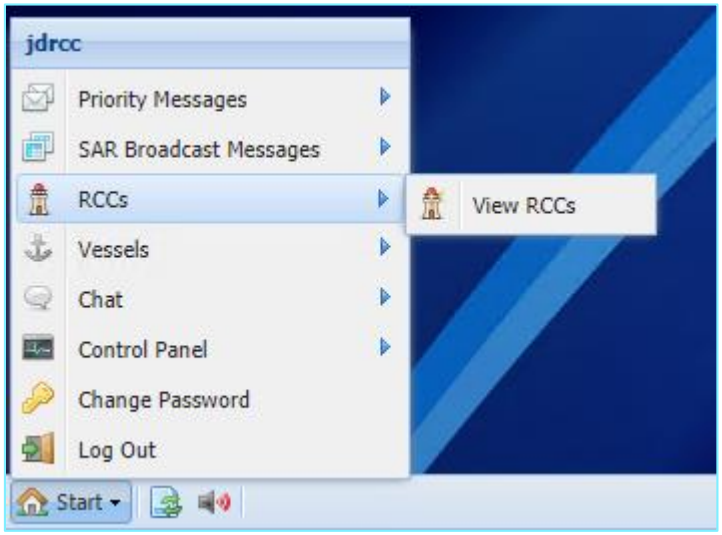


Figure 25 View RCCs

This will display all the RCCs who have access to the RescueNET system with the following information:

- **Name:** RCC Name.
- **Available:** green tag shows they are currently online.
- **Primary:** this shows if the RCC is registered on the Inmarsat system as a primary RCC.
- **Phone number:** emergency contact number for the RCC.
- **Additional Information:** additional information provided by the RCC such as e-mail, fax, address and additional phone numbers.

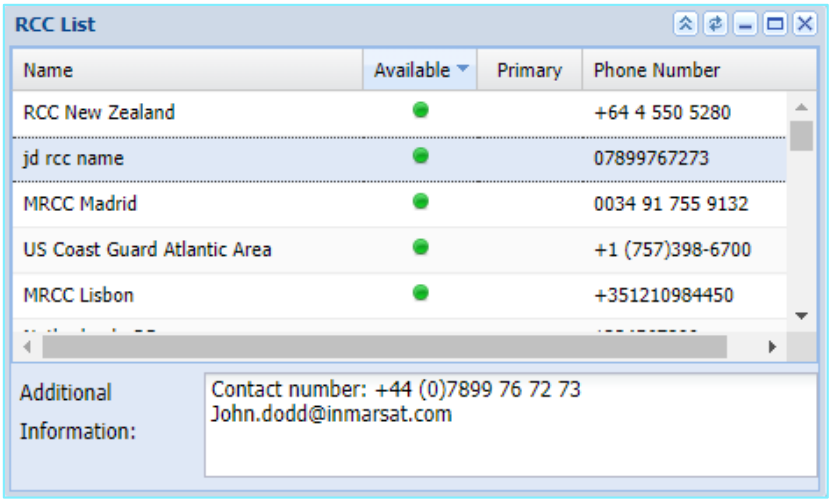


Figure 26 RCC List

6.4. Vessel Database

Inmarsat realises the importance for RCCs having access to vessel information during a SAR operations. The RescueNET system provides access to 3 Inmarsat Databases:

- **ESAS:** Existing and Evolved Inmarsat services such as Inmarsat C & Mini C.
- **BSS:** BGAN services such as FleetBroadband.
- **MST:** all Fleet Safety equipped vessels.

NOTE: Contained in the terms and conditions of RescueNET, the information made available through the Vessel Databases is to be used for Search and Rescue operations only. This information must not be made available to anyone external from the SAR operation or resold.

It is the responsibility of the vessel owner / Inmarsat partner to update the information within these databases and not the responsibility of Inmarsat. Information contained in these databases must only be used for Search and Rescue operations.

To access the vessel databases **"Select Start" > "Vessels" > "***select database***"**

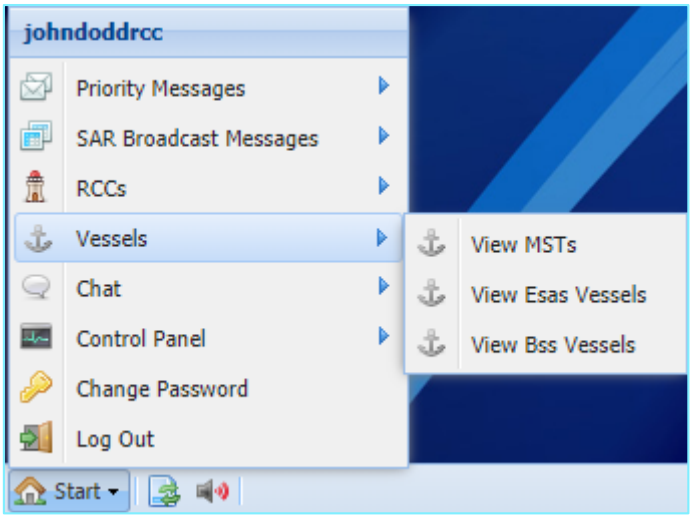


Figure 27 Vessel Databases

All the databases have search capabilities, simply click on the filed you would like to search, type on your search criteria and tick filter. The example below shows a search under "Vessel Name" for any vessel with the word Star, this filter technique can be used to search for IMO, Vessel Name, Call Sign, IMO, MMSI or Flag.

