

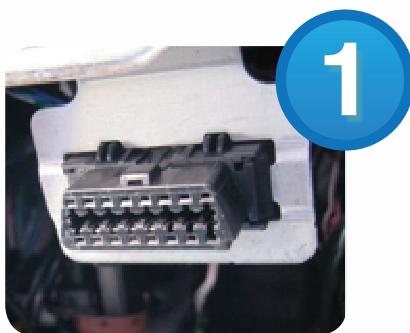


## GPS Vehicle Tracking Device



**PROTECT AMERICA™**

# Installation



1

## Note:

Locate the IMEI number on the sticker affixed to the GPS tracking device and write it down. You will need this later when you call to activate your device.

**Connect** the tracking device to your vehicle's OBD Port. It is generally located beneath the driver's side dashboard.



The port may have a cover that, prior to installing the tracking device, will need to be removed.



2

Keep your vehicle **door open** until the LED labeled "G" lights up, indicating a GPS connection. This could take from 4-20 minutes. The engine does not need to be on.



3

Wait an additional **5 minutes** for the unit to receive its programming.



4

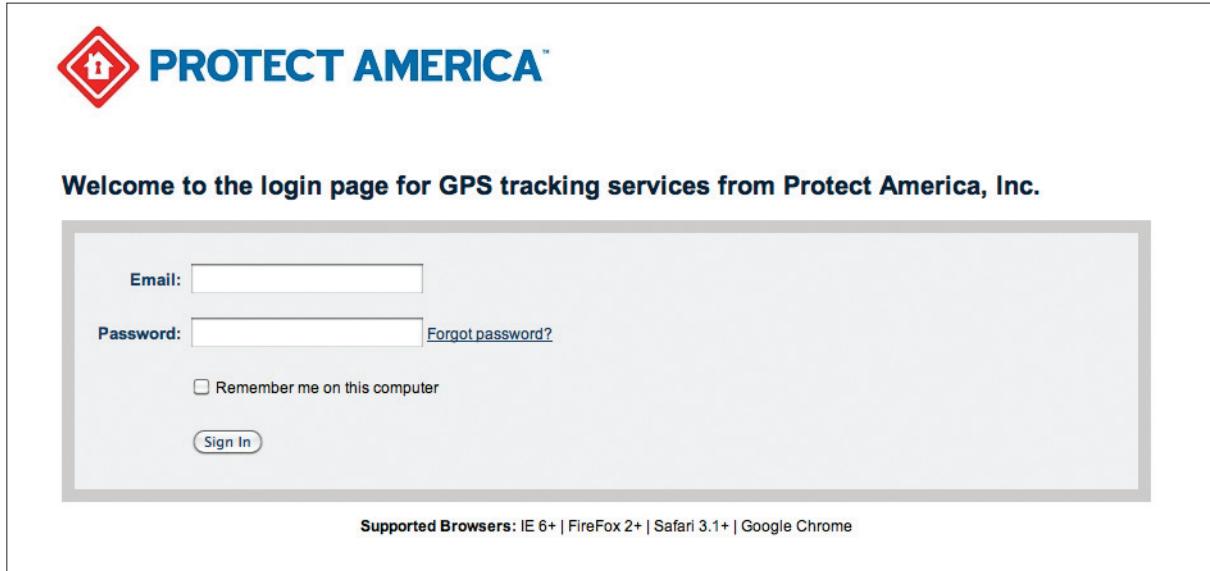
Call **1-800-951-5111**, to have the device activated.

# Tracking the Device

## The User Website

Access the User Website using the following web address:  
<http://protectamerica.u-raq.com>.

Login using the username and password provided to you  
(this can be changed after your initial login).



The screenshot shows the login page for Protect America GPS tracking services. At the top is the Protect America logo. Below it, a message reads "Welcome to the login page for GPS tracking services from Protect America, Inc.". A large grey rectangular box contains the login form. It includes fields for "Email:" and "Password:", a "Remember me on this computer" checkbox, and a "Sign In" button. Below the form, a note says "Supported Browsers: IE 6+ | FireFox 2+ | Safari 3.1+ | Google Chrome".

