motor*trace*.com

Website User Manual

Version 0.9.3

The home of satellite tracking

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1. Introduction

Motortrace.com is a web-based application which allows real-time tracking of cars, trucks, caravans, pets and other equipment. Previous journeys can be viewed and animated on the map, and detailed reports generated. Distance and speeds can be monitored and analysed.

The software is suitable for most tracking applications, from wanting to know the current whereabouts of a single caravan or cherished vehicle, to managing a whole fleet of trucks.

It can also be used to track the location of pets, luggage, parcels or mobile phones.

This manual is designed to help users to start to understand and be able to use the wide range of features which motortrace.com offers. It assumes a basic knowledge of web browsers and a working internet connection.

Text highlighted in Blue throughout this manual refer to links which can be clicked on the web page. A explanation of text in turquoise can be found in the glossary which at the back of this manual.
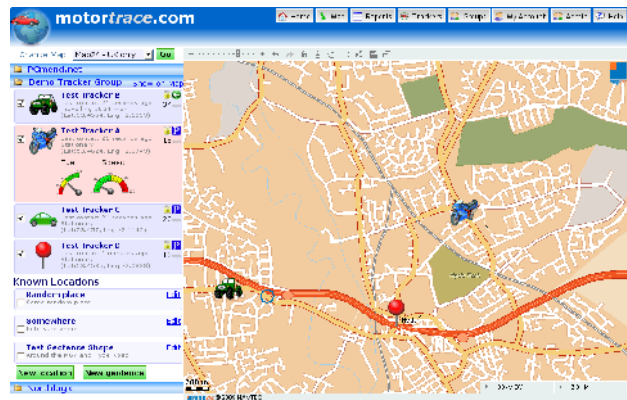
2. Quickstart

To use the tracking features (except free tracking) you must be a registered user. See chapter 3.1 for details on new user registration.

1. Once logged in, you must add a tracker to your account. If you have **tracker credit**, skip to part 2. Otherwise, **credit** is added by clicking on '**Purchase Tracker Credits**'. Once payment has cleared, you will be credited with **tracker credit**.

2. **Tracker credit** allows you to create a tracker, which you can do from the '**Create Tracker**' page. The **device name** is normally the **IMEI** code of the tracker.

3. Once created, you can view the tracker(s) in the **Trackers** page, and further details for the tracker can be viewed by clicking on the tracker.

4. Turn the tracker on (with all relevant power, aerial and SIM card connections). It may take a few moments for it to acquired a satellite lock and begin sending data. Please consult the Tracker User Manual for further details on tracker setup.

5. The location of the tracker (after data has been sent) can be viewed from either the **Map** page or the **Tracker Details** page.

Congratulations, your tracker is now set up and working! You can now go on to add POI's, geofences, generate reports and explore many other features.

6. Add a **POI** or a **geofence** to your group. These allow you to see more easily when a tracker enters a region whose boundaries you can specify, and this helps to make reports more readable. Go to **Groups** then click on the **POI** or **Geofence** tab. Click on **Create a new location**, then either add the **latitude** or **longitude** of places you know, or click on the map. **Known places** can also be added later from journey reports. See chapter 7. **Geofences** can be used as the basis for **alerts**. See chapter x.

7. If reporting is enabled for your tracker, select **Reports**. Select the report type you want, the required trackers and then start and end dates for the report. Finally select the **report format**.

8. You can upgrade and renew your **tracker features** by visiting the **Tracker Details** page and selecting the **Features** tab. This will show you all the current features, and give you the option to upgrade if applicable.

3. Users

3.1. User Levels

There are four main user levels, each automatically inheriting the privileges of lower user levels. Users and trackers are split into groups, with each group potentially having different users and managers. It is possible for a user to be a basic user in one group, and a manager in a different group. It is also possible to disable user accounts to prevent login by setting the user as inactive.

For **self-registered** users, upon successful email address validation they will become a **group manager** for their new group. They will not be able to create sub-users unless permission is granted by an administrator.

