

# Trimtrac Product : Register an account and Preparing your tracking device

ActivateNow .PDF  
Version 1.1-2005  
Follow GB  
Workbench doc.

Print these instructions and register. This is your quick reference guide.

## Step 1. Register An Account With Us

Register an account with us and buy your GPS Trimtrac tracking unit.

1. Go to our website and register. You may have already registered and have a username and password if you have purchase product from FollowGB. You do not need to register twice.
2. To register [click on the 'Register' button](#) on the home page.
3. **Enter you details.** Please note it is essential for you to enter your details correctly.
4. When you have completed the registration process you will be automatically emailed an Username and Password.
5. Log into your standard email account and collect your Password and Username that we have sent to you. Please allow 30mins for delivery. **Please store this e-mail safely as it is your record of your Username and Password.**
6. You can now login to your tracking page from our homepage using your Username and Password.

## Step 2. Purchase Location Credits

1. Log-in to your account and open your tracking console page.  
*With your GPS tracking device package you will receive **50 free** tracking requests. Thereafter, you will need to buy tracking credits using the process below....*
2. To buy tracking credits (one credit buys you one track) [click on the 'Buy Tracking Credits' button](#).
3. Decide how many location credits you want to purchase by clicking next to your chosen tariff.
4. Follow the instructions and acknowledge that you agree with the terms and conditions, and then proceed to the next step.
5. The FollowGB server will then automatically connect with the secure Lloyds Bank Cardnet/Protx site who will deal with the transaction on our behalf. Please note that FollowGB do not store any credit card details for our customers. If you have difficulties making a purchase, then please call us on 0871 425 44 22.
6. Once you have purchased your location credits, return to your tracking console.

thawte  
SECURE  
SITE  
click to verify

### Thawte Secure Registration is FREE

Please fill in the details below to  
the interactive demo and location

First Name

Surname Name

#### Address Details

House Number or Name

Street or Road

Road Names (if applicable)

District or London Borough

County

5338.96 [Buy Tracks](#)

039%

[04/01/2007](#)



## Step 3. Preparing your GPS tracking device

1. Take your Trimtrac tracking device unit out of the box. Before you can activate your tracking device using our leading software, you will need to make sure you have:-
  - i) **4 'AA' batteries** and
  - ii) **SIM card** with SMS credits on it. ( we recommend that you use a contract SIM with a set number SMS on it each month that will meet your tracking frequency demands).
2. To insert your SIM card, take off the top cover of your tracking device, and 'clip out' the battery holder. Underneath the battery holder you will see the slot where the SIM card must be inserted. Now insert the SIM card, then insert the batteries, replace the battery holder back in the tracking device and screw down the cover.

**NOTE: MAKE SURE THERE IS CREDIT ON THE SIM CARD YOU USE otherwise you will not be able to set up the unit.**

**Once switched-on for the first time, place your tracking device outside so it can view the skyline and download the location of the GPS satellites to your area of the world.**



# Trimtrac Product : *set-up guidance*

## **Step 4. Set up you tracking device**

1. Once you have set-up your tracking device as outlined in Step 3 above, then it is time to activate our software (using the FollowGB tracking console).

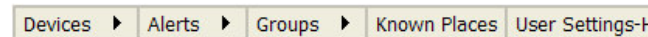
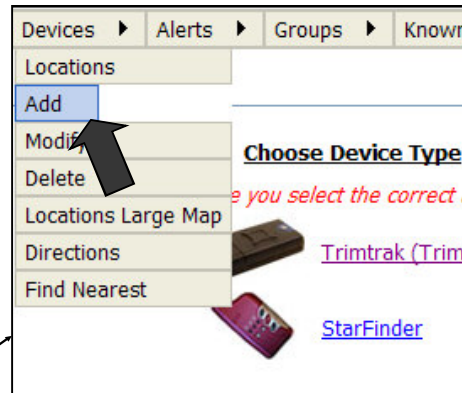
2. **Log in to the web site** and enter your access username and password that we will have previously e-mailed to you. The click to go to your tracking console.