You can locate the device's current location by clicking Locate Now.



A red arrow points from the text above to the "Locate now" button in the screenshot. The screenshot shows the Protect America GPS Tracking Services dashboard. At the top is the Protect America logo and the text "GPS Tracking Services". Below is a "GPS Location Summary" table:

GPS Device Name	Last Location	Last Status	Last Report	
<a href="#">Hoss's Truck</a>	340 Park Dr, Georgetown-Round Rock, TX, USA	<a href="#">Stopped</a>	40 minutes ago	<a href="#">Locate now</a> 

A request will be sent to the tracking device  
to update its current location.



The screenshot shows the Protect America GPS Tracking Services dashboard. At the top is the Protect America logo and the text "GPS Tracking Services". Below is a message: "Sending request to Hoss's Truck to report its current location. This screen will refresh automatically. Please be patient." A horizontal bar at the bottom includes icons for overview, history, notifications, settings, faq, and support. The "notifications" icon is highlighted with a red circle.

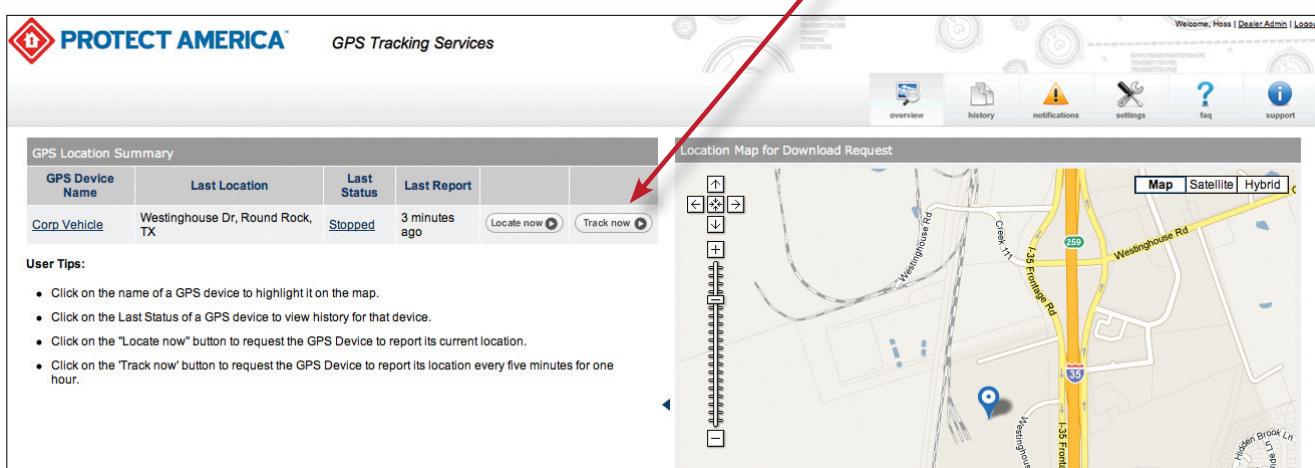
# Tracking the Device

## The User Website

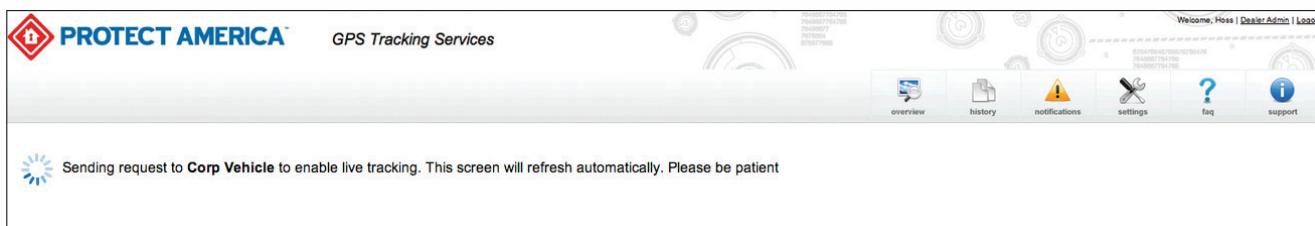
You may then click the History Tab to view the vehicle's location.