Level 0: Anonymous user

- Ability to register, and access to login facilities
- Can request a password reset for an existing user
- Can fill a shopping cart
- Can view help and product information pages

Level 1: Basic user

All of Level 0, and also:

- Can login, and change their user preferences, email address and password.
- Can view tracker information and position for trackers for which they are the current driver

Level 2: Normal user

All of Levels 0 & 1, and also:

- Can view all the trackers in their groups
- Can view other groups members
- Can change the current tracker driver

Level 3: Group Manager

All of Levels 0,1 & 2, and also:

- Ability to create new users
- Can edit users in their groups
- Can purchase site credits
- Ability to add trackers to system (subject to relevant credits)

- Ability to upgrade and edit existing trackers
- Can view current and past orders and invoices

Level 4: Administrator

All of Levels 0,1,2 & 3, and also:

- Can create new groups
- Can assign site credits to sites
- Can view all users and all trackers
- Can create invoices

3.2. New User Registration

It is possible to register for a free motortrace.com account on our registration page. Registration is a simple two-step procedure and requires a valid email address.

Step 1:

You will need to fill in the following information on the registration form:

- **Name:** This is your real name as it will be displayed around the website.
- **Username:** The identification that you will login with. It must be unique, only contain letters and numbers, and must be at least 4 characters long.
- **Email:** This is your email address, which is required as it will be used for your account verification. We will not send unsolicited mail to any email addresses we have on record in accordance with our website privacy policy.
- **Address:** If postal verification is necessary, you will need to input your address and **Postcode.**
- **Telephone Number:** *(optional)* This will help us to contact you if there is a problem with your account.
- **Fax Number:** *(optional)* This will help us to contact you if there is a problem
- **Password:** You must enter a password between 4 and 16 characters in length. Passwords should not consist of dictionary words, and should contain a mixture of letters and numbers.
- **Retype Password:** You must retype your password in case you made a mistake.
- **Terms and conditions:** You must read and agree to all our terms and conditions before you can create an account.
- **Anti-Spam Code:** You must enter the five capital letters which you see in the image just above the box. If you are not sure what the letters are, click on 'Refresh Code' to change them.

When you have entered all your information, click on 'Save'.

If there were any problems with your data, the 'New User Registration' form will reappear with an error message telling you what is wrong. Please correct the error, click on 'Save' again, and continue to step 2.

Step 2:

A page should appear which asks for an 'ID'. This is a 32 character string which has been emailed to the address which you specified.

If you do not receive an email within a few minutes, please check if it is in your junk mail folder.

The email will instruct you to either copy the ID string from the email to the website, or to click on the link provided in the email. Doing either will activate your account, and allow you to login with the username and password specified in step 1.

3.3. Creating a user

To create a new user you must be a Group Manager for at least one group and have permission to create and edit users. By default, self-registered users do not have such permissions, and must request them.

From the My Account > Users page you should be able to see a 'Create New User' button which you should click on. Then you will be presented with a form where you can fill in the details of the user.

- **Username:** The identification that the user will logon with. It must be unique, only contain letters and numbers, and be more than 4 characters long.
- **Password:** This will be checked each time the user logs onto the system. It must be more than 4 characters long.
- The **Real Name** of the user is used to welcome the user onto the site, as well as

identifying them as a driver in journey reports.

- The **Email Address** of the user is mandatory as it is used to remind the user of a forgotten password and to reset their account. Note we will not send unsolicited mail to any email addresses we have on record in accordance with our website privacy policy.

- The **Telephone Number** and **Fax Number** are not mandatory, although are useful if problems arise with a user account.

- If the user is **Active** they can login and use the website.

- If you are a Group Manger for more than one group, you will need to select a group from the drop-down box. They can be added and removed from more groups later, in the admin user pages.

Once your have filled in all the relevant information, clicking on 'Save' will save any changes you have made, or report any errors if you have made a mistake. 'Reset' will return all the values to their default before any changes were made, and 'Cancel' will not save any changes and return you to your previous page.

3.4. Editing a user

To edit a user you must be a Group Manager for the user you wish to edit, and their user level must be below yours.

From the My Account > Users page you should be able to click on the user you wish to edit, then select the 'Edit' tab.