The ESAS database will display the IMN (Inmarsat Mobile Number). This IMN is what the RCCs should use to contact the vessels Inmarsat C terminal, this can be done by Inmarsat C-Mail or Inmarsat Distress C-Mail (contact Inmarsat safety for further information). The IMN is **not** a voice telephone number.

ESAS Vessel List

IMN	Service Code	*Vessel Name*	Call Sign	IMO	MMSI	Flag
444001477	INM-C	SANSTAR DREAM		105487	441743000	KOREA (SOUTH)
453848984	INM-C	STAR FRONTIER		884289	538008860	KOREA (SOUTH)
453848983	INM-C	STAR FRONTIER				(SOUTH)
435360811	INM-C	SAEHAN KOSTAR	3EWF4	9423695	353608000	KOREA (SOUTH)
447709598	INM-C	QUAY STAR	VRTF9	9239472	477538200	HONGKONG
447709597	INM-C	QUAY STAR	VRTF9	9239472	477538200	CHINA (PEOPLE'S R...
447709596	INM-C	QUAY STAR	VRTF9	9239472	477538200	CHINA (PEOPLE'S R...
423537910	INM-C	BEAGLE STAR V	VSOG7		235379000	CHILE

Columns
Filters
Star

Figure 28 ESAS

Inmarsat has now included the advanced information within RescueNET databases. From any of the tabs within the ESAS or BSS database, you can select "Columns" this will enable you to further expand the information available one each vessel, such as vessel emergency shore side contact phone number and e-mail address.

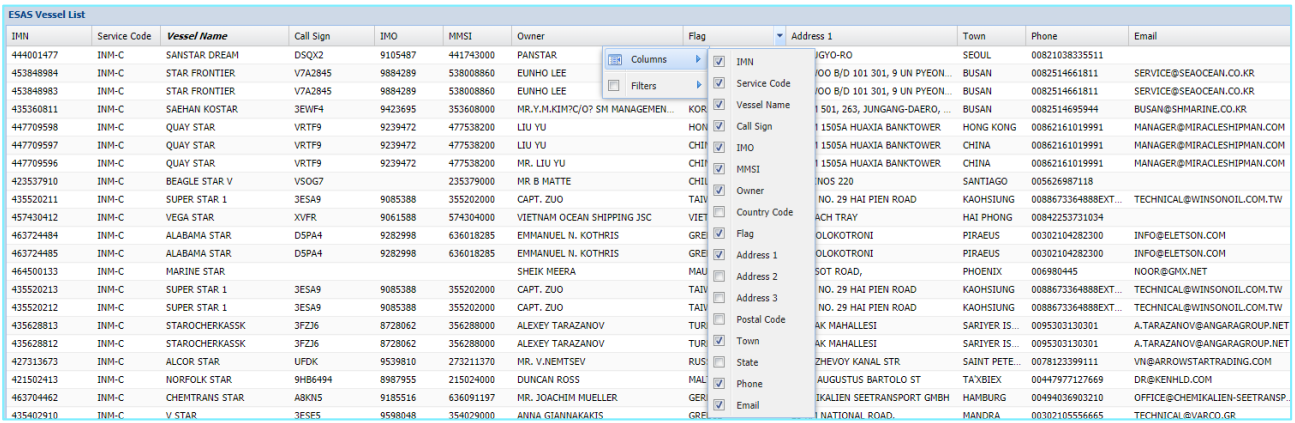


Figure 29 Filter database

6.4.1. BSS database

The BSS database displays the FleetBroadband SES information; these terminals are used for Fleet Safety and standalone FleetBroadband. These terminals have both voice and data communications. The voice telephone number can be found in the "MSISDN" column.

You can call the FleetBroadband SES from any telephone including mobile phones. To call the FleetBroadband you must dial the Inmarsat country code 00870 followed by the SES number.

For example, if the MSISDN is displayed as 870773152573 from your phone you will dial 00870773152573.

Inmarsat provides a Shore-to-Ship Voice Distress service called 2-Stage Dial. This provides free Distress priority calls to any Inmarsat maritime voice terminal over the Inmarsat network. For more information on 2-Stage Dial please contact Inmarsat Maritime Safety team.

BSS Vessel List

Vessel Name	Vessel Type	Call Sign	IMO	MMSI	IMSI	MSISDN	Tonnage	# People
Dubai Star	OILGA	H3GY	0	372054000	901112114145911	870773200533	12	123
NEPTUNE STAR	MERCH	3WVB	9136553	574498000	901112114151237	870773212841	15073	25
MarineSTAR	FISHG	WYZ6767	7301570	367306510	901112114181106	870773201074	118	8
DP STAR	OTHER	J8B3823	7112187	376371000	901112114186770	870773211135	498	10
VEGA STAR	MERCH	XVFR	9061588	574304000	901112114151029	870773212593	22035	25
BLUE STAR	OTHER	3WZR	9543304	574862000	901112114194519	870773211087	14851	25
PHAROSTAR	MERCH	D7PK	9087910	440113000	901112114194597	870773302609	1234	10
Starlight	CABLE	VKV6774	1234	503028800	901112114186920	870773301689	230	66
Petra Star	MERCH	H9HV	9101637	372108000	901112114027048	870773303983	26828	25
MAPLE STAR	MERCH	V7YV3	9662370	538004740	901112114027207	870773303029	23857	21
LUCKY STAR	OTHER	XVEA	9542582	574951000	901112114151263	870773200551	14851	25
VOSCO STAR	MERCH	XVPY	9202106	574418000	901112114151160	870773211892	27003	25
SILVER STAR	OTHER	VJD3650	1234567	503457600	901112114186921	870773211776	300	32
MV AFRICAN STAR 2	MERCH	5NUW	8888135	657802000	901112114805893	870773211073	290	30