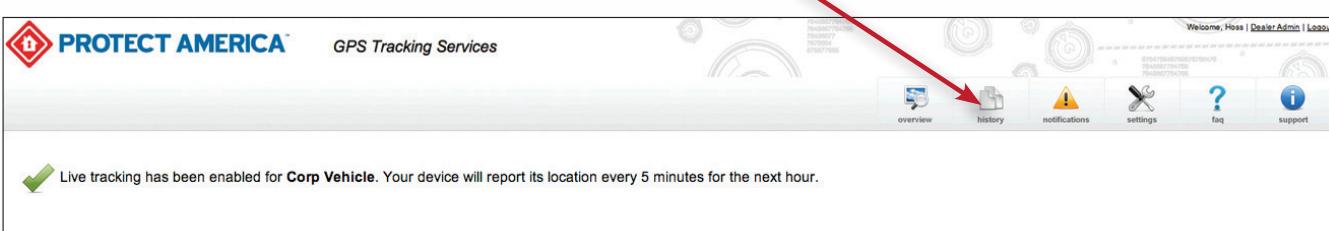
To have the device report its location every 5 minutes for 1 hour, click Track Now.



A request to enable live tracking will be sent to the device.



Using live tracking, the device will now report the vehicle's location every 5 minutes for the next hour, which you may view using the **History Tab**.



# Tracking the Device

## The History Tab



To view the tracking history for the device, click **View**.

**GPS Device list for Hoss**

GPS Name	View History	Service Plan
Hoss's Truck <a href="#">change name</a>	<a href="#">View</a>	<a href="#">Advanced</a>

User Tips:

To view the **tracking history** for the device by date, simply select a date or date range from the drop down menus, and then click **Go**.

All Readings | Trips | Stops | Speed Alerts | Zone Alerts

For: Hoss's Truck from: Oct 31 2011 to: Nov 7 2011 Go Displaying 1 - 25

Location	Speed (mph)	Event Type	When
1. Westinghouse Dr, Round Rock, TX	0	Requested Position	Fri Jul 2 2010 8:59:01 AM
2. Westinghouse Dr, Round Rock, TX	0	Requested Position	Thu Jul 1 2010 4:44:37 PM
3. Westinghouse Dr, Round Rock, TX	0	Heartbeat	Thu Jul 1 2010 12:55:08 PM
4. Westinghouse Dr, Round Rock, TX	0	Heartbeat	Wed Jun 30 2010 12:55:01 PM
5. Westinghouse Dr, Round Rock, TX	0	Heartbeat	Tue Jun 29 2010 12:54:53 PM
6. Westinghouse Dr, Round Rock, TX	0	Heartbeat	Mon Jun 28 2010 12:54:46 PM
7. Westinghouse Dr, Round Rock, TX	0	Heartbeat	Sun Jun 27 2010 12:54:39 PM

Locations for Corp Vehicle

Westinghouse Dr Fri Jul 2 2010 8:59:01 AM Note: alone

# Tracking the Device

## The History Tab

You may also view the history for specific events such as:

- Trips
- Stops
- Speed Alerts
- Zone Alerts

All Readings | **Trips** | Stops | Speed Alerts | Zone Alerts

Viewing the history for trips will show starting point, stopping point, and duration of trips.

All Readings | Trips | **Stops** | Speed Alerts | Zone Alerts

Viewing the history for stops will show locations where the vehicle ignition was turned off.

