

# ENFOTRACE

## QUICK GUIDE

ENFOTRACE



GPS  
VEHICLE SECURITY

[WWW.ENFOTRACE.COM](http://WWW.ENFOTRACE.COM)

# WELCOME

Dear valued customer,

Thank you for purchasing our Global Positioning Satellite (GPS) tracking product. At Enfotrace we strive to provide you with the highest quality GPS product and user interface.

If you have not yet been given a user name and password, please register your product at [www.enfotrace.com/register](http://www.enfotrace.com/register) in order to activate your personal account.

If you have any questions please feel free to call our technical support at 800-815-3639 ext. 1 or email [support@enfotrace.com](mailto:support@enfotrace.com).

**Thank you from the Enfotrace team.**

## Quick Reference Guide

**Account #:** \_\_\_\_\_

**GPS SN #:** \_\_\_\_\_

**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_

# TABLE OF CONTENTS

## WELCOME

Who is Enfotrace? 2

## THE GPS TRACKING SYSTEM

Login Instructions 3

GPS Tracking System Tools 4

## GPS FEATURES

Locate a Vehicle 6

Speed Exceeded 7

Set a Geofence 8

90 Day History Request 9

## CONFIGURABLE FEATURES

Stop Verifier 10

30 Day Watcher 11

Set a Geomarker 12

Assign a Geomarker 13

Create an Alert 14

Reports 15

## MANAGING YOUR ACCOUNT

Edit Vehicle Description 16

Edit Your Login 18

Edit Your Contact Info 19

Refill Exchange Pool 20

Set Up Groups 21

## FAQ's & TROUBLESHOOTING

Frequently Asked Questions 22

Troubleshooting 25

# WHO IS ENFOTRACE?

Located in Southern California, Enfotrace has been a supplier of Location Based Services (LBS) for over seven years. The current leadership at Enfotrace has the most industry experience with development, implementation and distribution of LBS. Our primary goal is to be the market leader for GPS products by manufacturing and shipping an economically high quality product that can meet the needs of multiple vertical markets. Our ability to deliver on this promise has enabled our customers to trust us and maintain more efficient operations.

## HOW DOES GPS WORK?



GPS satellites locate and communicate with a transceiver on board your vehicle, which exchanges information on location and speed, as well as executing any commands you have sent. We then use digital cellular technology to communicate the GPS satellite information back to the user. This combination of technology is what allows you to establish a two way flow of information with your vehicle. Our technology operates on existing national digital cellular networks to send and receive data packets, tapping into unused channels on the back side of standard cell frequencies. The cell towers then relay the signal back to you.

# LOGIN INSTRUCTIONS

- 1 Open Browser (Firefox, Google Chrome, Internet Explorer)
- 2 Navigate to [www.enfotrace.com](http://www.enfotrace.com)
- 3 Enter your username and password. If you do not recall your username or password, click "forgot login/password".
- 4 Click "login"



# GPS TRACKING SYSTEM TOOLS

Once you are logged into the GPS Tracking System, you will be taken to the opening screen dashboard. This dashboard gives you full access to all of the GPS features included with your GPS package.

Along the top of the page, there are 5 tabs. These tabs will allow you to configure your vehicle and account settings.



The bottom of your screen will display 8 buttons, these are “shortcuts” to some of the features within the system.

More details about the functionality of each of these buttons and tabs can be found on the next page.