Figure 30 BSS

6.4.2. View Fleet Safety SES (View MSTs)

The "View MSTs" function shows you all the Fleet Safety terminals, their availability status, IMSI, Call Sign, what satellite beam and SAC they are in, their geographical position and time their position was updated as a standard view.

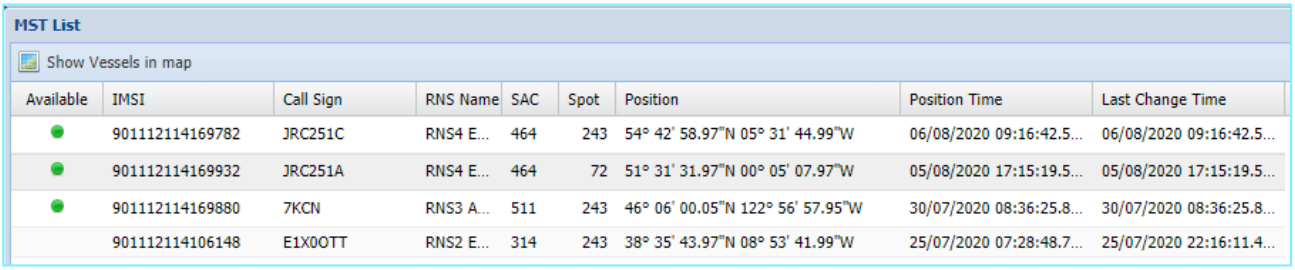


Figure 31 MST List

You also have the additional capability to search by Circular or Rectangular defined areas within a determined radius. All vessels equipped with a Fleet Safety Terminal (MST within this area will be shown.

Use the drop down filter on "position" tab, input a coordinate and radius:

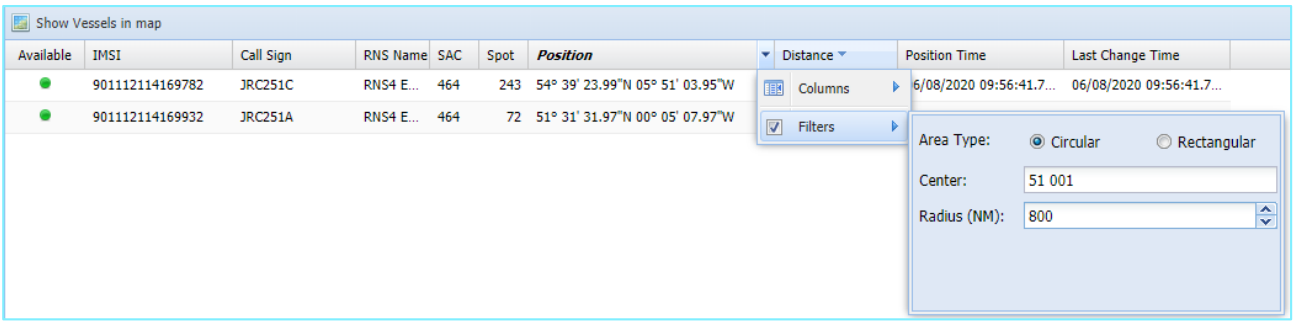


Figure 32 MST Search

This will then show the "Distance" from the positon you entered into the position search:

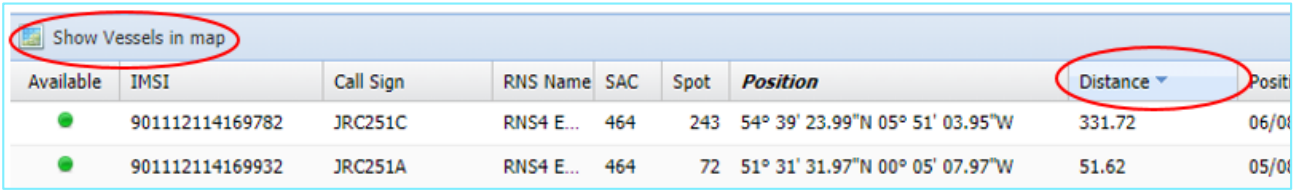


Figure 33 MST Search 2

Click on the “Show Vessels in map” will display the vessels within your search on a map.