3. To send the 'wake-up' command to your GPS tracking device, you need to add it to your tracking console. To do this you will first need to *click on 'Add'* button and select the type of tracking device you have purchased. See image 3.

4. You are now on the '**Add device to be tracked**' page. The screenshot here is to add a Trimtrac. For this device, insert the name you are giving to the tracking device, the telephone number for the SIM card that you have placed in the device and enter your device ID, which you will find on a sticker on the underside of your tracking device.

6. Once you have entered information, in these fields, *click on the 'save' button*. This will take you to the device setting page. The device setting page allows you to make over-the-air commands to your GPS tracking device, instructing it how you want it to work.

***We have dedicated a page to over-the-air-instructions that you can send to your GPS tracking device – Please see Step 5.***

A screenshot of a web form titled 'ADD TRIMTRAC DEVICE'. The form has several fields: 'Name' (a yellow text input field), 'Number' (a text input field containing '+ 44'), 'Network' (a dropdown menu showing 'Orange'), 'Mode' (a dropdown menu showing 'SMS'), and 'Device ID' (a series of eight input boxes, each containing a '0'). Below the fields is a text area with instructions: 'Please ensure your SIM card and batteries are properly inserted into the device. Please note that it can take up to 60 mins for the initial activation. Please try to find an area either outside with a clear view of the horizon, or close to a window for the initial activation.' At the bottom of the form are two buttons: 'Cancel' and 'Save'. A black arrow points to the 'Save' button.

# Trimtrac Product : *over-the-air commands*

## **Step 5. Making over-the-air commands to your tracking device**

1. It's now time to set up your tracking device. You have 5 command options from 'A' to 'E'. The commands can be found by clicking on the 'Device Menu' button, and then selecting 'Device Settings' from the drop down box.

**Command B** – The Trimtrac is special because it enables you to put the tracking device in 'sleep mode' for most of the time – this allows it to conserve power. Once in sleep mode, then it only wakes up when it is moved. Whilst being moved, you can say how often you want it to send its location, say every 15 minutes, you decide the time period. **Action:** Set a time period. If you put the tick **Command C** then you turn then you turn off this feature.

**Command D** – Your tracking device will report to you with its location, the operation status, battery power remaining etc, very set period of time automatically. You can decide whether you want to hear from your tracking device on a daily or weekly basis with a location – you decided the time and the frequency. **Action:** select Daily or Weekly and then a reporting time.

**Command E** – If your tracking device moves, then you have the option of being sent an alert of the movement by SMS, but it will not tell you its location. Note, there is a small charge for delivery of these alerts (see our pricing document). **Action:** If you wish to use this feature select 'yes' and then input the phone number that you want to receive the alerts.

**Command F** – If you also want to make live tracking requests then this is possible. However, this will turn your tracking device out of 'sleep mode' to 'permanently on'. **THIS WILL MEANS THAT THE BATTERY LIFE WILL ONLY LAST A MATTER OF 2 OR 3 DAYS RATHER THAN MONTHS.** We strongly recommend that you only use this option if you have connected the tracking device to a permanent power feed, or if using batteries, you understand that you will need to change them approximately every 2 or 3 days. **Action:** to select this feature click on 'yes'.

**Command G** – This ensures you receive an urgent SMS alert on the first movement without a location. We suggest that you only use this feature if you are using your tracking device just as a security movement security device.

ONCE YOU HAVE CHOSING YOUR COMMAND SETTINGS, THEN TO **ACTION: CLICK ON THE 'SAVE' BUTTON.** THIS WILL SEND THE COMMANDS OVER-THE-AIR TO YOUR tracking device. IF YOU SIM CARD DOES NOT HAVE SUFFICIENT CREDIT THEN THE tracking device WILL NOT RECEIVE THESE COMMANDS.

