

SageTracker



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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 SageTracker, and that you find it both practical and easy to use. SageTracker uses GPS (Global Positioning System) to track its location and GSM cellular service to send telemetry to the web-based tracking server. Your report frequency will depend upon the service option you have chosen. Your personal web account may be accessed at www.worldtrackingsolutions.com and holds your tracking maps, reports, and other information for 120 days.

Getting Started

Your SageTracker was shipped ready to use. Simply power on the unit using the button on the bottom of the right side. If you are in an area with good visibility to the sky, the GPS LED should become solid within 2 minutes. The other LEDs may blink according to the chart below:

LED	LED State	Description
GPS (top)	Solid	GPS Acquired
	Fast Flash	Acquiring GPS
	Slow Flash	No GPS
Power(middle)	Off	Power On and Normal
	Solid	Charging Complete
	Fast Flash	Battery is Charging
	Fast Flash	Device Powering Off
	Slow Flash	Power Low
GSM (bottom)	Off	Power off
	Fast Flash	Searching for GSM coverage
	Slow Flash	GSM Coverage Acquired

We recommend you make a test run by placing the device directly on the dash of your vehicle. This insures that the unit has excellent visibility to the GPS tracking satellites during the

initial synchronization process. Take a test drive, making sure you are moving for enough time to gather several reports.

Once you have made your test run, you are ready to view your reports online. Go to www.worldtrackingsolutions.com using an Internet Explorer web browser. Click on the "Login" button, and then check to be sure that all pop up blockers have been disabled for the tracking site. The maps and data tables are generated using pop-up windows and will not display if you have not disabled all pop-up blockers.

Once you have disabled the pop-up blockers, click on the picture of your device and use the username and password included to sign onto your account. The starting screen will show the last location of the vehicle. To see your track history, select "Track History" tab at the top of the screen. This will bring up the map and data report for your test run.

Initial Installation

GPS Signal Reception

GPS satellite signals are transmitted to varying degrees through glass, fiberglass, plastics, and many other fabrics and materials. SageTracker cannot "see" through metal. SageTracker generally works well when placed in a glove compartment, under the dash, or passenger seat of a vehicle but it will not be able to obtain a new location fix if placed in the trunk or under the hood.

GSM Cellular Service Reporting

SageTracker uses the GSM cell phone network to send its reports to the tracking system, 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.

Batteries

A fully charged unit will typically last between 7 and 10 days, depending upon how much motion the device is experiencing. The power level of the batteries is listed under the column labeled "Battery" on your tracking website and is displayed as a percentage. The battery should be charged when the power level drops below 20%.

Need a longer battery life? We also offer an optional Extended Battery Pack that can extend battery life to 2-3 months, depending on use.

Things to Remember

SageTracker needs to "see" the GPS satellites in order to report the location. If there is no information under the tracking data table column labeled "address", it may be an indication that your SageTracker cannot communicate with the GPS satellites.

The device needs to have cellular coverage in order to send reports. If the device travels to a rural area with no cell coverage, it will not be able to report. If the unit loses its cellular connection, it will automatically transmit its tracking history when it is able to reconnect to cellular service.

Areas that are mountainous, heavily forested, or streets with many high rise buildings may have interference.

If an optional Extended Battery Pack is in use, SageTracker will automatically power down any time the Extended Battery Pack is disconnected from the unit. To power it up, hold down the power button for approximately 2 seconds.

Troubleshooting

The device is reporting, but there is no address or the reported address is not correct.

The most likely cause is a weak GPS satellite signal. This problem can most often be remedied by moving the device to an alternate location within the vehicle. 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. If the unit is not generating consistent GPS reports in the location you have chosen, consider purchasing the optional external antenna to improve the GPS signal strength.

There are three possible causes for reports with an incorrect address:

1. No GPS Location reported during last GPS fix cycle: If SageTracker was not able to generate a new location report due to a weak or non-existent GPS signal, and then the tracking software will place the vehicle at the last known location on the map and generate a report in the data table without an updated address.
2. Weak GPS Signal: If there are insufficient satellites available to the unit to generate a location report with high accuracy, you may see the following indicators in the column labeled "GPS" in the data table below the tracking map:
 - a. "GPS": Indicates a strong GPS signal and an accurate location report.
 - b. "Estimated": Indicates a weaker GPS signal and a location report that may or may not be accurate.
 - c. "Degraded": Indicates a very weak or non-existent GPS signal and a location report that is likely to be inaccurate.
 - d. "Blank": Indicates no GPS signal. The device will need to be moved to a new location to function properly.