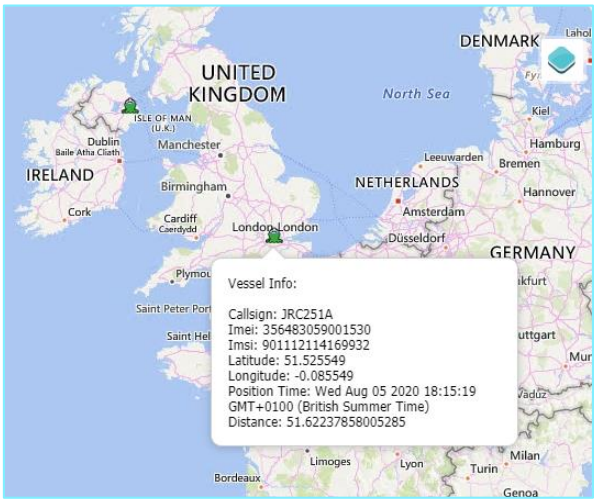


Figure 34 MST Map

6.5. Distress Chat

The “Distress Chat” function allows RCCs to coordinate any SAR operation with other RescueNET RCC users. This function is free of charge and can be used by any RescueNET user to request assistance, coordinate and cooperate with other RCCs.

The Distress Chat can also be used to coordinate a SAR operation with Inmarsat Fleet Safety SES stations and MRCCs simultaneously.

NOTE: a Fleet Safety SES can NOT initiate a Distress Chat. This can only be initiated by a RescueNET RCC

Go from **“Start Menu” > “Create Chat Room”**

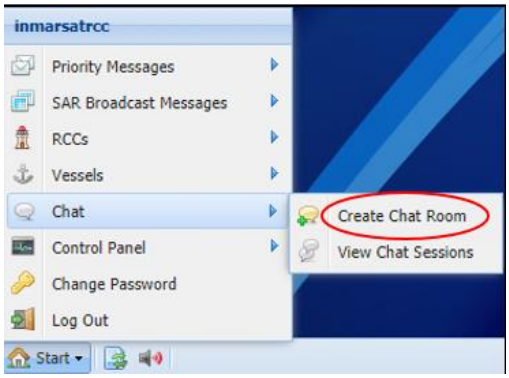


Figure 35 Create Distress Chat

When creating a Chat Room, you will first need to enter a Chat Room Name related to the SAR operation.

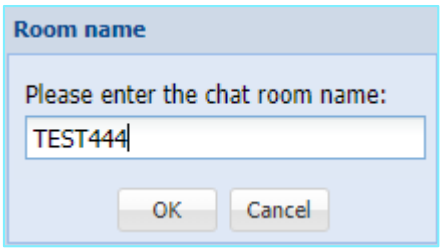


Figure 36 Name Distress Chat

Once the room is created, you can invite multiple RCCs and/or vessels to join the Chat Room. To invite an RCC Click on "Invite RCC" click on the RCC you wish to invite and click "OK"

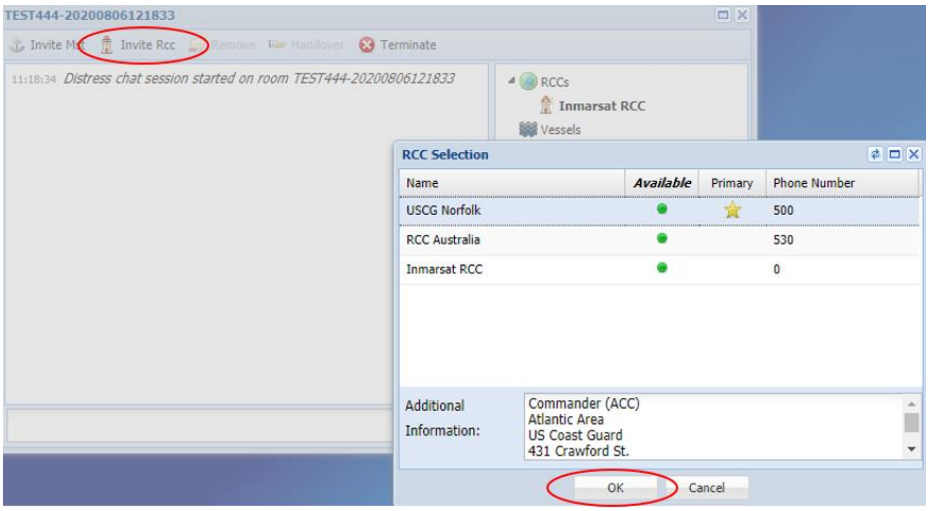


Figure 37 Invite RCC

The invited RCCs or Vessel will receive an invitation to join or to decline the Chat Room you created. If they decline the Distress Chat request, they must input a reason why before they can continue to use the system. The decline reason is sent to all participants in the Distress Chat session. If accepted the RCC will be available in the Chat session.

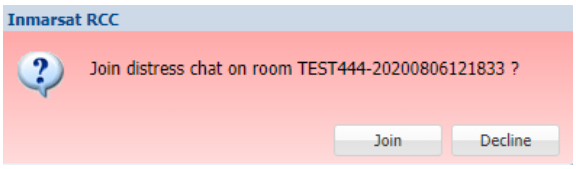


Figure 38 Join or Decline Distress Chat

All chat participants will be able to chat in real-time with full "Distress" priority over the Inmarsat ground and satellite infrastructure. If joining the chat after the initial request, new participants will automatically see the full chat history. The RescueNET user who creates the Distress Chat room is the "controlling station". Only the "controlling station" can invite other chat members, remove members, and terminate the chat session.

