

ST Advisor



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Sageplan, Inc

Users Guide

RELIABLE, AFFORDABLE VEHICLE TRACKING

Caution: Tracking other people or their equipment can be illegal.

Consult local regulations before using this device.

Welcome

We hope that you enjoy your new ST Advisor real time GPS tracking device, and that you find it both practical and easy to use.

To summarize, there are 3 parts to using ST Advisor:

Get the location: ST Advisor uses GPS (Global Positioning System), which tracks the location of the device via satellites.

Send a Report: The World Tracking Solutions reporting system uses cellular wireless internet technology to report the device's location. ST Advisor is programmed for the reporting interval you subscribed for when the vehicle ignition is on.

View your Reports: Your personal web account at www.worldtrackingsolutions.com (click on Login) holds all your tracking maps, reports, and other information for 120 days. You can also access the tracking directly from www.mytracksite.net

Initial Installation

Please read this section carefully before beginning with the installation.

Before you install your tracking device, be sure to select a location for the device that will provide a good GPS satellite signal for the internal antenna. First, choose a location that will allow the device to "see" as much of the open sky as possible. Please ensure that the side of the device with the sticker faces the sky. GPS satellite signals can usually pass through glass, fiberglass, rubber, plastics, and many other fabrics and materials. The antenna cannot "see" through metal, but the device can generally be placed directly underneath a vehicle's dashboard. If you place the device in a car trunk or under the hood, it will be unable to obtain a geographic fix.

Assumptions: 1) Vehicle is in a location where there is an unobstructed view to the open sky. 2) You locate the Ignition cable beforehand. See step 4 below.

1. **Caution!** You must follow the vehicle manufacturer's safety recommendations when installing ST Advisor or any other electrical device. A vehicle's electrical system may retain electrical charges even when the battery has been disconnected, and failing to follow proper safety procedures may result in serious injury or death.
2. Disconnect the vehicle's battery supply and ensure that all stored electrical energy has been dissipated.
3. Locate a wire in the installation area that is directly connected to the vehicle's positive battery terminal. Attach the red wire of the ST Advisor wiring harness to battery positive.
4. Connect the white wire to the ignition harness (this is a cable that you located beforehand by checking that is "live" only when Ignition is engaged).
5. Connect the black wire to a suitable electrical ground.
6. Reconnect the vehicle battery.
7. Once started the orange LED should begin to flash until a good cellular communication is established, at which point it will become solid orange. The green LED will flash until a good connection is established with the GPS satellites, at which point it will become solid as well.

The unit should now begin to send in updated location information at the report interval for which you subscribed any time that the vehicle ignition is on, and once a day when the vehicle is stationary. After verifying that ST Advisor is working satisfactorily, mount the unit in its final installation location to verify that you are still receiving Address Information with each incoming message. If not, you may not have sufficient GPS signal and will need to find an alternate location for your device.

View your Reports Online: On any internet connection, log on to www.worldtrackingsolutions.com and click on **Login**. Using the username and password included with your unit, sign on to your account. This will bring up the main tracking interface in your web browser. Be sure and check the "Satellite" column of your report to make sure the unit is picking up the GPS satellites.

Here a few tips to help you get the most out of your unit:

ST Advisor will attempt to generate a new location report anytime the vehicle ignition is on. If the GPS satellite signal is too weak, the unit may not be able to generate accurate location reports.

Please note that the ST Advisor will be unable to generate a GPS geographic location fix when it is located inside enclosed structures, such as a garage or storage unit.

After installation, you can check the GPS signal strength by reading the "Satellite" column in the detailed tracking history found underneath the tracking map. It is normal for the number of satellites to vary over the course of the day, but an antenna with reasonable access to the satellites should almost always be able to find at least 4 satellites. If your Satellite reading drops to 3, the reporting will become erratic and unreliable.

If you install the unit next to other transmitting devices, such as satellite radios, VHF, radar, or other radio units, they may interfere with each other.

ST Advisor uses the GSM cellular network to send its reports to the tracking program, so its ability to connect to the internet is limited by the coverage of this network. Coverage in populated areas is generally very good, but can be limited in remote regions.

Troubleshooting

1. The device is reporting, but there is no address in the Address Column:

If the unit is sending in reports to the website at the proper interval when the vehicle is in motion, but the address information is missing from the Address column, then the most likely cause is a weak GPS satellite signal at the antenna's location. This problem can most often be remedied by moving the device from its current location to an alternate location. As a quick check to make sure that the device is functioning properly, place it in a location with excellent visibility to the open sky to verify that it does report addresses under these conditions.

2. The reported address is not correct:

There are two possible causes for the unit appearing to report an incorrect address.

No GPS Location reported during last GPS fix cycle: If the vehicle has moved from its previous location, but the device was not able to generate a new location report due to a weak or non-existent GPS signal, then the tracking software will place the vehicle at the last known location on the map.

Map Inaccuracies: ST Advisor uses a set of public domain maps in order to keep the overall device costs as low as possible. While these maps are generally very accurate, they may not be completely updated in areas of rapid urban growth. We have also had occasional reports of the street address not being accurate, although in this case the

physical location on the map generally agrees with the physical location of the unit.

Do's and Don'ts with your ST Advisor

Do

Place the device where it will have a clear line of sight to the sky and receive a fix from the GPS satellites. A concealed device may give you fewer location fixes than a device left in the open or may take longer to get a fix. This should still give you enough information to track, but if it is not, you should move the location of the device. Sometimes a slight adjustment may help.

