



SatGuide™ Tracker---- FAQ's

1. I have purchased SatGuide™ Tracker, what should I do now?

Congratulations on the purchase, we would do all we can to support you in effectively using this device. First thing you should do is call 099083 75771. Our Support executive (available from 6.30 to 11.30 PM) will explain the device features in detail and assist you in enabling this device for tracking.

2. Do I need to purchase GSM SIM, subscribe to Carrier, for tracking?

Yes, you need to purchase a GSM SIM, subscribe to a service provider to enable to get tracking. Location information from the tracker is sent or received through SMS/GPRS protocols. You need not have GPRS activated for this tracker to work. The tracker can use SMS protocol for tracking.

3. Which GSM Service provider I should subscribe? What package I should take? Whether it should be post paid or prepaid ?

We strongly recommend AirTel service provider. Ideally you should take a package where there is minimal monthly rental with large SMS package. For example AP circle has Rs 99 per month unlimited SMS package (prepaid), similarly you will have packages for other circles, you need to enquire from the service provider.

4. Why are you recommending AirTel ? . Will this not work with any other GSM service provider? What is your motive behind this recommendation?

The tracker will work with all the GSM service providers. You are free to choose from any of the service providers.

There's a technical reason behind our recommendation to use AirTel service provider. GPS signals by its virtue can not be received in concealed environments; unlike radio waves; the tracker device you have purchased needs clear view of the sky to receive the GPS signals. Only in the case of the tracker device being open to sky you would get the exact locations. This is by the virtue of signals, nothing to do with the product quality/feature, its same for all GPS device world wide.

We have taken steps to find out the location by means Cell Tower triangulation, in the absence of GPS signals. The locations derived by this method will be around 1 km radius in city settings. We have large database of Cell Tower information of AirTel service



provider, this will help you to get the location with more confidence when compared to other operators. This is the reason we recommend AirTel service provider. We do not have any formal understanding with AirTel.

5. Do you need to pay for SIM, and subscribe?

Yes of course, you need to have an active connection with enough credit balance for the tracker to work.

6. So I am paying for the GSM service provider, are there any other charges? Any other hidden charges ?

You will need to purchase Rs 499 tracking subscription per year package for tracking on our website for 100 instances (times) . However, for one month this service is FREE. If the usage pattern is higher and is commercial in nature you need to buy additional packages of Rs 499. You are encouraged to discuss this requirement with SatGuide support executive on the ongoing current offers on tracking subscriptions. There are no other hidden charges.

7. I am confused, why should I pay Rs 499 per year for tracking on website? Are you saying that I cannot use the tracker if I do not buy the subscription?

In the answer to the question number 4, we said we will try and track the device through cell tower triangulation if the tracker is in a concealed location where GPS signals are difficult to receive. The charges are for these unique reverse geo coding services and for the ever present technical support.

However, please note that you can still track your device without paying the subscription to us; however you will not be able to track the location in the above said conditions (non availability of GPS signals). Our support executive can configure the tracking device in such a way that it sends information straight to your mobile phone when ever you call (ping) the device. If your mobile phone has GPRS capability and has active GPRS services, you can actually view the location on a map. If your mobile device does not have GPRS capabilities, you would get an SMS with Latitude & Longitude information. You need to go to internet and search for the location by typing this information on the web.

8. What is the warranty of the device?



You have one year replacement warranty on the device motherboard; however, there is no warranty applicable on GSM chip or abused usage. SatNav's decision is final on the assessing the warranty clause.

9. What is the accessories I get along with the device?

Along with the device, you get two batteries, a room charger, a magnet cover which can help the device to be stucked to any metallic surface and a wire which can connect to the car/vehicle battery, so that it remains as a permanent fixture

10. Can I ask the tracker to log the location at preset intervals? Can I do that my self?

Yes you can, you can do that yourselves by logging into your account at www.sattractx.com or call and tell your requirement to our support executive. Our support executive will do that on your behalf.

11. Where can I see the activity of the tracker?

You can see the activity of the tracker at www.sattractx.com . Our support executive will help you to register your device and explain the functionality and usage.

12. I have multiple device requirements for a commercial tracking project, can I use the same product & service and track in www.sattractx.com

You can, we would be eager to hear your requirements

13. What additional features you have in this tracking device ?

- This tracker device can be effectively used as a personal tracker, there is a convenient SOS button, when pressed in emergency communication notification can be sent instantaneously to preset numbers.
- There is a Geo fence feature, this feature allows you to configure a authorized region for your tracker, this means that if the tracker moves out of the region, you get an alert, for example, you can configure the tracker and say that if it moves beyond Connaught place, you get an alert, you would get that alert saying that the device has moved from its authorized geographic zone. Our support executive will be configuring this Geofence for you on your request



- This tracker also has a voice surveillance feature, which means that you can clearly hear the activity around this tracker in your mobile phone if you wish to; our support executive will be able to configure this on your specific request.

14. Will this tracker be used as antitheft device?

Absolutely, the tracker itself is miniature (match box sized) device, you are given a long battery harness cable, which you can use to harness the batter power from the car, thereby removing the battery charging issue, when adequately concealed, the device can be an effective antitheft device.

15. You have given me 2 batteries, what for?

One will be in the device and one can be in charged condition through a battery room charger bay, so that the device can be in working condition on continuous basis.

16. Why there are two covers one seems to be magnetic cover?

Magnetic cover is to provided so that you do not need an classic installation in a vehicle per se. The device can stick to any metallic surface in your vehicle.

17. Who will connect the battery wire harness to the vehicle battery?

Though the positive and negative indications are very on the battery harness wires, we strongly suggest that you should not attempt connecting this wire to the car/vehicle battery. Any technician form your neighborhood Car accessory shop can setup this connection.

18. I Get Low battery message all the time and it's not at uniform interval, what should I do?

You get low battery messages, when the device battery is low, power is central to the tracking solution, this is the reason that we have provided 2 batteries so that that you can charge in your room while you use one in the device, additionally, the a wire connector is provided as standard accessory which you should get it fixed in your car with its battery so that you eliminate powering woes. When ever the car is ON, the device is on a continuous charging mode.



Yes, when the battery power goes, beyond a threshold; it triggers messages that battery is low; messages will not be uniform because threshold variance is not constant. There is no method currently available to stop these messages, only options available are to charge the device or switch off the device.

19. I am not getting any location link when I am trying to locate by ringing, I used to get a link when I dial the tracker, when I click the link, I used to get the location on a Google map. My Mobile device has GPRS services.

Provided that the device is charged adequately and you have adequate charge left in the SIM, you should get the location unless the device is in a place where GPS signals are not received. When GPS device is not receiving GPS signals it will not send the location to you on a mobile.

You should call the call center and ask the support executive to change the mode and you should go to your web account on www.sattractx.com and check the location. You would get the location based on cell tower triangulation. In city settings the location will be in one KM radius. To avail this web tracking services, you should have purchased our Rs 499 subscription.

20. How much time does it take to install the device typically?

You will take anything around 15 to 20 minutes maximum for GPS to get the signals for the very first time. Its called "Cold Start". However this will not be the case for regular usage, location will come instantly. When you install the SIM, along with the charged battery, It takes some where between 1 to 2 minutes that the device recognizes the SIM, there after the device tries to acquire GPS signals, Important thing here to note is that the device should be kept in open with a very clear view of sky to receive the signals for the first time, This cold start will take anyway between 10 to 15 minutes, after patiently waiting for the said time, ping the device to get the location. Only after getting this information, try installing in the Car /vehicle.