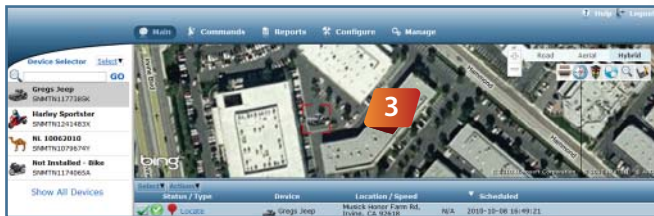
# GPS TRACKING SYSTEM TOOLS

- 1 Main:** Provides a complete vehicle list.
- 2 Commands:** A list of over-the-air commands you can send to your vehicle.
- 3 Reports:** Your view of complete vehicle history.
- 4 Commands:** Configure commands sent to your vehicle to your specifications.
- 5 Manage:** Manage your entire account from vehicle names to logins, renewals and more!
- 6 Device Search Box:** Search for your vehicle by name or serial number.
- 7 Switch to Groups:** Switch to group view so you can send commands to an entire group rather than one vehicle.
- 8 Locate:** Locate a vehicle/group in one click
- 9 Map Last Position:** View the last position of your vehicles using the map view.
- 10 Message History:** View entire message history on a vehicle/group selected.
- 11 Stop Verifier On:** Send the stop verifier command to your vehicle or group.
- 12 30-Day Watcher On:** Send the 30-Day Watcher command to a vehicle/group.
- 13 Screen View:** This button gives you multiple screen view possibilities.
- 14 Command Counter:** This will display the number of active commands being sent over the air to your vehicles.

# LOCATE A VEHICLE

Find the current location of your vehicle, including latitude / longitude, speed and direction in real-time.

- 1 Select Vehicle
- 2 Click the Locate button
- 3 Your vehicle's current position will be listed on the map



# SPEED EXCEEDED

This feature allows you to set a maximum speed a vehicle can travel before a notification will be sent from the vehicle. You can also attach an alert to be notified via email and/or text message once the vehicle has exceeded the maximum speed threshold. (standard text messaging rates apply, consult your provider)

- 1 Select Vehicle
- 2 Click the Configure Tab
- 3 Click on Speed Exceeded
- 4 Select your speed threshold
- 5 Click Send

\* You will be charged 1 exchange  
(Please refer to Alerts to set notification)



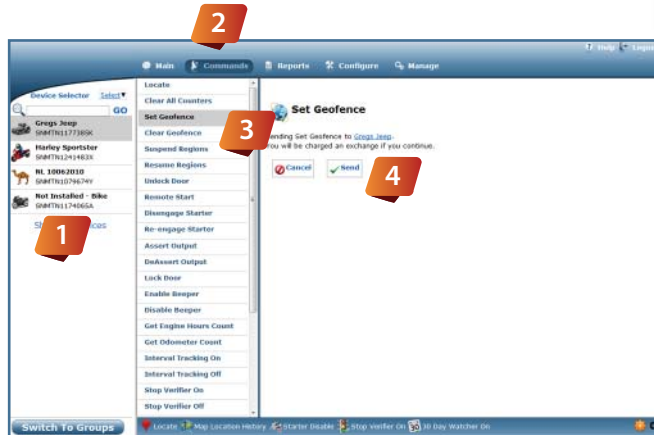
## SET A GEOFENCE

This feature will set a geofence around the current location of a vehicle when the request is sent. A geofence is a preset radius around a specific area and will remain until it is cleared.

\* You will be charged 1 exchange for each request

- 1 Select Vehicle
- 2 Click the Commands Tab
- 3 Click on Set Geofence
- 4 Click Send

Note: 1/2 mile circle will be set around your vehicle. If you wish to set an alert for this geofence, please refer to the Alerts page.

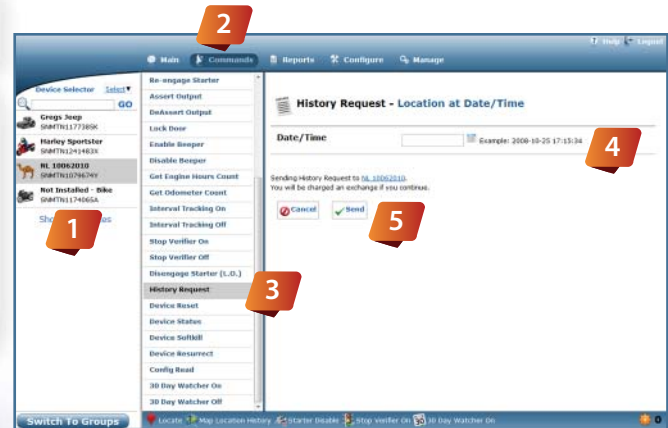


## 90 DAY HISTORY REQUEST

This feature allows you to see where your vehicle has been at any point in time as far back as 90 days prior to the current date. You have the ability to see where your vehicle was at a specific time even though it was not located that day. This can be used in place of interval tracking to save on locates used.