**REMEMBER: THE DEFAULT SETTING FOR YOUR tracking device IS SLEEP MODE & IT WILL NOT RECEIVE YOUR UPDATED COMMANDS UNTIL IT HAS WOKEN UP. THIS CAN MEAN THAT WHEN YOU SEND NEW COMMANDS TO YOUR tracking device, YOU NEED TO ENSURE THE DEVICE IS AWAKE**

**We recommend that you do not start sending over-the-air commands until you have received your first track back from your device**

The screenshot shows the 'TrimTrac Device Settings' form with the following options and their corresponding arrows from the text:

- A... Tracking Mode:** GPRS/SMS (arrow from Command B)
- B... When my Trimtrac moves I want location reports every:-** 0 Hours 5 Minutes (arrow from Command B)
- C... Turn off movement Alerts:**  (arrow from Command C)
- D... I also want my Trimtrac to report in and tell me its location:-** Daily (selected), Weekly (radio button), 1 PM (arrow from Command D)
- E... If my Trimtrac moves send text message to a mobile:-**  Yes (arrow from Command E)
- F... Ability to ask my trimtrac where it is 'live' at any time.** No (radio button), Yes (selected) (arrow from Command F)
- G... Alert immediately on first movement:**  Yes (arrow from Command G)

Buttons: Cancel, Save

# Trimtrac Product : *other features*

## **Step 6. Explaining other console buttons**

The numbers below match a numbers on the screenshot to the right and give further explanation of the features.

1. See this drop down for devices that you have added to your tracking console. You are able to group tracking devices into specific groups in this dropdown list.
2. Is the drop down list of traceable devices. To add a new tracking device to your account see **Step 4** above.
3. This enables you to choose a larger map view.
4. The 'Device Settings' button enables you to change the operation commands to your device.
5. From here you can choose if you want to use, Multimap, PowerPoint or Google Earth as your default map.
6. This enables you to create a geofence, so you can receive an alert when a devices moves in or out of an area. This will only work with Option F in Step 5 turned on.
7. The 'track now' buttons enable you to track a device now .  
**NOTE:** For these two features to operate it is necessary to have your tracking devices set up so that they are permanently on. See **Command F** in **Step 5**.
8. Make sure you have Google Earth downloaded n your PC. Then click the Google Earth button and see all your locations for one day plotted on a Google Earth map.
9. When the tracking device wakes up and reports a position it is placed in this history log. You are able to view the reported locations of the tracking device on a map by [clicking on the time the location came in](#). You will also see the time, speed and direction of the tracking device.
10. If you wish you can attach a description to a location by [clicking on the 'Points of Interest' button](#).
11. See the remaining amount of location credits you have.

2. ID 372 GPRS V1

DEVICE MENU

Remaining Credits: 11.5338

Battery Reading: 039%

Movement History:

3. Large Map

4. Device Settings

5. Change Map Settings

6. Geo-Fence

7. Track Now

8. Google Day

9. 16:45

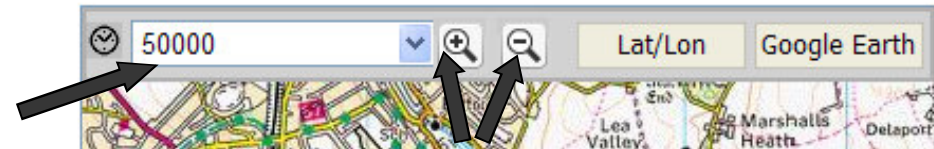
10. Add as POI

Time	Speed	Direction	Location
<a href="#">17:19</a>	000	W	Lloyds Bank
<a href="#">17:12</a>	002	-	Add as POI
<a href="#">16:53</a>	000	-	Add as POI
<a href="#">16:45</a>	033	NW	KMB Home
<a href="#">14:11</a>	000	-	Add as POI
<a href="#">14:04</a>	038	NE	Add as POI
<a href="#">13:54</a>	035	N	Add as POI
<a href="#">13:47</a>	076	N	Add as POI
<a href="#">13:44</a>	075	NW	Add as POI
<a href="#">13:42</a>	050	NW	Add as POI
<a href="#">13:32</a>	014	NW	Add as POI
<a href="#">11:00</a>	000	-	Add as POI
<a href="#">11:00</a>	000	-	Add as POI
<a href="#">11:00</a>	000	-	Add as POI

# Trimtrac Product : *other features continued.....*

## **Step 7. Other features continued**

1. You are able to Zoom in and out of the map. You can zoom in and out either using the drop-down scale or by using the 'magnifying glasses'. You can also Click on the Google Earth button to see the track generated in the Google Earth mapping software.