All Readings | Trips | **Stops** | Speed Alerts | Zone Alerts

Viewing the history for speed alerts will show when the vehicle exceeds your custom speed limit.

All Readings | Trips | Stops | **Speed Alerts** | Zone Alerts

Viewing the history for zone alerts will show when the vehicle entered a specific zone.

All Readings | Trips | Stops | Speed Alerts | **Zone Alerts**

# Tracking the Device

## The Notifications Tab



You can receive notifications on the following:

- Zone Alerts
- Ignition Alerts
- Speed Alerts
- Lock Alerts
- Low Battery Alerts

**Manage Your Alert Notification Settings**

- You can configure the system to send email messages and record history upon the events listed below.
- The notification will include the location and time of the event.
- Click on an underlined item below to set up a notification.
- Notifications are sent to a maximum of three email addresses. This can include text message notifications and/or email notifications.

GPS Name	<a href="#">Zone Alerts</a>	<a href="#">Speed Alert</a>	<a href="#">Low Battery Alert</a>	<a href="#">Ignition Alerts</a>	<a href="#">Lock Alerts</a>
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Zone Alerts allow you to set up notifications for when the vehicle enters and exits a specific area.

**Manage Your Alert Notification Settings**

- You can configure the system to send email messages and record history upon the events listed below.
- The notification will include the location and time of the event.
- Click on an underlined item below to set up a notification.
- Notifications are sent to a maximum of three email addresses. This can include text message notifications and/or email notifications.

GPS Name	<a href="#">Zone Alerts</a>	Speed Alert	Low Battery Alert	Ignition Alerts	Lock Alerts
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To set up a new zone, click Add New Zone.

[«back](#)

**Managing Zone Notifications for Hoss's Truck**

Configure up to three zones and receive notifications when your GPS device moves in or out of the designated areas. Click to add a new zone or c

[+ Add new zone](#)

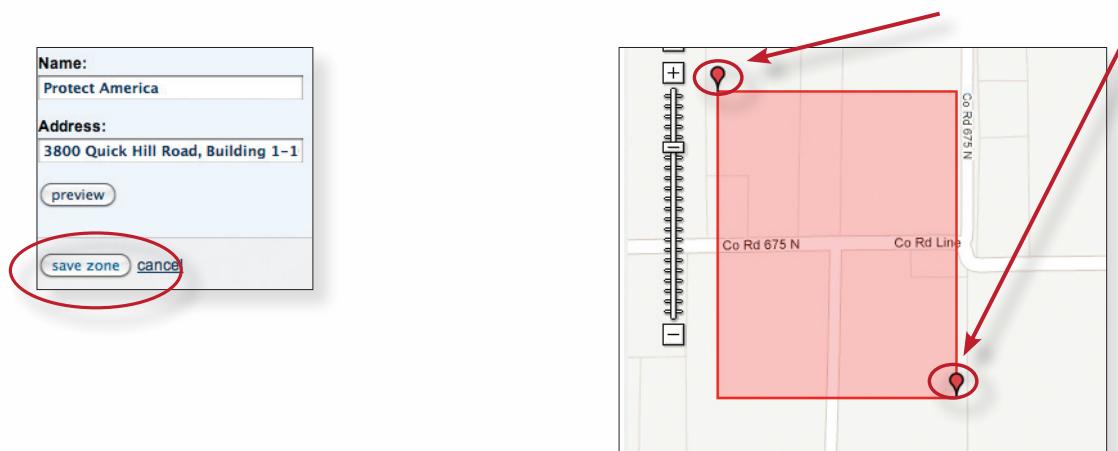
# Tracking the Device

## The Notifications Tab

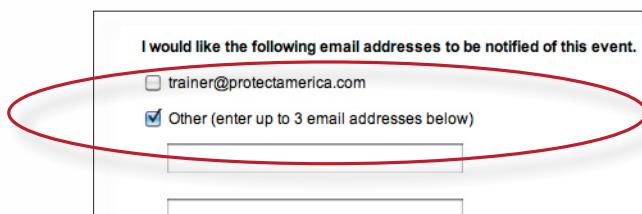
Enter the following information into the corresponding box. Once that is complete, click **Preview**.