\* You will be charged 1 exchange for each request

- 1 Select Vehicle
- 2 Click the Commands Tab
- 3 Click on History Request
- 4 Enter Date/Time
- 5 Click Send

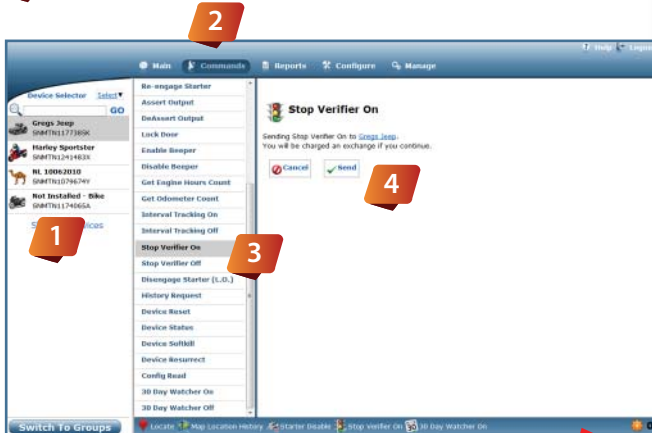


# STOP VERIFIER

The Stop Verifier is very helpful in trying to determine where your vehicle is being parked after hours. This feature sends in a location once the vehicle has been stationary for a period of 4 hours and will repeat this a total of 8 times.

\* You will be charged a total of 9 exchanges (one exchange for setting the stop verifier and 8 for each time it reports in)

- 1 Select Vehicle
- 2 Click the Commands Tab
- 3 Click on Stop Verifier ON
- 4 Click Send



**Shortcut Note:** You may turn on the Stop Verifier with one click using the Quickbar on the main screen.

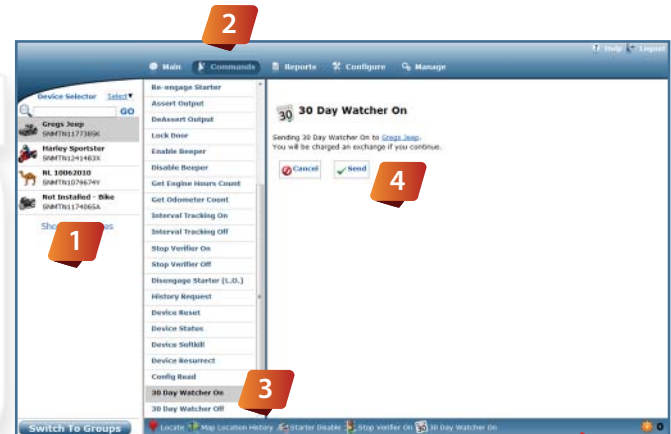
To turn it off, go to Commands Tab and click Stop Verifier OFF.

# 30 DAY WATCHER

This feature allows you to monitor your vehicle for 30 consecutive days, at which time the feature will shut off automatically.

\* You will be charged a total of 31 exchanges (one for setting the 30 Day watcher and 30 for each date it reports in)

- 1 Select Vehicle
- 2 Click the Commands Tab
- 3 Click on 30 Day Watcher ON
- 4 Click Send



**Shortcut Note:** You may turn on the 30 Day Watcher with one click using the Quickbar on the main screen.

To turn it off, go to Commands Tab and click 30 Day Watcher OFF.

## SET A GEOMARKER

- 1 Click the Manage Tab
- 2 Click on Geomarkers
- 3 Click on New
- 4 Enter Geomarker name
- 5 Enter Address to find Lat/Long
- 6 Specify radius and continue filling additional information
- 7 Click Create



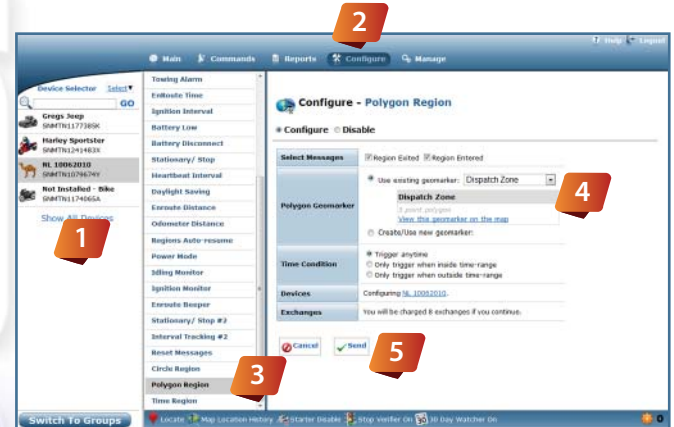
## ASSIGN A GEOMARKER

Once a Geomarker has been created, you will want to assign it to your vehicle(s). Time conditions may be added as an additional option as well.