To invite and Fleet Safety terminal, the controlling station will click on “Invite MST” select the vessel they want to include in the chat and click “ok”

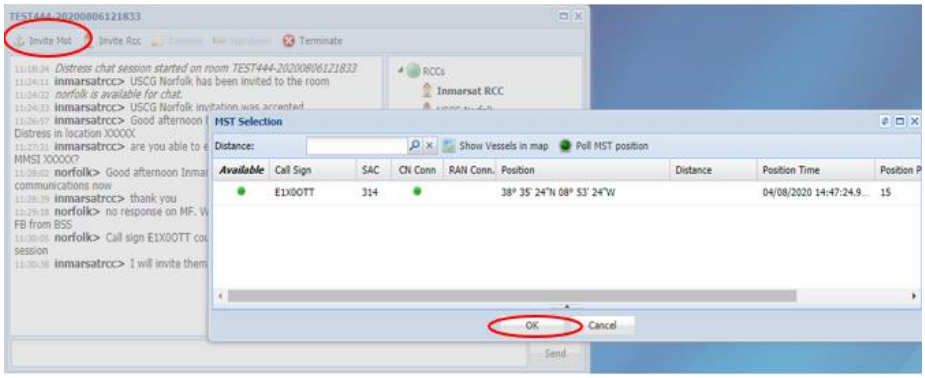


Figure 39 Invite MST to Distress Chat

The RCCs and Fleet Safety vessel can all coordinate within this chat room with full Distress priority.

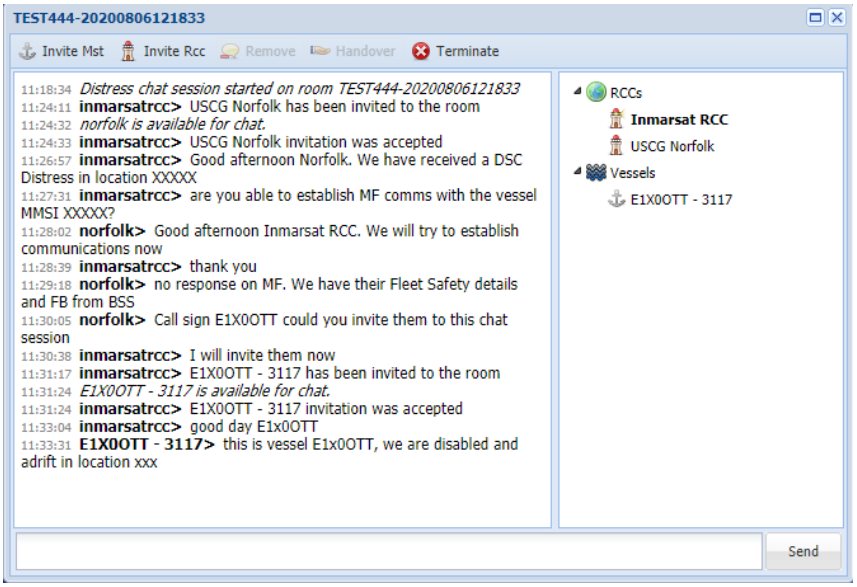


Figure 40 Distress Chat Room

If the “controlling station” wishes to hand over control to another RCC in the Distress Chat, they should select the required RCC and click “Handover”. An invitation to accept or decline will be sent to the new RCC to take control of the Distress Chat session.

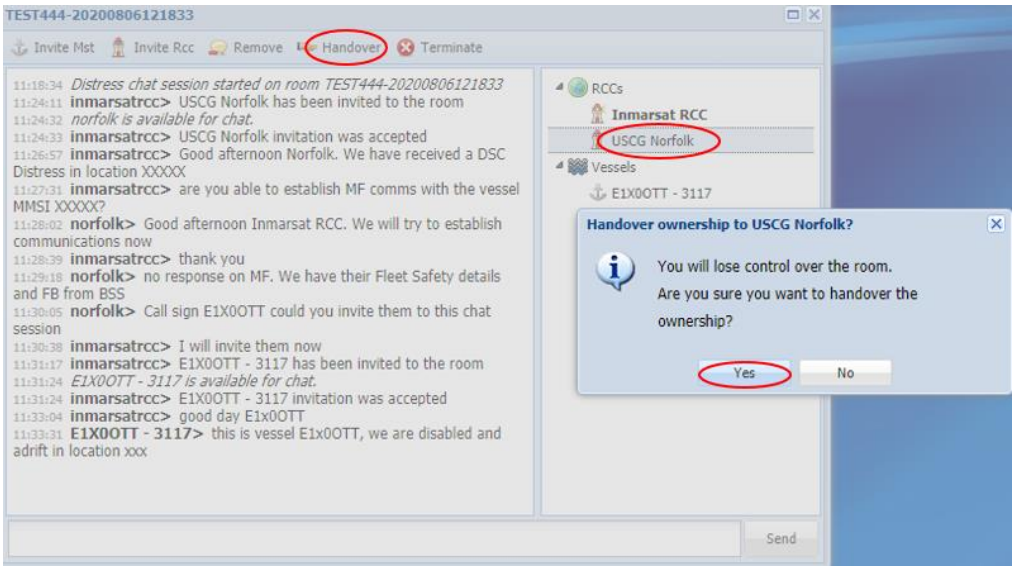


Figure 41 Distress Chat Handover

Any member of the Distress Chat can leave at any time, however, the controlling station is the only member who can "Terminate" the room.

RCC's can have multiple Distress Chat rooms open simultaneously.