3.5. Removing a user

A user must remain a member of a group, and therefore cannot be removed from their last group unless they are removed entirely. For changing group memberships including removing users from groups, please see Chapter 5.

To remove a user entirely you must be a Group Manager for the user you wish to remove, and their user level must be below yours.

From the My Account > Users page you should be able to click on the user you wish to remove. Select the 'Edit User' tab, and click on 'Delete'. A pop-up box will ask you to confirm your choice. To confirm, select 'OK', and the user will be removed from the system.

4. Trackers

There are many different kinds of trackers which our system can handle, and each one has slightly different characteristics and communication methods.

4.1. Tracker types

Motortrace.com can communicate with many different types of tracker, and so they are broadly grouped into main groups, and then sub-categorised futher.

Vehicle trackers

- Type 1:   Basic Vehicle
- Type 10 :   Bluetooth Vehicle

Caravan trackers

- Type 101:   Basic Caravan
- Type 111:   Bluetooth Caravan

Phone trackers

- Type 201:   Phone tracker v0.9
- Type 202:   Phone tracker v1.0

Pet trackers

- Type 301:   Pet tracker

Key-fob trackers

- Type 401:   Key-fob tracker

4.2. Creating a new tracker

To add a new tracker, you must have:

- **Group manager** permissions
- Spare **tracker credit**

From the **Tracker** list, click on **Create New Tracker**.

Note: If you cannot see this button, you must not meet the requirements above.

If you have **group manager** permissions for more than one **Group**, and those groups have **tracker credit**, you will be required to choose a **Group** from a drop down menu. Once part of a **Group**, a tracker can only be moved by an administrator.

If you have different types of tracker credit on your chosen group, you will be required to choose a **tracker type.** This is a drop-down box for selecting the type of tracker you wish to add. Different types of tracker connect to the server in different ways, and selecting the wrong type could stop the server from receiving data from your tracker. Once created, the **tracker type** can only be changed by an administrator.

You will then be presented with a page where you can enter the tracker details:

The **Device Name** is unique to your tracker, and once created cannot be changed. It is normally the **IMEI** number of your tracking device, and some tracker types will create this automatically. If you wish to change the **Device Name** please contact your administrator.

If your account has multiple **Mapping Provider**s, or you require mapping for multiple regions, you can select the provider or region from the **Mapping Provider** drop-down. Only trackers within a single region can be viewed on the map at any one time.

The **Nickname** provides a more friendly name for you to identify your tracker. It does not have to be unique, although to avoid confusion it is advisable.

The **URL Access Hash** allows you to share the location of your tracker with friends, without needing to divulge your password. Leaving the **URL Access Hash** blank will disable this feature. The URL you can access to view a map is http://www.motortrace.com/trackerID-**URL Access Hash**
Once the tracker is created, this link is created for you and can be viewed from the **Tracker Details** page.

The **Phone Number** is the phone number of the SIM card in the tracker. To remotely configure trackers it is necessary to know the **Phone Number**.

Choosing an **Icon** from the drop-down menu allows you to customise the image which will be seen via each tracker in the list view and on the maps. It helps to distinguish between different trackers.

If you have multiple **Drivers** for a group, you can specify the default driver for this tracker. For more information on Drivers please look in Chapter 3.

Once your have filled in all the relevant information, Save will save any changes you have made, or report any errors if you have made a mistake. Reset will return all the values to their default before any changes were made, and Cancel will **not** save any changes and return you to your previous page.

Once you have successfully created your tracker, you should ensure that the inputs are correctly setup. Click on 'Edit Tracker' to bring up the Tracker Inputs section.

4.3. Editing a tracker

To edit a tracker, click the tracker name from Trackers list. In the overview tab, click on the 'Edit Tracker' button. The process for editing a tracker is the same as for tracker creation, except the device name and tracker type cannot be changed.

The Tracker Inputs must be setup correctly for the reports to work. If the tracker has auxillary items connected (e.g. Fuel Level Monitoring) then ensure that it is selected.

To change the mapping or upgrade the tracker features, please select the 'Features' tab

4.4. Upgrading a tracker

To upgrade a tracker, click the tracker name from My Trackers > Tracker List, and then select the 'Features' tab. This will display all the current tracker features.