A red box will appear on the map over the address you have entered. To adjust the zone, click and drag the **red corner markers** to the desired position. Once the zone is defined, click **save zone**.



At this time, you also have the option to add 3 additional email addresses to be notified of this event.



# Tracking the Device

## The Notifications Tab

Speed Alerts allow you to set up notifications for when the vehicle exceeds your custom speed limit.

**Managing Speed Notifications for Corp Vehicle**

Speed limit:  mph

Send email notifications to the following email addresses when the speed limit is exceeded.

trainer@protectamerica.com  
 Other (enter up to 3 email addresses below)  
 Enable Speed notifications (uncheck to disable Speed notifications)

**Save**

Low Battery Alerts allow you to set up notifications when the power supplied to your GPS device goes below 10.8 VDC.

Please Note: This alert does not provide notification when the power is removed from your GPS device.

**Managing Low Battery Notifications for Corp Vehicle**

Receive email 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.

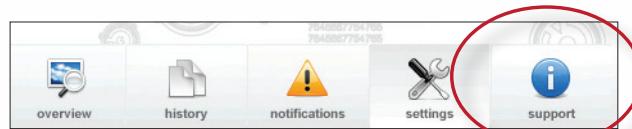
I would like the following email addresses to be notified of this event.

trainer@protectamerica.com  
 Other (enter up to 3 email addresses below)  
 Enable

**Save**

# Tracking the Device

## The Settings Tab



The Settings Tab allows you to:

- Activate Additional Users
- Specify Time Zones
- Change your username and/or password.

To **Activate Additional Users** to the account click **Create a new user.**

(GMT-06:00) Central Time (US & Canada)

save settings

Manage Users (1 total)

+ Create a new user

Corp VW (trainer@protectamerica.com) - edit  
logged in 2 months ago

First Name

Last Name

Email/Login

Enter a valid email address for the user to use to login to protectamerica.u-raq.com

Password

Confirm Password

# Tracking the Device

## The Settings Tab

To specify your **Time Zone** select from the drop down menu.

The screenshot shows the 'General Settings' section of a web application. At the top, there is a heading 'General Settings'. Below it, a 'Time Zone' section with the sub-instruction: 'Please specify your time zone. This will ensure that all times displayed within the application are converted to your local time.' A dropdown menu is open, showing '(GMT-06:00) Central Time (US & Canada)' as the selected option. A red arrow points from the text 'To specify your Time Zone select from the drop down menu.' to this dropdown menu. Below the dropdown is a 'save settings' button. The 'Manage Users' section follows, showing one user entry: 'Corp VW (trainer@protectamerica.com) - [edit](#)' and the note 'logged in 2 months ago'.

You can also **Change your username and/or password** within the settings tab. To do this click **edit** located by your name at the bottom of the screen.

This screenshot is identical to the one above, showing the 'General Settings' page. It highlights the 'Time Zone' dropdown menu and the 'edit' link for the user 'Corp VW'. A red arrow points from the text 'To specify your Time Zone select from the drop down menu.' to the dropdown menu, and another red arrow points from the text 'You can also Change your username and/or password within the settings tab. To do this click edit located by your name at the bottom of the screen.' to the 'edit' link under the user list.

# Tracking the Device

## The Support Tab



The **Support Tab** provides contact information to Protect America, Inc. as well as a link to frequently asked questions (FAQ's)

### **Customer Support**

To obtain support, update your contact information, purchase additional GPS tracking devices, or to change your service plan, please contact:

**Protect America, Inc.**

**1-800-951-5111**

[support@protectamerica.com](mailto:support@protectamerica.com)

[www.protectamerica.com](http://www.protectamerica.com)

When contacting us, please reference your Customer Name: Protect America, Inc.