6.5.1. View Distress Chat history

All Chat sessions are stored for a minimum of 30 days and can be viewed by any member of the Distress Chat room. To view historic chat go to Chat and click "View Chat Session"

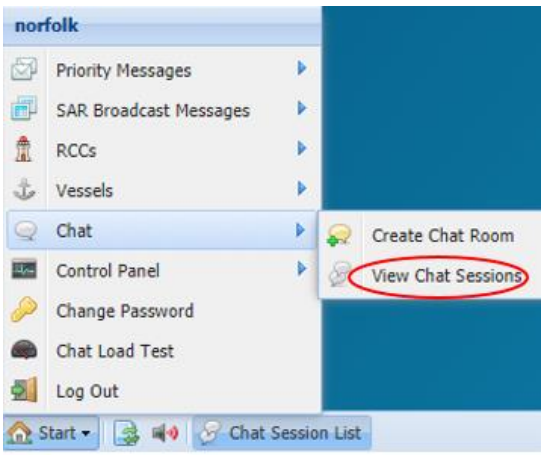


Figure 42 View historic Distress Chat

You can click on the on the chat session and expand the screen to view the text. You can also click on "Members" to view who was involved, took control and left the session.

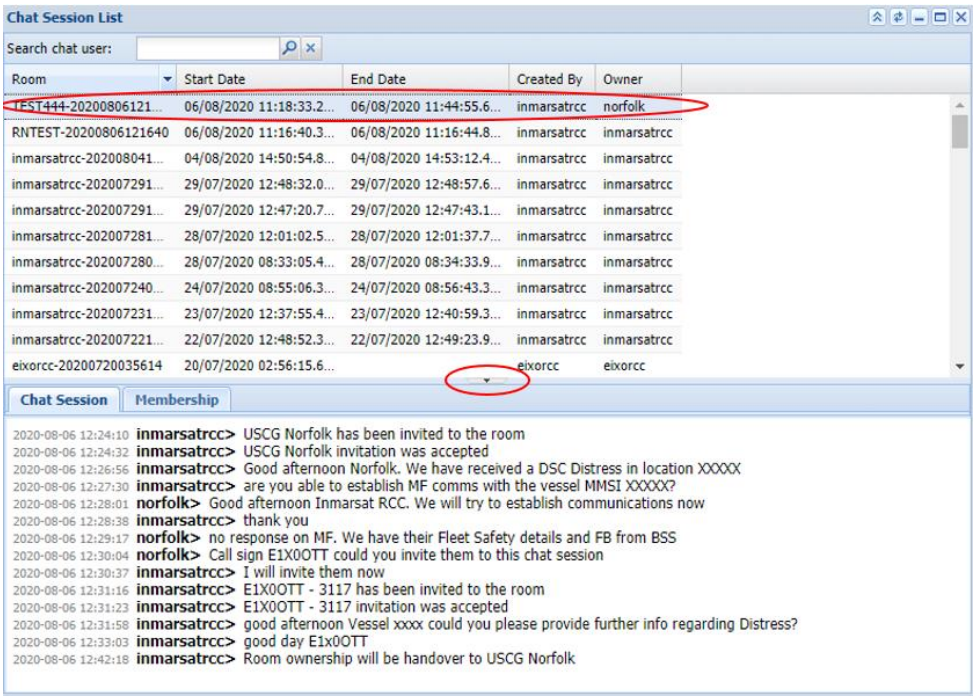


Figure 43 View Distress Chat sessions

7. RECEIVING DISTRESS ALERT AND COORDINATION OF SAR OPERATION

RCC's using the RescueNET system do not automatically receive Distress Alerts from the Fleet Safety system. If an RCC is "Primary" and wishes to receive Distress Alerts SRR, they should contact Inmarsat Maritime Safety on maritime.safety@inmarsat.com to request this service. Each RCC can highlight their area of responsibility to be included in the Inmarsat network routing of Distress communications.

Fleet Safety terminals have the capability to send Undesignated Distress Alerts and Designated Distress Alerts as well as to set a Preferred RCC or use a geographically defined default RCC for reception of their Distress Alerts. Please refer to the Fleet Safety Manual for more information.

7.1. Distress Alert handling

Upon receiving a Distress Alert from a Fleet Safety terminal, you will be notified by:

– Audio notification
– Visual notification: message window is displayed with red colour
– Additional Vessel Information
–

On Receiving the Distress Alert, the Distress Alert will be displayed showing the Vessel Name, Call Sign, IMSI, Vessel Position, Time the position was acquired, Speed, Course, Nature of Distress, People on Board (if added by vessel), Date and Time message was received, vessel phone number and other information made available from the BSS i.e. IMO, MMSI, type of vessel and owner.