Clicking on 'Activate' or 'Renew' for a feature will show you your options for that type of tracker. Here, 'Renew' has been selected, and the options are shown below.

There are now three options which you can select depending on how you wish to pay for

the upgrade. The options that you see may be slightly different depending on the **tracker type**.

Using Group Credit

This allows you to buy **credits** in bulk, and assign them to trackers as you wish. Here, there is one **credit** remaining. If you clicked on '**Renew using credit**', one **credit** would be removed from the group, and the tracker renewed for a period of one year.

Single Upgrade

This allows you to purchase a one-off upgrade, for example if you only had one tracker. Clicking on '**Purchase Renewal**' will add an upgrade for that tracker to your **shopping cart** (see Chapter 9). Once payment has cleared, this tracker will be automatically upgraded or renewed for an extra year.

Purchase Group Credit

Clicking on '**Purchase Credit**' will add a **credit** for this **tracker type** to your **shopping cart**. The quantity can be changed from the **shopping cart** page. Once payment has cleared, **credits** will be added to this group, but this tracker will not be automatically upgraded or renewed.

4.5. Removing a tracker

To remove a tracker, click the tracker name from **My Trackers > Tracker List**. In the overview tab, click on the '**Edit Tracker**' button, then click on '**Delete**'. A pop-up box will ask you to confirm your choice. To confirm, select '**OK**', and the tracker will be removed from the system.

5. Groups

5.1. Creating, editing and removing groups

Groups can only be created, modified and removed by an administrator.

5.2. Editing group membership

If a group manager has more than one group, they can move users between those groups. From the **List Groups > Members** page, select a user from the 'Add a User' box, select a **User Level** and click on '**Add user to group**', as shown in the following image.

The membership level of existing users can be changed by modifying the drop-down box next to the user's name. Whether or not they appear on the drivers list for this group can also be edited from this page.

6. Maps

Mapping is central to the tracking service, although the website can be used to just provide a latitude/longitude and reports if mapping is not chosen.

6.1 Map Providers

The mapping platform can be used with the following providers:

MapSolute

OpenStreetMap

Mapping for one country with MapSolute is normally included in the annual vehicle and caravan tracker subscription cost, and is necessary for some of the reporting. Phone, pet and luggage tracking use OpenStreetMap unless specified otherwise.

It is possible to upgrade your mapping options for each tracker in the **Trackers** > **Features** section of the website when you are logged in. Upgrade options include:

- Changing mapping provider
- Adding detailed mapping for more than one country
- Adding aerial photography

6.2 Mapping regions

The mapping region is dependent upon the mapping provider.

MapSolute — Coverage of the UK is provided as standard, but the whole of Europe is available as an upgrade.

OpenStreetMap — Basic coverage of the whole world is provided, and parts of the USA, UK and Europe are detailed.

6.3. Viewing the live map

To view the live map, click on the 'Map' button on the menu bar. Trackers, geofences and POI's will appear on the left and the map on the right.

6.3.1 Viewing live tracker positions on the map

Click on a tracker to add it to the map.

Note: Trackers are organised by groups, and to see the tracker you may have to click on the group name to open up that group. Clicking on the group name hides and shows the tracker list for that group.

When a tracker is visible on the map, the background for that tracker turns darker blue.

When a tracker is in focus, the background for that tracker turns red. Extra information about that tracker may also appear, such as fuel and speed gauges. Click on the tracker again to remove focus from that tracker.

The map page will automatically be updated with the live positions of trackers every 30 seconds, and if a tracker is in focus, the map will auto-centre on that tracker.

Click on a tracker to add or remove focus from that tracker. Untick the checkbox to remove a tracker from the map.

To add or remove all the trackers in a group to the map, click on the 'Show on Map' link next to the group name.

6.3.2 Viewing POI's and geofences on the live map

POI's and geofences can be viewed on the map at the same time as the live trackers.

Click on the POI or geofence to add it to the map or centre it on the map.

To remove a POI or geofence, untick the checkbox next to the geofence.