\* You will be charged 1 exchange for each Geomarker set

- 1 Select the Vehicle
- 2 Click the Configure Tab
- 3 Click on Polygon Region
- 4 Select Geomarker
- 5 Click Send

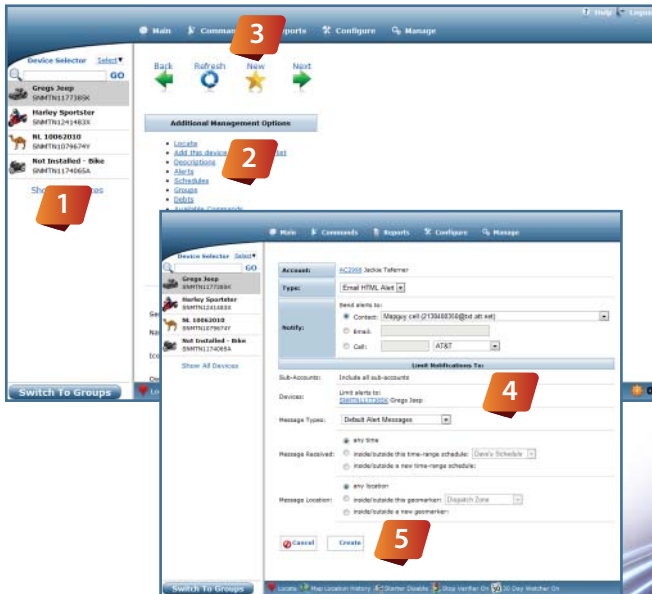
Note: To assign an alert to your vehicle, please see Alerts page.



# CREATE AN ALERT

You can set up an alert to notify you of important events regarding your vehicle. This notification can be sent via text and/or email.

- 1 Double-click on the Vehicle
- 2 Click on Alerts, under Additional Management Options
- 3 Click New
- 4 Fill out all information – Message Type Filter is the most important
- 5 Click Create



# REPORTS

The reports feature allows you to manage your vehicles message history. By using the reports tab, you can easily see all of your messages or search for a specific message type. This feature is helpful because you can see clearly where your vehicle has been and any commands that have been sent over the air. When trying to see your exchange usage, you can view all messages to see every exchange used.

**Helpful Hint:** If utilizing the Stop Verifier or 30-Day Watcher, this is where you would see the vehicle history.

- 1 Select the Vehicle
- 2 Click the Reports Tab
- 3 Select the Report Type
- 4 Select the Message Filter Type and Date Range
- 5 Click Generate Report

Available report filters:

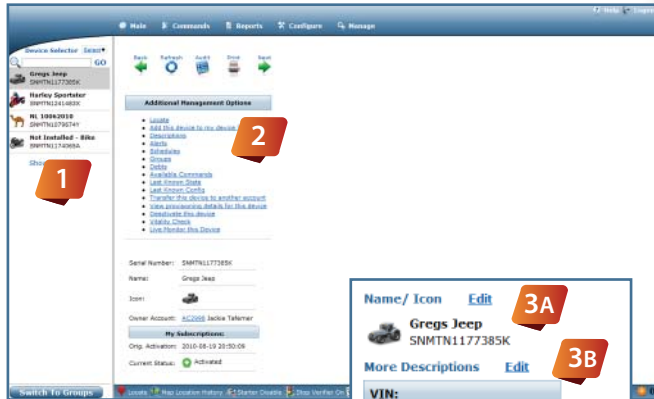
All Message Types  
Default Alert Messages  
Heartbeat Messages  
Stationary Messages  
Overspeed Messages  
Maintenance Messages  
Boundary Violation Messages  
Geofence Violation Messages  
Low Battery Messages  
Disconnected Battery Messages  
Security Alarm Messages  
Arrival, Departure Messages  
Reset Messages



# EDIT VEHICLE DESCRIPTION

You can personalize your vehicle's icon and description, which are displayed on the website.