2. You can view the battery status of your tracking device. This enables you to see the battery power and make arrangements to change the batteries as necessary. The battery power remaining is given as a % reading.

A screenshot of a device status panel. It displays 'Remaining Credits: 5338.96' with a yellow 'Buy Tracks' button. Below that is 'Battery Reading: 039%' with a yellow progress bar. Underneath is 'Movement History:' with a calendar icon, the date '04/01/2007', and a 'Refresh' button. At the bottom is a table with columns 'Time', 'Speed', and 'Direction'.

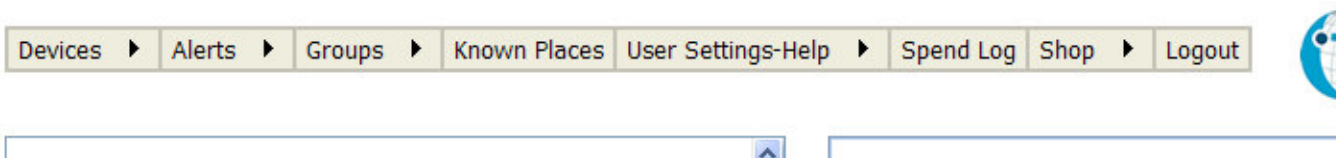
Time	Speed	Direction
17:19	000	-
		KMB Home

A black arrow points from the text to the battery reading section.

4. Finally, below that you are able to see how many Pay-As-You-Go tracking credits you have remaining. In this case you will see that there are 978 remaining.

**NOTE: This is not the remaining credit that you have on your SIM card.**

There are a number of other buttons that run across the top of the page. The function of these range from being about to add new devices and create groups, to seeing movement alerts, changing your users settings and password, seeing our spend log and shopping for more GPS devices with FollowUs.



*Again, remember that if you have problems making a credit/debit card purchase from our site, then please call us on 0871 425 4422 and we will assist you with your payment.*

# Trimtrac Product : *questions and answers*

## **Step 8. Why do I get a movement alert but no GPS location?**

1. It is important to understand that for a GPS tracking device to calculate its location it **needs to be able to communicate with the GPS satellites**. If it can't communicate with the satellites then it will not be able to track itself. In the old days this was only possible if a tracking device had a direct view of the sky. The FollowGB tracking device is much more sensitive than this, but the better the view of the sky that it has, the less location failures you are likely to see.

2. So, for the tracking to take place the **positioning of the tracking device is essential**. For instance, we have found that a tracking device can often communicate with the satellites if it is located in the bumper, glove box, on the parcel shelf of a vehicle, or sometime even behind the dashboard. However, we have found that it may NOT hear the signal from the GPS satellites if it is placed under the seat of a car as a driver's body absorbs most of the signals before it can reach the tracking device! This also applies to metal trunks/boots of cars which may also block the signal - however, in the rear of an estate car would be fine... There is no "hard and fast guide" and we recommend that you experiment with the positioning of your tracking device to make sure that is in a position where it is receiving a sufficiently strong signal from the GPS satellites to calculate its position.

## **Step 9. Why do I get a location every time the device moves? It's all down to the motion sensor.....**

3. This is due to the settings you chose in **Step 5** above. The tracking device has an internal motion sensor which will trigger a location report. When the tracking device starts moving, you will receive a location report. Thereafter reports are sent to you based on the frequency setting you chose at **Command B** in **Step 5**.

4. To summarise, the tracking device is normally in sleep mode until it is moved. It then wakes up and then communicates with the GPS satellites to work out its position. This process can take between 1 min to 7mins depending upon the strength of the signal from the satellites. Even if a position can not be calculated due to poor satellite signal strength, the tracking device will still send a movement alert to the website and also to a mobile of your choosing if you wish (**Command E** in **Step 5**).

5. Once the movement has stopped, the tracking device's motion sensor will record this and send a "Stopped Moving" location to our servers. This means that the last known location will always be the current location for the tracking device unless it has been unable to calculate its position for one of the reasons described above.