Note: Clicking on the POI or Geofences heading will show or hide the POIs or geofences for that group.

7. POIs

POIs give a location name in **journey reports** and on the **map** when a tracker comes near the POI. By inputting the location of places which you regularly visit, your reports will become more easily readable. They also facilitate the use of trackers as timesheet generators, as it will show when the user arrives and leaves a POI, such as "Central Manchester Office".

POSs can be input manually by the user from the '**Add a POI**' link, or can be created by clicking on the small 🏠 icon in a **html journey report**.

POI are group specific, and so will only appear for the trackers in the same group as the poi.

7.1. Adding, editing and removing a poi

From the **Group Details** page, select the **POI** tab. This should give a screen which looks similar to the one here:

The **Location Name** is the place name which will appear in the journey reports when a tracker is within the **geofence** boundaries. *e.g. 'Crown Point'.*

The **Description** is not necessary, but it is useful to put an address of the location in this box. This will help identify the place. *e.g. 'Crown Point, Denton'.*
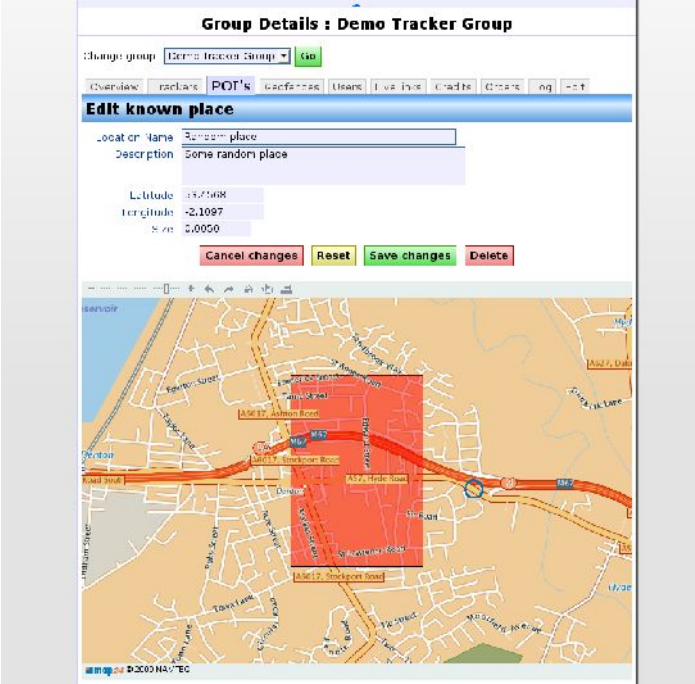
The **Latitude** and **Longitude** mark the centre of the place in the WSG84 standard. *e.g. '53.4562' and '-2.1138'.*

Size is the number of degrees and minutes in each direction of the **Latitude** and **Longitude** is considered near the fence, to four decimal places. *e.g. '0.0010'.*

Once valid values for the **Latitude**, **Longitude** and **Size** have been filled in, the **POI** will be added to the map. Alternatively, clicking on the map will add a **POI** at that point, overwriting the values in the **Latitude**, **Longitude** and **Size** fields.

Once your have filled in all the relevant information, Save will save any changes you have made, or report any errors if you have made a mistake.

If the **POI** already exists, and you are editing it (as in the above example), you will also have the option to Delete it. This will ask you to confirm the deletion, then remove the known place from the system.

8. Geofences

Geofences allow an area to be drawn onto the map, and if a tracker moves inside or outside of this area an alert can be made. (For more details on alerts, see the Alerts chapter.)

Geofences belong to a group, and so all users within a group can see the geofences for that group.

8.1. Creating a geofence

To create a geofence, click on the group you wish to create the geofence in. Then select the 'Geofences' tab.

On the map, navigate and zoom to the position you wish create your geofence at, then click on the 'Start' button below the map. Click on the positions of the corners of the geofence to see your geofence take shape. When you are happy with the shape, double click the mouse to complete the shape.

Enter a geofence name and description in the boxes provided, and click on 'Save'.