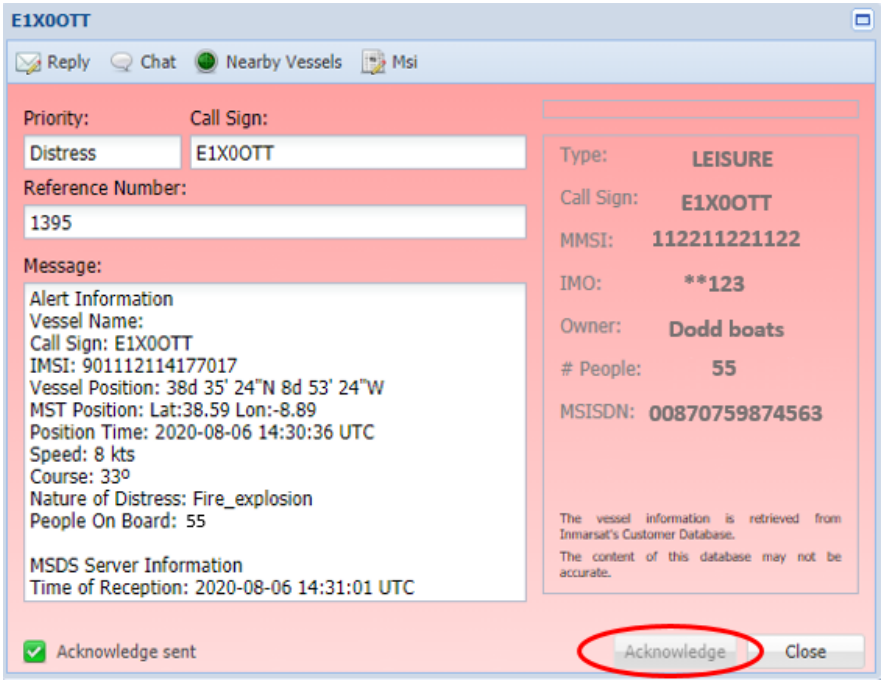


Figure 44 Acknowledge Distress Alert

On receiving a Distress Alert, you should acknowledge the alert within 60 seconds by clicking the "Acknowledge button"; this will send an acknowledgment back to the vessel in distress confirming a RCC has received and read their Distress Alert. Clicking Acknowledge will silence the Alarm on your RescueNET.

If the Inmarsat network does not see an acknowledgement within 60 seconds, it will automatically forward the Distress Alert to other active RescueNET users until the message is successfully acknowledged. The Distress will remain visible on all RescueNET users. You will also see who acknowledged the Distress Alert.

7.2. Reply

The "Reply Button" opens-up the Priority Message interface in Distress Priority, with the vessels details already entered. The RCC can simply type their message and send this with full "Distress" priority direct to the vessel in distress. The Fleet Safety SES on-board the vessel has the capability to reply to the RCC with Priority Messaging (6.1).

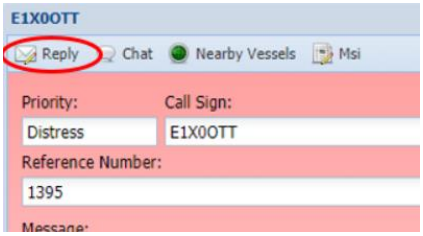


Figure 45 Reply from Distress Alert

This Distress Priority Messaging can be used to communicate directly with the vessel in distress

7.3. Distress Chat

The Chat option, will automatically send a Distress Chat request to the Fleet Safety SES in distress with no need to input or search for the vessels details (6.5). This function can be used to SAR coordination with multiple Fleet Safety SES and multiple RCC using RescueNET. Multiple chat rooms can be opened at the same time.

N.B – A single account for example 'rogerbarryrcc' can host up to ten individual chat sessions, with each chat session containing ten attendees of vessels or other RCCs.

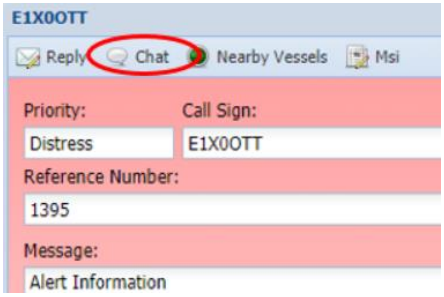


Figure 46 Distress Chat from Distress Alert

7.4. Nearby Vessels

When clicking "Nearby Vessels" from a received Distress Alert or Priority Message, it is possible to view nearby vessels equipped with Fleet Safety SES on a map. You can select the Distance to search up to 999 nautical miles, this will show other Fleet Safety SES in the area.

You can also request a Poll for the vessel to update its current position.

