

# **ST Guardian**



**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 ST Guardian, and that you find it both practical and easy to use. ST Guardian uses GPS (Global Positioning System) to track its location and GSM cellular service to send telemetry to the web-based tracking server. Your personal web account may be accessed at [www.worldtrackingsolutions.com](http://www.worldtrackingsolutions.com) and holds your tracking maps, reports, and other information for 120 days.

## Getting Started

Your ST Guardian was shipped ready to use. Simply install the unit into your vehicle and you are ready to track.

Installation instructions are not part of this manual. Please consult the product information on our website for installation instructions on [www.worldtrackingsolutions.com](http://www.worldtrackingsolutions.com). Once the unit is installed, you can check the device performance by checking these 4 LEDs indicators.

### **LED Indicators (8 in total, these are the main ones)**

<b>LED</b>	<b>Activity</b>	<b>GPS</b>	<b>GSM</b>	<b>Blank</b>
<b>Color</b>	Red	Red	Red	-
<b>OFF</b>	No Power/Error	No Power/Error	No Power /Error 1	-
<b>Blink Fast</b>	-	Acquiring	Network Error	-
<b>Blink Slow</b>	Normal	Has Date/Time	Acquiring 2	-
<b>ON</b>	-	Good GPS Fix	Connected	-

Once you have verified that the unit is properly installed and the Radio and GPS LED indicators are ON, you are ready to test your unit. Go to [www.worldtrackingsolutions.com](http://www.worldtrackingsolutions.com) using an Internet Explorer web browser. Click on the "My Site" button, and select the ST Guardian logon icon. Be sure that all pop up blockers have been disabled for the tracking site. You will also

need to enable third party cookies in order for the site to function correctly.

Once you have disabled the pop-up blockers, use the username and password included with your order to sign onto your account.

## **GSM Cellular Service Reporting**

ST Guardian 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.

## **Troubleshooting**

### **The device is not reporting.**

The most likely cause is either no power or no GSM cellular coverage. Check the LED indicators on the device. 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.

### **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. Check the GPS LED to see if it is blinking or off and move the antenna to a different location.

## **Do's and Don'ts with your ST Guardian**

### **Do**

Place your ST Guardian antenna where it will have a clear line of sight to the sky and receive a fix from the GPS satellites. Concealed antennas may have more trouble generating a good

GPS fix than antennas left in the open. Sometimes a slight adjustment in antenna location can make a big difference in the reporting quality. A location that tends to provide good reporting is directly underneath the dash cover, provided that there is no metal between the antenna and the windshield. If the antenna is placed underneath a large piece of metal (in the trunk, under the hood, underneath the vehicle, etc.) you will most likely not get a good GPS Fix from the device.

### **Don't**

Don't use your ST Guardian in prohibited areas that restrict wireless or two-way radio usage. Using your ST Guardian in prohibited areas may be illegal and/or dangerous. These areas can include hospitals, blasting sites, and in or near aircraft.

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

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

### **Yes, it is OK to...**

Place the device inside a plastic covering to protect it, or attach the device with duct tape or other industrial quality adhesive.

### **Things to Remember**

ST Guardian needs to "see" the GPS satellites in order to report the location. 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.

Areas that are mountainous heavily forested or streets with many high rise buildings may have interference that prevents the unit from generating a GPS fix.

ST Guardian is a radio transmitter and receiver. It is designed and manufactured not to exceed the emissions limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. ST Guardian should be installed and operated at least 10" from your body.

### **Credits**

There are no monthly subscription fees with ST Guardian. The device uses a simple pay per action fee structure based upon a credit system.

<b>Action</b>	<b>Number of Credits</b>
Locate Vehicle	2
Disable Vehicle	3
Re-Enable Vehicle	2
Audible Warning	2

You may purchase credits using the Online Store at [www.worldtrackingsolutions.com](http://www.worldtrackingsolutions.com). It will normally take one business day for the credits to be placed onto your tracking account.

Credits may also be purchased directly from the tracking site. These credits are immediately posted, but are much more expensive.

### **FAQs**

#### **Where can I use ST Guardian?**

**Vehicles:** ST Guardian works well in a variety of vehicles including boats, trailers, RVs and automobiles. Materials that do not impede ST Guardian'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, under the dash of a car.

**Regional Considerations:** Depending upon your service option, ST Guardian 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.

**Will ST Guardian work inside of a garage?**

While ST Guardian is able to "see" through many common materials used to build vehicles (i.e. rubber, plastic, glass, fiberglass, and most composite materials), a garage ceiling and roof are generally enough to keep ST Guardian from establishing a location fix. If a locate vehicle request is made while the vehicle is inside a structure that limits GPS satellite visibility, it will report the last know location of the vehicle.

**How long does a Locate Vehicle request take?**

The typical response time is less than one minute.

**Which Browsers can I use with ST Guardian?**

ST Guardian has been verified to work with Internet Explorer. Using any other internet browser may lead to unexpected results.

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

**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://www.worldtrackingsolutions.com>.

## Where to get help

Log onto [www.worldtrackingsolutions.com](http://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](mailto: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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