8.2. Editing a geofence

To edit a geofence, click on the geofence name in the 'Geofences' tab. Click on the link below the map labeled 'Edit Geofence'. This will make nodes appear at each corner of the goefence.

To move the nodes, keep "Ctrl" pressed on the keyboard and drag the nodes with the left mouse button.

To add a node, keep "Ctrl" pressed on the keyboard and drag the line where you want the node to appear with the left mouse button.

To remove a node, press "Ctrl" on the keyboard while clicking on the node with the right mouse button. This will make a small menu appear, where you can click on 'Remove Node'

When you are finished editing the geofence, press "Ctrl" on the keyboard while clicking on any node with the right mouse button. This will make a small menu appear, where you should click on 'Submit'. Note that if this step is not carried out, the changes to the can not be saved.

Finally, click on 'Save Changes'.

9. Alerts

Alerts belong to a tracker, and so all alert options are availabe from each Trackers Details page in the 'Alerts' tab.

9.1. Creating, editing and removing alerts

Alerts can be created on any incoming tracker variable. This may be the alarm status, fuel monitoring, temperature etc or a preset geofence (see the Geofence chapter on how to create geofences).

Set the variable from the 'Variable' drop down list. Any geofences available for the trackers in this group will appear at the bottom the of 'Variable' drop down list.

The Alert Type is specific to the variable:

- Alarm or other 0 or 1 inputs:

    Change from 0 to 1 (e.g. the alarm has just started going off)

    Change from 1 to 0 (e.g. the alarm has just stopped going off)

    Any change (e.g. both of the above cases)

- Battery, fuel or other percentage based variables:

    Moves below 10 percent, 20 percent etc

    Moves above 80 percent etc.

- Geofence

    Moves from outside to inside

    Move from inside to outside

    On any change (e.g. both of the above)

Alert methods may be sent via email, sms or as a popup on the map screen for any users currently viewing the map.

The maximum frequency of this alert can be set. This is useful if a tracker is moving in and out of a geofence (e.g. If a tracker is moving along a geofence boundary). This can normally be safely set to 'No Maximum'.

The custom message box allows a message specific to this alert to be sent along with the normal alert message.

The standard alert message depends on the alert type and delivery type, but via email for a geofence is:

Subject: Your tracker <tracker name> has sent a geofence alert

<custom message>

Your tracker <tracker name> has moved past a geofence boundary, which you requested to be alerted of.

Finally, click on 'Save' to create the alert.

To remove an alert, click on 'Delete' and then on 'OK' to confirm alert deletion.

10. Reports

Motortrace can generate many types of vehicle reports to suit your needs. They can be generated at any time from the **Trackers > Reports** section of the website. One report may be run on multiple trackers and/or drivers simultaneously. Reports can be run from any date up until the current date, and can exclude journeys made during out-of-office hours.

10.1. Report types

Standard reporting options include:

Journey Reports

Between Time Reports

Daily Reports

Vehicle Mileage Reports

Driver Mileage Reports

Battery Level Reports

Alcolock Reports

Fuel Level Reports

Alarm Reports

Non Reporting Tracker Reports

Non Journey Reports

Temperature Reports

Overspeed Reports

Only reports relevent to your trackers will be visible to you, so your report list may not include all those displayed above.

Custom reports are also available as either one-offs or as a custom addition to your standard reporting options. For more information on custom reporting, please contact us.

10.1.1. Journey Reports

A **journey report** gives a list of all the journeys a vehicle makes between a start and end date. Clicking on one of the journeys will take you to a more detailed **single journey report**. One report may include multiple vehicles, and may specify start and stop times for each day.

A **journey report** is useful for viewing:

- Journey start and end locations
- Maximum vehicle speeds
- Journey distances
- Rest time

A **journey report** can easily be turned into an automatic timesheet generator, with accurate timing when a vehicle entered or left a car park. When used in combination with driver recognition, both personal and work miles can be accounted for separately.

