

GPS Fleet Tracking FAQ

Question: Do I have to have a cell phone or purchase cell service as well as VehicleTrackerPlus service?

Answer: No, the VehicleTrackerPlus GPS fleet tracking system provides a complete service including the GPS tracker, software and network connectivity to the tracker. All you need is a PC with an internet connection and a vehicle to track!

Question: How much will GPS vehicle tracking cost?

Answer: VehicleTrackerPlus has several plans to suit your needs. With a carefully chosen plan you will have a low fixed monthly price to track your vehicle. [Click here for more details.](#)

Question: I do not want my drivers to be aware of the VehicleTrackerPlus GPS tracker in the car. Can I install it and track without them knowing?

Answer: The answer is "yes!" A good installation is virtually undetectable by the vehicle user. It is important to follow the instructions given in the installation guide to ensure the tracker is both hidden and fully functional.

Question: Is it difficult to install?

Answer: It is easy to install for somebody who is handy. The GPS vehicle tracker needs to be placed under the dashboard (with zip ties) and the antenna needs to be placed under the 'A' pillar of the car. The installation guide provides easy to follow instructions. Most customers are able to install the tracker in under an hour. If you are not particularly handy then most automotive garages can install the GPS tracker for around \$50. [Click here for installation guide.](#)

Question: What if my driver speeds or goes outside the geofence and I am not at my computer?

<>You can receive alerts to your cell phone telling what the alert is for and their location. For speeding it will say what the speed is. For breaking a geofence, it will give location to within 50 feet, time of day and speed.

Question: How often does the VehicleTrackerPlus GPS system locate my vehicle?

Answer: Your vehicle is located every 1, 2, or 5 minutes while it is in motion (Depending on the service you purchase). Sometimes your vehicle will be out of cellular coverage but you will still receive these locations when your vehicle comes back into cellular coverage. However, there will be times when your device is hidden from GPS satellites so you will miss these locations but that should be infrequent.

Question: How accurate are the speed and geofence alerts?

Answer: The device reports its location every 1, 2, or 5 minutes while in motion. The reported speed is the speed when the location is taken so you will receive a speed alert if your driver is speeding at the instant of the location. The smaller the location interval the smaller the interval your driver can speed without detection. Similarly, with geofence alerts, the entry or exit of a geofence is determined when a location is taken. The smaller the time interval

between locations means the sooner you will know when a driver has entered or exited a geofence.

Question: How many geofences are supported?

Answer: You can have 50 geofences for each GPS vehicle tracking device and 50 global geofences per account. Each geofence is square and centered around an address that you specify.

Question: How many alert recipients are supported?

Answer: You can have 3 alert recipients for each device. A recipient may be either an email address or a cell phone number. If a recipient is a cell phone then the message will be delivered as SMS.

Question: Where will the VehicleTrackerPlus unit work?

Answer: The VehicleTrackerPlus GPS tracking device will work in the US, Canada and Mexico (special pricing and activation needed for Canada and Mexico use).

Question: What type of mapping does VehicleTrackerPlus use?

Answer: VehicleTrackerPlus uses Google mapping which includes a standard map, satellite, and hybrid (lays map over satellite image).

Question: What information is transmitted by the VehicleTrackerPlus GPS tracking unit?

Answer: Each GPS record consists of the following:

- Date
 - Time
 - Location: Address, City, State, Zip
 - Speed
 - Direction of travel
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Question: What is involved in maintaining the system?

Answer: There is no maintenance required. Once the VehicleTrackerPlus GPS tracking device is installed, you are on your way to increased efficiency and productivity.

Question: Can I locate my vehicle before my next update?

Answer: VehicleTrackerPlus users get 10 locates to use during each month. This gives users the ability to locate a vehicle in between their normal locates.

Question: How do I use the Starter Disable feature?

Answer: Locate the starter wire. Connect the white wire on the relay to the starter wire (starter side). Connect the red wire from the relay to the ignition side. Connect the green wire to the starter relay. [Click here](#) to download the Install Guide.

Question: How do I use the Door Unlock feature?

Answer: Connect the brown wire from the tracking unit to the power unlock wire. The tracking unit sends a negative pulse to unlock the doors. If your vehicle needs a positive pulse, you will need to use a

relay to convert the negative to a positive.

How VehicleTrackerPlus can help you?

You might be asking yourself what the benefits of GPS tracking systems are for you as a business owner as well as the obvious advantages for your dispatching or fleet management staff. What you should know is that the implementation of a GPS tracking system has a variety of features that have a positive effect on many other departments and divisions.

Any business that has a fleet of vehicles, farm, shipping, limousines, taxis, or construction equipment would benefit from the installation of GPS tracking devices. Not only are they extremely useful for vehicle tracking, they can be used as a people locator. GPS uses a network of 24 satellites in staggered orbits around the Earth. At any time, from any location on the planet, four of these satellites are "visible" -- capable of receiving and sending signals. This means tracking devices can be used at any moment in time for vehicle tracking or as a people locator to track staff.

Once the unit is installed, it will communicate with the 4 satellites and transmit the following information: latitude, longitude, altitude and time. The location data is transmitted via cellular modem to the VehicleTrackerPlus database where it is translated and placed on a "Google" street map to be viewed by you in your account. The process repeats as the receiver moves and the unit constantly updates the information. If there is a vehicle tracking unit in a fleet of taxicabs, for example, the central dispatcher can monitor each vehicle's location, stop time, route taken and speed. An even more critical application would be to have these GPS units installed in a fleet of ambulances or police patrol cars.

Another extremely important application for GPS involves tracking stolen vehicles. With tracking devices installed, vehicles can be rapidly located and recovered, often within minutes of the theft. GPS vehicle tracking devices can also be found on boats, planes, movie-making gear and laptop computers. GPS technology has unlimited benefits and uses. No matter how small or large, a company only stands to profit by using the type of technology that GPS tracking.

Accounting - Your accounting department will benefit from the use of reports generated from your VehicleTrackerPlus website, not to mention the huge plus of cutting back on fuel consumption and overtime. Even the vehicles benefit from lower mileage and increased data on required maintenance.

Customer Service - The use of the VehicleTrackerPlus GPS tracking system will make the jobs of your customer service staff easier and more streamlined. Your customers will benefit from increased accuracy, faster status reporting, detailed billing information, and fewer delays in arrival time. These are just a few of the ways your customers and your employees will enjoy GPS tracking.

Dispatch - The VehicleTrackerPlus GPS tracking system will make it possible for dispatchers to send drivers to an increased number of jobs without the cost of hiring more drivers or purchasing more vehicles. Routing becomes easier and clearer resulting in increased accuracy, lower fuel consumption, less wear and tear on your vehicles, and so much more. The advantages to your dispatchers are valuable and immediate.

Drivers - Your drivers can supplement their work orders by verifying their time spent at appointments and job sites. This offers them a reliable way to track their progress and protects them (and you!) against customer complaints. A GPS tracking system will provide all the details necessary to show time of arrival, time spent at a site, and more!

Sales Department - Clearer routing will promote the idea of increased sales by making it to more appointments throughout the course of a work day, increasing their volume and your bottom line. You will become knowledgeable in demonstrating ways that clients benefit, and your sales staff and their productivity can be monitored by your GPS tracking system.

Upper Management - Increased efficiency saves time and money, which results in a larger return on your investment. Your customers will benefit from up to the minute information. These improve the image of your company and increase your customer base, too!

To learn more about the VehicleTrackerPlus GPS tracking system that will fit the goals and requirements of your business, contact VehicleTrackerPlus and speak to one of our knowledgeable sales staff today! We can help you get started tracking your fleet and saving money today.