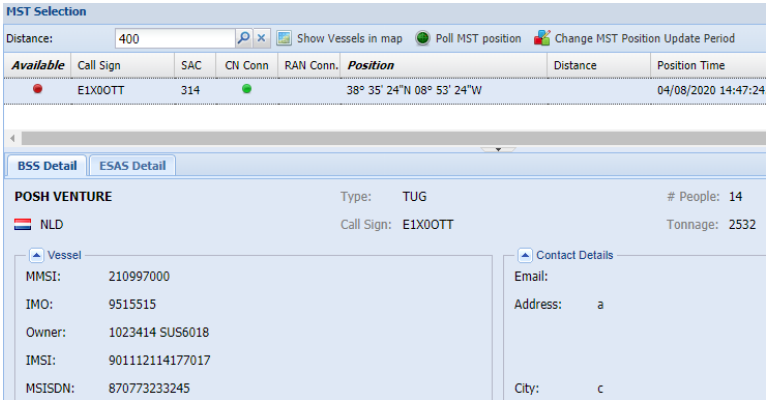
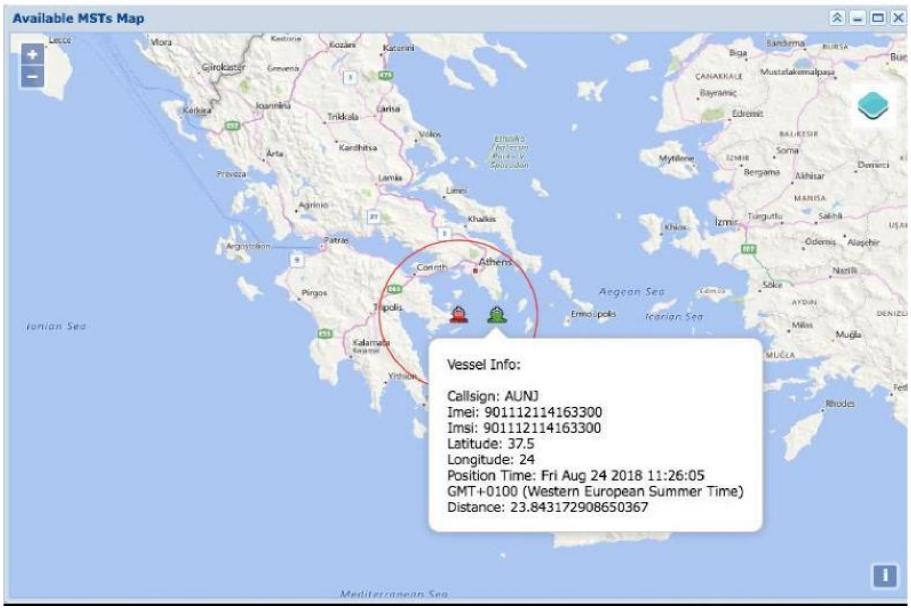


Figure 47 Vessel position from Distress Alert

Click on "Show Vessels in map" will display the vessel on a map with other Fleet Safety SES. The vessel in Distress will show in RED, other vessels will display in GREEN. If you select the vessel on the map, it will display the vessel details.



7.5. Maritime Safety Information (Distress Alert Relay)

Selecting the "MSI button" **automatically preformats** a SAR Broadcast message with the co-ordinates of the vessel in distress, **minimizing the chance of incorrect position entry**. You can then type the Distress Alert Relay message or SAR coordination message and send to it a Circular area around the vessel in distress. As default, this message is broadcast to a 600 Nautical Mile radius but can be changed (6.2.1).

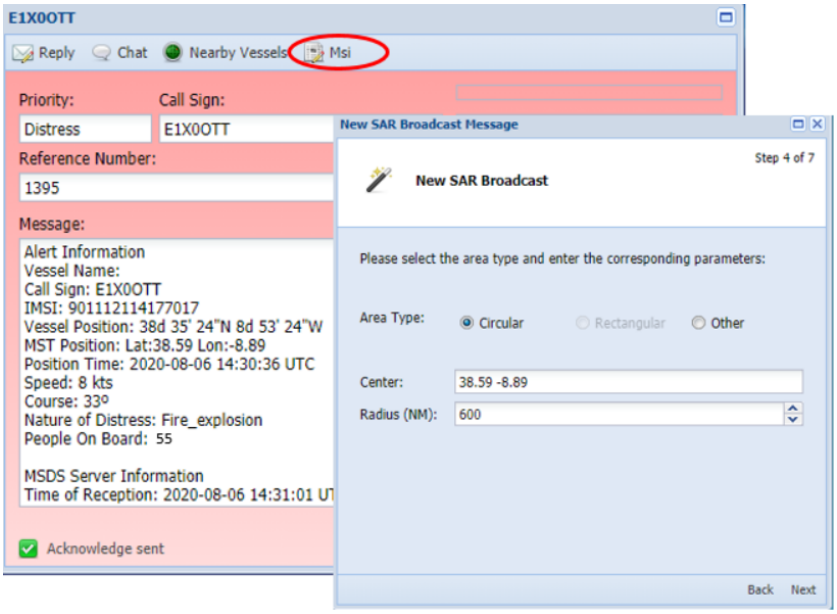


Figure 48 Create Distress Broadcast from Distress Alert

These broadcasts will be automatically received by any **Inmarsat C** and **Fleet Safety** SES in the area of broadcast.

8. SUMMARY

The Inmarsat RescueNET service is a free of charge interactive SAR platform to enable RCC's to communication with Inmarsat vessels and other RCCs during a SAR operation.

Although this is an Inmarsat service, RCC's are encouraged to utilise the services such as SAR Broadcast, Distress Chat and Vessel Databases for assisting any SAR operation.

All information contained within the RescueNET, such as the Vessel Database, is confidential and can only be used to assist RCC's in SAR operations and must not be released to any 3rd party not involved in the SAR operation.

9. CUSTOMER SUPPORT

Inmarsat provides 24x7 Customer Support through its regional Support Centres with teams of specialists to provide resolution of customer issues. Inmarsat Customer Support is the single point of contact for you for all issues pertaining to RescueNET.

Please contact Inmarsat Global Operations Centre:

Tel: +1 709-748-4226 Worldwide

Fax: +1 709-748-4320 Worldwide

Tel: +1 800-563-2255 Toll free in North America

Fax: +1 877-748-4320 Toll free in North America

E-mail: GlobalCustomerSupport@inmarsat.com

Alternatively, you can contact the Maritime Safety Team on maritime.safety@inmarsat.com