- 1 Double-click on the Vehicle
- 2 Click on Descriptions under Additional Management Options
- 3 Choose to edit either Name/Icon or More Descriptions



- 3A Edit Name/Icon
- 3B Edit More Descriptions

See next page for additional information on options 3A and 3B



# EDIT VEHICLE DESCRIPTION

3A Edit Name/Icon



- 4A Edit Name
- 5A Choose Icon
- 6A Click Update

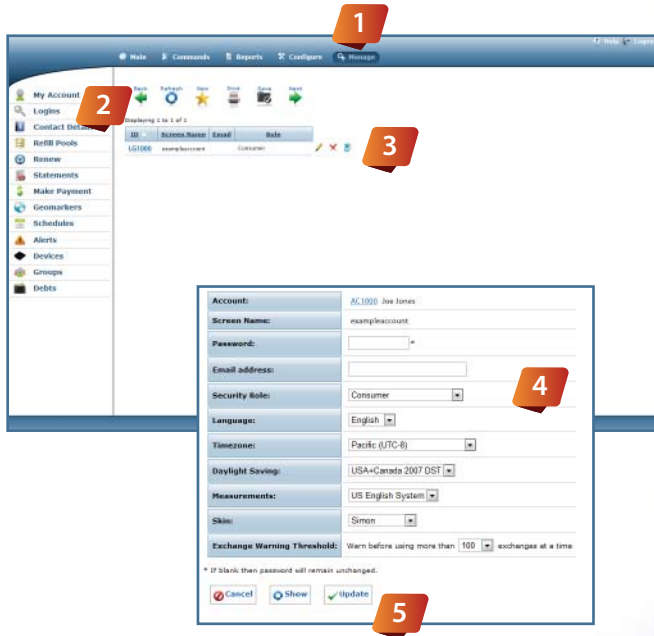
3B Edit More Descriptions



- 4B Enter Vehicle information
- 5B Click Update

## EDIT YOUR LOGIN

- 1 Click the Manage Tab
- 2 Click on Logins
- 3 Click the edit icon next to the login
- 4 Edit the information in the space provided
- 5 Click Update



## EDIT YOUR CONTACT INFO

- 1 Click the Manage Tab
- 2 Click on Contact Details
- 3 Click Edit
- 4 Enter new information
- 5 Click Update

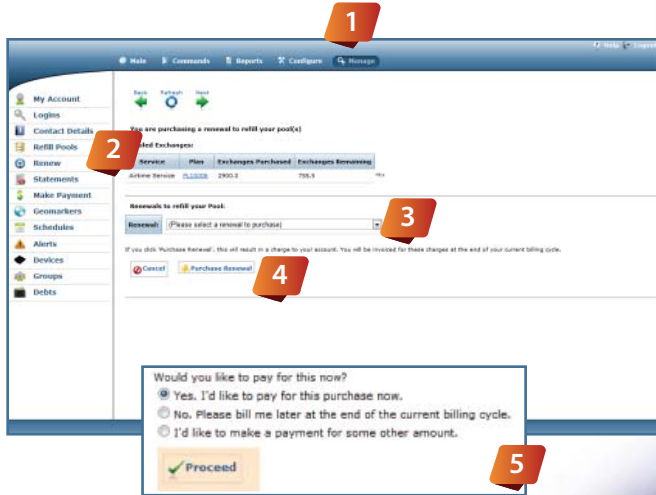


# REFILL EXCHANGE POOL

You can refill the number of exchanges in your account online from the privacy of your own computer. With just a few clicks you won't have to wait to be back on the road to locating your vehicle. The exchanges will be immediately added to your account and available for use.