### **Useful Resources**

[FAQs](#)

[Contact Us](#)

# FAQ's

## What do the lights on the u-TRAQ device mean?

O = Power

C = Cellular Connection

G = GPS Connection

OBD  
Amber

Cell  
Blue

GPS  
Green



Status LED Definitions

OBD LED	Cell LED	GPS LED	Ignition State	Mode
N/A	Slow Blink	Solid On	On	No GPS Fix
N/A	Slow Blink	On/Blinking (the number of blinks is the number of satellites acquired)	On	Active with GPS Fix
N/A	Slow Blink	Solid On	Off	Sleep

### What if I forget my login and password for the tracking website?

Click the "Forgot password" icon on the login page. You will be prompted to input the email address used when your account was setup. Press the "Reset Password" button. Once you have sent the request, Protect America will email you instructions to reset your password.

# FAQ's

## **Can I cover up the lights on the device?**

After installation, the lights may be covered up with no effect on the device's performance.

## **Is this a satellite-based vehicle tracking system?**

Yes, the tracking unit determines its location from satellite signals.

## **How accurate is the location?**

The u-TRAQ mapping system uses the United States 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.

## **What type of mapping does u-TRAQ use?**

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

## **Does the device need to be recharged at any time after it is installed?**

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

## **What happens if the device is unplugged from the vehicle?**

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.

## **Can I create a custom report?**

Yes, you can export reports to a .csv file (Excel® document, Microsoft® Word document, etc.)

## **Can I receive email alerts for speeding vehicles or other triggers?**

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.

# FAQ's

## **Why does my history report indicate multiple events during the same time and location?**

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 known location.

## **How long does the "Track Now" function report?**

Track Now reports events every 5 minutes for one hour.

## **My tracking unit has stopped reporting. What should I do?**

You may need to reset your device. Simply unplug the device, wait five minutes and plug back in.

# FAQ's

## What does each of the Event Types in the Location History mean?

Event Type	Definition
Normal	Location reporting every 5 minutes while engine is on.
Engine On	Indicates that the vehicle's ignition has been turned on.
Engine Off	Indicates that the vehicle's ignition has been turned off.
Speed Alert	Notification when a vehicle exceeds a user-defined speed limit.
Zone Alert	Notification when your vehicle moves in or out of a user-defined area.
Requested Position	User initiated request to report the locations of a vehicle.
Heartbeat	Indicates a daily test message sent by your u-TRAQ device.
Battery Low	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.
GPS Lock	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 (the device was unplugged and then plugged back in). The event will be logged.

# PROTECT AMERICA



## Customer Care

For fast online assistance, Live Chat with a customer care agent on our website: [www.protectamerica.com](http://www.protectamerica.com)

**1-800-951-5111**

[support@protectamerica.com](mailto:support@protectamerica.com)

**Central Monitoring Station**  
**1-877-274-0604**

Protect America, Inc, 3800 Quick Hill Road, Building 1-100, Austin, TX 78728. 1-800-951-5111. Licenses: AL: 027; AR: E 2001-0538; AZ: ROC114856 (L-67), ROC114855 (C-12); CA: ACO 4115; DE: 06-204; FL: EG13000437; GA: LVA205875; IA: AC-0081; IL: 127-001092; LA: F492; MD: 107-1657; MI: 8714 Huckleberry Lane, Lansing MI. 48917. Lic #3601202409; **MS: 15005347**; Licensed by the Alarm Systems Licensing Board of the State of North Carolina NC: 635-CSA; NJ: Burglar alarm and fire alarm bus. Lic. #34BF00023700; NM: 60519; **OK: 739**; PA: PA023169; SC: BAC 5432, FAC 3104; TN: 00000265; TX: B16272, ACR-1204; UT: 345548-6501; VA: 11-3129; WA: PROTEAI962LD; WV: WV032962

**For information regarding our return policy visit | [returns.protectamerica.com](http://returns.protectamerica.com)**