

SageTracker



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

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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.wordltrackingolutions.com and holds your tracking maps, reports, and other information for 120 days.

Getting Started

Your SageTracker was shipped with three of the four batteries installed. To install the fourth battery (included), unscrew the cover panel using a coin and insert the battery into the tray. SageTracker offers two distinct modes of operation; High Performance and Power Conservation. Your device was shipped to you in High Performance Mode which provides maximum GPS sensitivity and rapid reporting rate. Please see our online support if you would like more information on these options.

We suggest that you place the device directly on the dashboard of your vehicle for your first test drive. 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.wordltrackingolutions.com using an Internet Explorer web browser. Click on the "My Site" 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, use the username and password included to sign onto your account. To see your tracks, select "Vehicles & Locations". Click on "Today's Track",

and then click the "Show Me" button to 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.

SageTracker will attempt to generate a new location report at the interval you selected anytime motion is detected. SageTracker will spend up to five minutes generating a GPS fix. If after five minutes SageTracker is unable to fix its location, it will send a report to the web without an updated address. SageTracker will not be able to generate a GPS geographic location fix while inside enclosed structures such as a garage.

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 fresh set of 4 AA batteries will typically generate over 500 reports. The power level of the batteries is listed under the column labeled "Battery" on your tracking website and is displayed as a percentage. The batteries should be replaced when the power level drops below 20. Use only alkaline batteries as other types may damage the unit and void your warranty.

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 location reports in the location you have need to use, 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 the column labeled "GPS" in the data table below the tracking map reports the latest address as "Estimated", this means that there were insufficient GPS satellites available to the unit to generate a location report with high accuracy. While estimate reports are often useful, they can on occasion be completely erroneous.
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 replace them with high quality standard AA alkaline batteries when they fall below 20%.

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 use rechargeable batteries or anything other than high quality alkaline batteries. Generic and discount batteries are not recommended and may cause the unit to function improperly. Non-alkaline batteries may cause the device to malfunction and will void your warranty.

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 box may be purchased from SageTracker 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.

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.

Remember that concealed devices will provide fewer fixes and a longer reporting interval than devices left in the open.

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.

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?

Fresh alkaline batteries of good quality will last for about 500 reports. To convert this number to days, divide 500 into the average number of vehicle motion per day times the number of reports per hour of vehicle motion in your plan.

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 consult the "help" section of the tracking website, click on "map window" then click on "create a Geofence" to walk you through the process.

How do I set up a Notification?

From your tracking home page, click on "My Settings" then "Notifications". Scroll down to "User Notification" and fill in the step by step form.

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 can be programmed to send out reports at intervals ranging from 2 minutes to once per day.

Can I change the reporting frequency of my SageTracker?

Yes. To change the reporting interval of a unit please contact Technical Support at support@w-track.com

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 “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 changing 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 "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."

Where to get help

Log onto www.worldtrackingsolutions.com, click on "My Site", 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 5:00 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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