



u-TRAQ Customer FAQs

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- Why does my history report indicate multiple events during the same time and location?
- How long does the "Track Now" function report?
- My tracking unit has stopped reporting. What should I do?

Q. What if I forget my login and password for the tracking web site?

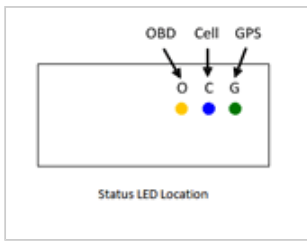
A. Click the "forgot password" icon on the login page. You will be prompted to input the email address used when your account was set up. Press the "Reset Password" button. Once you have sent the request, password reset instructions will be emailed to you.

Q. Can I change my service plan?

A. Yes, Contact us for more information on service plan upgrades.

Q. What do the lights on the u-TRAQ device mean?

A. O = Power, C = Cellular Connection ,G = GPS Connection



OBD LED	Cell LED	GPS LED	Ignition State	Mode
Not Applicable	Slow Blink	Solid On	On	NO GPS Fix
Not Applicable	Slow Blink	ON, Blinking (the number of blinks is the number of satellites acquired)	On	Active with GPS Fix
Not Applicable	Slow Blink	Solid On	Off	Sleep

Q. Can I cover up the lights on the device?

A. After installation, the lights can be covered up very easily and this has no effect on the device's performance.

Q. Is this a satellite-based vehicle tracking system?

A. Yes, meaning, the tracking unit determines its location from Satellite signals.

Q. How accurate is the location?

A. The u-TRAQ mapping system uses the nation's GPS satellite system to locate a vehicle from ten to within a few hundred feet of its actual location. Accuracy can be affected by a number of factors including weather, trees, tall buildings, and the amount of viewable sky. The position is calculated using latitude and longitude, and is only an estimate.

Q. What type of mapping does u-TRAQ use?

A. u-TRAQ uses Google mapping which includes a standard map, satellite, and hybrid (lays map over satellite image).

Q. Does the device need to be recharged at any time after it is installed?

A. No, the device is powered by the vehicle and never needs to be charged after it is installed.

Q. What happens if the device is unplugged from the vehicle?

A. The device will not operate if it is removed. To restore reporting and return to tracking, simply plug the device back into the OBDII port.

Q. Can I create a custom report?

A. Yes you can export reports to a csv file (excel document word document etc)

Q. What does each of the Event Types in the location History mean?

A.

Event Type Message	Definition	Service Plan
Normal	Location reporting every 5 minutes while engine is on.	Advanced Tracking
Engine On	Indicates that the vehicle's ignition has been turned on.	Basic and Advanced Tracking
Engine Off	Indicates that the vehicle's ignition has been turned off.	Basic and Advanced Tracking
Speed Alert	Notification when a vehicle exceeds a user-defined speed limit.	Basic and Advanced Tracking
Zone Alert	Notifications when your vehicle moves in or out of a user-defined area.	Basic and Advanced Tracking
Requested Position	User initiated request to report the locations of a vehicle.	Basic and Advanced Tracking
Heartbeat	Indicates a daily test messages sent by your u-TRAQ device.	Basic and Advanced Tracking

<p>Battery Low</p>	<p>Notification when the power supplied to your GPS device goes below 10.8 VDC. Please Note: This alert does not provide notification when power is removed from your GPS device.</p>	<p>Basic and Advanced Tracking</p>
<p>GPS Lock</p>	<p>Indicates that the device is powered up and has been located by the GPS satellites. This event is sometimes displayed upon the initial installation of the Device, or when power has been removed and then restored to the Device (Device was unplugged and then plugged back in), the event will be logged.</p>	<p>Basic and Advanced Tracking</p>

Q. Can I receive email alerts for speeding vehicles or other triggers?

A. Yes, you can configure the system to send email or text message notifications for speed alerts, zone alerts, and low battery notifications. Simply click on the "notifications" tab and follow the simple instructions.

Q. Why does my history report indicate multiple events during the same time and location?

A. This is due to loss of GPRS and/or GPS communications, which is typically caused by your vehicle moving into a covered area, such as a garage or tunnel. These events have been stored in the device and are delivered to the web site once communication is restored and will report the time and location of its last know location