\* If Paypal is chosen, you will be directed to the Paypal website

- 1 Click the Manage Tab
- 2 Click on Refill Pools
- 3 Select the renewal you wish to purchase
- 4 Click Purchase Renewal
- 5 Select payment method and click Proceed



# SET UP GROUPS

You can organize your devices in groups. Our system allows you to easily move your vehicles from one group to another. (Please note vehicles can be in more than one group)

- 1 Click the Manage Tab
- 2 Click on Groups
- 3 Click New
- 4 Enter Group Name (description)
- 5 Enter a Vehicle Serial # or Description and click GO
- 6 Select Vehicle(s)
- 7 Click on right arrow to place Vehicle(s) into the Group
- 8 Click Create



## FAQ'S

### IF I AM HAVING A PROBLEM HOW DO I GET HELP?

Please give Enfotrace a call at 800-815-3639

24/7 Tech Support:	EXT 1
New Customers:	EXT 2
Existing Customers:	EXT 3
Billing:	EXT 4
Shipping:	EXT 5
All other questions:	EXT 0

### NOW THAT MY SYSTEM HAS BEEN INSTALLED, WHAT NEXT?

Your GPS agent or authorized dealer will assign you a username and password for the tracking site. The user name and password should be located on the left side of your signed Sales Agreement.

### WHAT HAPPENS IF MY VEHICLE IS STOLEN?

You are required to file a police report in order to authenticate your identity as the vehicle owner, record the incident, and retrieve your vehicle from law enforcement. The tracking device will allow you to report the vehicle's position to Law Enforcement. With real time location reports, the police will be able to track, stop and recover the vehicle. WE WILL NOT locate the vehicle for authorities. You are required to work directly with the police to recover your vehicle.

DO NOT ATTEMPT TO RETRIEVE YOUR VEHICLE YOURSELF. ALLOW ONLY AUTHORIZED LAW ENFORCEMENT TO RECOVER YOUR VEHICLE.

## FAQ'S

### I AM CONCERNED ABOUT MY PRIVACY. HOW IS MY INFORMATION PROTECTED?

We take privacy very seriously. Only after we have verified your identity will we provide vehicle location or user profile information to you. Our tracking site is built with the latest in internet security to prevent unauthorized access to your personal information. All data resides on secure servers and is not released for any reason without your express written consent, as stipulated in the terms and conditions of your Service Agreement.

### MY AGREEMENT HAS ALMOST EXPIRED. HOW DO I RENEW MY SUBSCRIPTION?

Simply click "Renew" under the "Manage" tab. Select the vehicle from the list, and click "Purchase Renewal". From here you can either pay with a credit card, or be billed in the next billing cycle. For any additional questions contact our Billing Department.

### WHAT HAPPENS TO MY SUBSCRIPTION IF I SELL MY VEHICLE?

If you sell your GPS equipped vehicle, please email us and we will transfer your device to a new vehicle subscription. It is important to notify us so we don't continue to mail you notices or inadvertently bill you. Please note that the new owner will be required to cover any service fees which may be associated with a vehicle transfer.

### CAN I INSTALL MY GPS DEVICE IN ANOTHER VEHICLE?

Yes, you can remove our GPS device and install in another vehicle at any time. You may want to change the Vehicle Information should you choose to do so (see Edit Description).

## FAQ'S

### HOW ACCURATE IS THE POSITION OF THE ICON SHOWING MY VEHICLE LOCATION ON THE MAP?

The latitude and longitude returned by your vehicle is accurate to within 30 meters or about 100 feet (95% of the time). It is normal for there to be some "drift" between each location request, but it should not exceed this amount.

### WHAT IF THERE'S A PROBLEM WITH THE DEVICE?

We run diagnostic tests on your unit every month to ensure it is working properly. If you suspect there is a problem or are unable to get any response from the device, contact us as soon as possible. Our technical support department can diagnose and test your vehicle over the air. However, should there be a problem that needs to be addressed by an installation professional, you will need to contact your Authorized GPS Installer.

For more FAQs please visit:  
[www.enfotrace.com/faq](http://www.enfotrace.com/faq)

## TROUBLESHOOTING

### DEVICE BUSY

More than one user is trying to communicate with the device at the same point in time. Wait 2 minutes and try again.

### NO SUBSCRIPTION

Your airtime has expired on your device. Please go to the "Renew" button under the Manage tab. (Further instructions on website)

### NO RESPONSE

Most likely the device is out of coverage. Please continue to try and locate a few times and then call technical support if you are still unable to locate. It is also possible an installation error may have occurred.

### NO LOCATION RETURNED

This message means that we were able to communicate with the device via the cellular network however there was no GPS/location data returned or available. An example of this message is when you send a configuration change to the device and it successfully accepts the change but does not provide a location update.

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