## **Step 10. Can I connect the tracking device to a vehicle battery?**

6. Generally, the tracking device operates from the power of 4 'AA' batteries. However, if you want to use **Command F** in **Step 5**, or if you don't want to use battery power, then you can connect the tracking device to the vehicle's power source. To do this you need to purchase the Vehicle Adapter priced at £59.99. Once connected to the external power supply you set the tracking device to be awake all the time and to receive live location requests. The vehicle power adapter also allows you to connect up to 3 external inputs such as an 'alarm' trigger, 'door open' trigger or 'ignition on' trigger. This will make your tracking device send you an immediate report with the status of the trigger, the position of the tracking device and any pre-programmed messages.

## Support Line Number

If you continue to have difficulties then please contact us on our support line number as follows:-

**0871 425 4422** calls at national rate

FollowGB is a FollowUs Limited Company  
4 Clarence House  
152 North Row  
Central Milton Keynes  
MK9 2AY



# Trimtrac Product : *troubleshooting – SUPPORT UPDATE*

## **The device no longer Flashes and appears locked**

A small number of users have reported that the TrimTrac stops working after changing the batteries or inserting a Vehicle Adapter Module (VAM). User observable symptoms may include:

- LED no longer operational;
- Device is no longer communicating or responding to queries; and
- No amount of motion or shaking causes the device to “wake up” after the battery or VAM change.

### **Root Cause:**

If the batteries or VAM are removed from an operational TrimTrac locator while the device is in the Sleep Mode, the device may stop functioning if the batteries or VAM are not reinserted prior to the expiration of the Sleep Mode ‘wake-up’ setting. The chance of this happening increases with shorter period the Sleep Mode setting chosen.

### **Field Corrective Actions:**

Normal operation can be restore by resetting the device in any of the following ways:

- Using a paperclip or short wire to momentarily short the Battery contacts as shown in Figure 1; or
- Main power pins (1or2 with 15or16) as shown in Figure 2.
- Leaving the device without batteries or VAM installed for 24-hours.

### **Additional Comments:**

It is important to note that just because the LED does not blink does not mean that the device is not operating. For instance, if the device is in the Sleep Mode during normal default operation, no amount of shaking or motion will cause the LED to blink. If the batteries or VAM are removed in any state other than Sleep Mode or, if OnDemand

Polling is enabled, then operation of the device will not be affected.

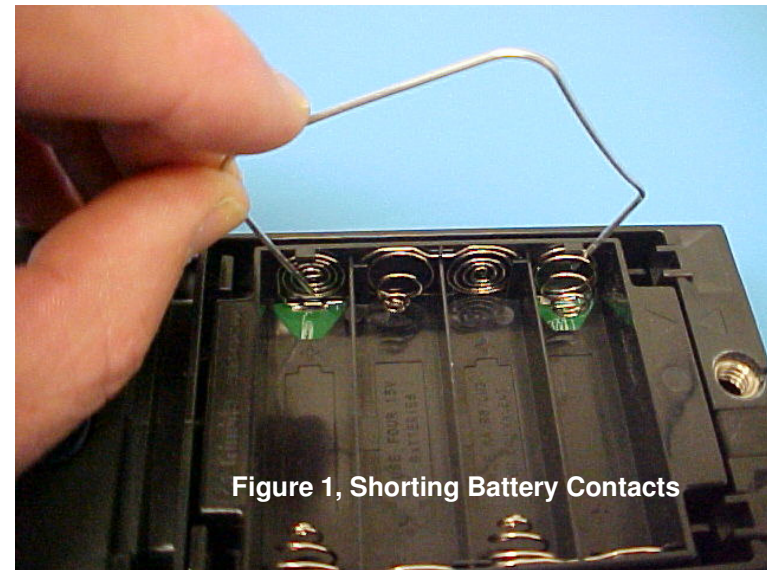


Figure 1, Shorting Battery Contacts



To Reset Device:  
Short Pin 1 or 2  
with  
Either Pin 15 or 16