Don't

Don't use ST Advisor in prohibited areas that restrict wireless or two-way radio usage. These areas often include hospitals, blasting sites, or near aircraft. Using your device in prohibited areas may be illegal and/or dangerous. Please use your ST Advisor in a safe manner and within the laws of your area of operation.

Don't block the device with metal or it will not get a satellite fix or be able to report the location.

Things to Remember

The device's internal antenna needs to "see" the GPS satellites in order report the location.

The device needs to have cellular coverage to send reports. If the device travels to a rural area with no cell coverage, it will not be able to report but it will save the data, which can be retrieved once the device re-enters cell coverage.

Like all wireless devices, ST Advisor may encounter interference that may hinder its performance, or it may cause problems for other electronic devices. Moving the device usually solves these issues, and sometimes the interference problems resolve themselves.

When traveling through areas that are mountainous or heavily forested, or streets with many high rise buildings, you may encounter interference with your GPS signal. This is similar to the interference found with satellite radios or regular cell phones.

FAQs

Where can I use the ST Advisor?

Vehicles: ST Advisor works well in a variety of vehicles including boats, trailers, RV and automobiles. For best results, the device should be mounted on the vehicle in such a way that the tracker has a clear line of sight to the open sky such as on top of or directly under the dashboard of a car.

Regional Considerations: ST Advisor can be used anywhere in the US or Canada where wireless carriers offer GSM service. While coverage is improving almost daily, some of the more remote regions may not have adequate coverage to operate the device.

Some of my reports are just wrong, what's going on?

Inaccurate reporting is almost always the result of poor GPS satellite reception by the device. ST Advisor communicates with GPS satellites in orbit to find its current location. In order to identify its current position, the device and its internal antenna must have a reasonably clear line of sight to the open sky. The radio signals that are passed between the device and the satellites pass easily through some materials (i.e. glass, most plastics and composites, fiberglass) but are severely attenuated by others—most notably, conductive metal such as automobile or trailer sheet metal. If ST Advisor is in an area that has poor visibility to the open sky it may not be able to calculate its location. This may be a temporary situation (if the vehicle is

in a garage or tunnel) or a permanent one (if the device is placed under the hood of a vehicle). For best results, place the device in a location that has clear line of sight to the sky.

How do I turn Notifications On?

From your tracking home page, click on **Settings** then **Notifications**. Scroll down to **User Notifications**.

- Enter the message you would like to be included in your email or text message.
- Select the condition for which you would like to receive notification (geofence, specific event, time of day, etc.).
- Select which vehicles will be used in this user notification.
- Click the "Add" button. The page will refresh and the new notification will be added.

Will ST Advisor work inside of a garage?

Probably not. ST Advisor finds its location by establishing contact with GPS satellites. In order to communicate with the satellites, the device must have access to the open sky. While ST Advisor is able to "see" through many common materials used to build vehicles, the combination of a garage ceiling and roof are generally enough to keep ST Advisor from establishing a location fix.

What is a Geofence?

A Geofence is an area you define on the map that you want to know when your vehicle enters or leaves. Setting up a Geofence takes only a minute on your personalized website, and once it has been setup you can tell the ST Advisor website to notify you if your vehicle enters or leaves the Geofence. For more information, please consult the help section of the tracking website or give us a call.

Which Browsers can I use with ST Advisor?

ST Advisor has been verified to work with Internet Explorer on a PC. Using any other internet browser may lead to unexpected results.

Why is my unit showing my location as Austin, TX?

Until the unit successfully sends in its first location report from your area, it will show its location as being at our test facility in Austin, Texas, as this will have been the last successful location fix it achieved before being shipped to you. When the unit is first installed in your vehicle, it will take ST Advisor up to an hour to establish all of the necessary satellite and cellular communication connections. After these connections have been established, the unit will send in a report the next time it detects motion.

Is it legal to use ST Advisor in my area?

Due to the wide variability of state and local regulations, our company is unable to provide legal advice for a particular application of ST Advisor in any given jurisdiction. It is the user's responsibility to understand and comply with the laws and regulations of their area.

My maps and reports won't display, what's wrong?

Make sure your pop-up blocker is set to allow pop-ups from your tracking site. When you click the Show Me button, and nothing happens, look on your screen for a message bar from the pop up blocker. Often you can click on the message bar and select "Allow Pop-Ups from this site." Refer to your pop-up blocker's user instructions or FAQ for information on how to allow pop-ups from a specific site.

I cannot log into my account, what's wrong?

Verify that your browser is set to allow third party cookies and that all pop-up blockers are disabled. If you are using a browser that cannot be configured to accept third party cookies, try using our alternate vehicle tracking website at <http://mytracksite.net>.

Where to get help

Log onto www.worldtrackingsolutions.com, click on "Login", enter your username and password and click on "Help". Many topics are covered on this site.

World Tracking Solutions Technical Support Hours

Monday through Friday, 9am - 5pm Central Time.

For support after hours, click on the Contact tab of the WTS website and leave us a message. We will reply as quickly as possible.

Contact Information

Email: support@w-track.com

Phone: 1-512-542-9668

We are interested in your feedback on the device and how we can improve this manual. Thank you again for your patronage, and feel free to contact us with any questions or comments.

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