

# ***ST Personal***



**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 Personal**, and that you find it both practical and easy to use. ST Personal 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](http://www.worldtrackingsolutions.com) and holds your tracking maps, reports, and other information for 120 days.

## Getting Started

Your ST Personal was shipped ready to use. Simply install the battery pack and the device will power on. If you are in an area with good visibility, the LED labeled "GPS" should begin to flash within about 2 minutes. If you are using either the AC or DC power adapter, connect the small USB connector into the device to provide auxiliary power.

### LED Definitions

<b>Power Mode</b>	<b>CALL</b>	<b>ON</b>	<b>GPS</b>	<b>BAT</b>
	<i>Yellow</i>	<i>Yellow</i>	<i>Yellow</i>	<i>Red</i>
Battery	Blink when registering  Normally Off	Slow Blink  Off when no motion detected	Blink when good signal  OFF when no GPS	Slow blink when battery is low
Auxiliary	Same	ON Solid	Same	Fast blink during charge.  Off when charged

We recommend you make a test run by placing the device directly on the dash of your vehicle. Make sure that the GPS

LED indicator is blinking. If it is not, that is an indication that the unit has not been able to sync up with the satellites.

GPS satellite signals are transmitted to varying degrees through glass, fiberglass, plastics, and many other fabrics and materials. ST Personal generally works well when placed in a glove compartment, under the dash, or passenger seat of a vehicle. ST Personal cannot “see” through metal. The device will not be able to obtain a new location fix if placed in an area largely enclosed by metal, such as in the trunk or under the hood.

Once you have made your test run, you are ready to view your reports online. Using an Internet Explorer web browser, go to [www.worldtrackingsolutions.com](http://www.worldtrackingsolutions.com). 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. 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 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

### User Buttons

ST Personal has five preprogrammed buttons that allow you to change the reporting interval, set a geofences, or send an alert.

Button	Function
+	Set reporting interval to maximum
-	Set reporting interval to 5 minutes
⊖	Set 500ft/150meter radial geofence #1 at current location. (Note. You must have a flashing GPS LED in order for the unit to set a geofence)

<	Set radial geofence #2 at current location.
"Side"	Send alert message to tracking server.

## **GSM Cellular Service Reporting**

ST Personal 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.

## **Battery Mode Operation**

When operating in the battery mode, the device will power down during long periods without motion. The unit will automatically power back up when motion is detected, but there will be a lag between power up and the first report from the device. This delay will be can range between 2 and 15 minutes depending upon the GPS signal strength.

## **Troubleshooting**

### **The device is reporting, but 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.

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

1. No GPS Location reported during last GPS fix cycle: If ST Personal was not able to generate a new location report due to a weak or non-existent GPS signal; the tracking software will place the vehicle at the last known location on the map and generate a report in the data table with "Last Known" listed in the GPS column.

2. **Weak GPS Signal:** If the column labeled "Satellites" indicates that the report was generated with 4 or less satellites, and then the reading should be treated as an estimate only. While estimate reports are often useful, they can on occasion be completely erroneous.

### **The GPS LED will not illuminate, even under perfect GPS conditions**

The device may need to be reset. To reset the unit remove the battery for one minute, then reinstall and retest.

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

### **Do**

Place your ST Personal 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. 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 ST Personal in prohibited areas that restrict wireless or two-way radio usage. Using your ST Personal in prohibited areas may be illegal and/or dangerous. These areas can include hospitals, blasting sites, and in or near aircraft. Generally speaking, if you enter an area where cell phones are prohibited, you should remove the battery from your tracking device.

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

Don't block the device with metal. ST Personal 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 covering, to protect it. You may use plastic or paper.

Attach the device with magnets. A magnetic disk is available from ST Personal for this purpose.

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

## **Things to Remember**

ST Personal needs to "see" the GPS satellites in order to report the location. If a significant number of reports have data with "Last Known" listed in the GPS column, it may be an indication that your ST Personal cannot communicate with the GPS satellites.

When operating in the battery mode, the device will power down during long periods without motion. The unit will automatically power back up when motion is detected, but there will be a lag between power up and the first report from

the device. This delay will be entirely dependent upon the GPS signal strength.

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, but 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.

Your ST Personal device 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. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. These guidelines are based on the safety standards previously set by the U.S. and international standards bodies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless RF devices, such as the ST Personal, employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. SAR values at or below that limit are considered safe for the general public.

Before a wireless RF device is made available for sale to the Public, it must be tested and certified to the FCC that it does not exceed the SAR limits established by the FCC. Tests for SAR are conducted using the positions and locations (e.g., at the ear or worn on the body) as required by the FCC for each device model. The ST Personal has been tested and meets the FCC RF exposure guidelines when used as or when worn on the body using an approved belt clip. Other uses may not ensure compliance with FCC RF exposure guidelines.

## FAQs

### Where can I use ST Personal?

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

**Regional Considerations:** Depending upon your service option, ST Personal 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 freshly charged unit will last for about 10 hours of vehicle motion, regardless of the reporting rate chosen. The unit only updates its position when in motion and will power down to conserve battery power when not in motion for extended periods of time.

### What is a Geofence?

A Geofence is an area you define that you want to know when your device enters or leaves. ST Personal uses two types of Geofencing:

1. **Hardware Geofence:** This Geofence is set up using the predefined buttons on your tracking device. Please see the User Button definitions under the Initial Installation section for additional information.
2. **Software Geofence:** Setting up a Software Geofence takes only a minute on your personalized website, you can tell the ST Personal website to notify you if your vehicle enters or leaves the Geofence. For more information on Software Geofences, 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 ST Personal work inside of a garage?**

Probably not. While ST Personal 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 ST Personal from establishing a location fix.

**What is the Reporting Frequency of ST Personal?**

ST Personal is programmed to report at an interval of 5 minutes, and a maximum report rate interval as prescribed by your subscription level.

**Can I change the reporting frequency of my ST Personal?**

Yes. The procedure is described under the "Initial Installation" section of this guide.

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

ST Personal 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 ST Personal 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 Personal 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.

**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."

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

Verify that your browser is set to allow third party cookies. If you are using a browser that cannot be configured to accept third party cookies, try using our alternate vehicle tracking website at <http://webtrack.sagetracker.net>.

## 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.

### **ST Personal 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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