3. Map Inaccuracies: We have had a few 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 SageTracker

Do

Check your battery usage on your web page and recharge the unit when battery life falls below 20%. A full charge may take 4-6 hours.

Place your SageTracker where it will have a clear line of sight to the sky and receive a fix from the GPS satellites. Concealed devices may give you fewer location fixes than devices left in the open and will take longer to get a fix. Sometimes a slight adjustment in location can make a big difference in the reporting quality.

Locations that tend to provide good reporting:

- In the glove compartment
- Under the passenger seat
- Under the package shelf in the rear window
- Inside a fiberglass bumper (not metal bumper)
- On the dashboard (remove on hot, sunny days)
- In the rear window (remove on hot, sunny days)

Locations that may reduce reporting quality:

- In the trunk (Hatchbacks/SUV's may be OK)
- Completely underneath the vehicle
- Inside the engine compartment (extreme heat)
- In the wheel well (water spray)
- Inside buildings or garages
- In direct sunlight for extended periods (extreme heat)

Don't

Don't use your SageTracker in prohibited areas that restrict wireless or two-way radio usage. Using your SageTracker in

prohibited areas may be illegal and/or dangerous. These areas can include hospitals, blasting sites, and in or near aircraft.

Don't keep the device in direct contact with your body. SageTracker is not designed to be worn. Maintain a space of at least one inch between the device and your skin. People with pacemakers should not carry the SageTracker on or near their body and should maintain a distance of at least 8".

Don't place your SageTracker over the airbag in the vehicle. If the airbag deploys, this could cause significant injury.

Don't block the device with metal. SageTracker will not get a satellite fix or be able to report the location when the GPS signal is blocked by a metal obstruction.

Don't install the unit next to other transmitting devices, such as satellite radios, VHF, radar, or other SageTracker devices, as they may interfere with each other.

Yes, it is OK to...

Place the device inside a covering, to protect it. You may use plastic or paper. A weatherproof case may be purchased from World Tracking Solutions to fit your device.

Attach the device with magnets. A magnetic bracket is available for this purpose.

Attach the device with duct tape or other industrial quality adhesive.

FAQs

Where can I use SageTracker?

Vehicles: SageTracker works well in a variety of vehicles including boats, trailers, RVs and automobiles. Materials that do not impede SageTracker's visibility (provided they are relatively thin) include fiberglass, plastics, most composite materials, and glass. Metal will reduce the device's ability to find its location. Good locations to try include a glove compartment, a side map box, under the dash of a car.

Regional Considerations: Depending upon your service option, SageTracker can be used anywhere in North America where GSM service is available. While coverage is improving almost daily, some of the more remote regions may not have adequate coverage to operate the device.

How long will the batteries last?

A fully charged unit will typically last between 7 and 10 days, depending upon how much motion the device is experiencing. The power level of the batteries is listed under the column labeled "Battery" on your tracking website and is displayed as a percentage. The battery should be charged when the power level drops below 20%.

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, you can tell the SageTracker website to notify you if your vehicle enters or leaves the Geofence. For more information, please contact customer service.

How do I set up a Notification?

From your tracking home page, click on "Settings" then "Notifications". Fill in the step by step form and click "Add".

Will SageTracker work inside of a garage?

Probably not. While SageTracker is able to "see" through many common materials used to build vehicles (i.e. rubber, plastic, glass, fiberglass, and most composite materials), the combination of a garage ceiling and roof are generally enough to keep SageTracker from establishing a location fix.

What is the Reporting Frequency of SageTracker?

SageTracker is preprogrammed to report once a minute while the vehicle is in motion. Please contact Customer Service for optional report interval upgrades.

Which Browsers can I use with World Tracking Solutions?

World Tracking Solutions has been verified to work with Internet Explorer. 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.

Is it legal to use SageTracker 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 SageTracker in any given jurisdiction. It is up to the user to understand and comply with the laws and regulations of their area.

How do I check the battery level?

The battery level is listed under "Aux Battery" on the location report table. The number reported is from 0 to 100 remaining percentage of battery power left in the device. We recommend recharging the batteries when the level falls below 20%.

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 "Run Report" 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."

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
9:00 a.m. to 6:00 p.m. Central Time

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 our manual. Thank you for your patronage. Please feel free to contact us with any questions or comments.

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