Start and end locations are looked up in the known places for the tracker group. If found, the known place name will be returned with the address of the location. If the location is not found in the list of known places, in a **html report** an icon is shown which can be used to add it:

Clicking on the map icon by each **start** or **end location** will show a small map of that location.
Beside each journey in the html report, there may be links, which include:

- **More**: displays a detailed journey report for this journey

- **GPX**: download a .gpx file, suitable for viewing in Google Earth or uploading to Open Street Map
- **Map**: display this journey on a **map**, where it can be animated

*Note: these links will not exist if the **detailed data** has been deleted.*

Sample journey report in html format:

Journey Report

Tracker(s):Demo Tracker
Time Period: 00:00 1 Feb 2008 to 23:59 8 Feb 2008
Generated by: andy
On: 23:22 8 Feb 2008

| Vehicle	Driver	Start Date	Start Time	Start Location	End Time	End Location	Distance [km]	Travel Time	Average Speed [km/h]	Max Speed [km/h]	
Demo Tracker	Demo User	Friday 1 Feb 2008	00:10	Saxon Street, Tameside, Greater Manchester	00:27	Known Place A A57, Manchester Road, Tameside, Greater Manchester	9.01	18 mins	49.7	55.6	More GPX Map
Demo Tracker	Demo User	Friday 1 Feb 2008	00:37	Saxon Street, Tameside, Greater Manchester	00:54	Known Place A A57, Manchester Road, Tameside, Greater Manchester	9.01	18 mins	49.2	55.6	More GPX Map
Demo Tracker	Demo User	Friday 1 Feb 2008	01:04	Saxon Street, Tameside, Greater Manchester	01:21	Known Place A A57, Manchester Road, Tameside, Greater Manchester	9.01	17 mins	50.1	55.6	More GPX Map
Demo Tracker	Demo User	Friday 1 Feb 2008	01:31	Saxon Street, Tameside, Greater Manchester	01:49	Known Place A A57, Manchester Road, Tameside, Greater Manchester	9.01	18 mins	49.3	55.6	More GPX Map

10.1.2. Between Times Report

A between times report shows all the data for a tracker between a start and end time. This is useful for trackers which send data on a regular basis, such as the person or pet trackers. If there is too much data to view on one map, the data is split up and each section can be viewed by clicking on the links on the bottom of the page.

Points which appear larger on the map are where duplicate data exists for that data point.

Points which appear in red relate to alarm events.

Hover over any of the points to see the time which the tracker was at that position.
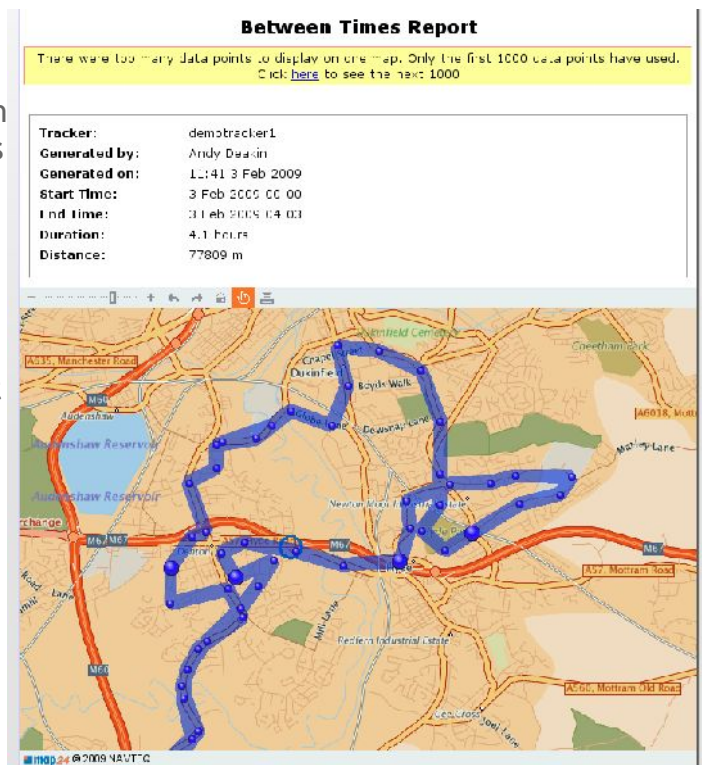
10.1.3. Daily Reports

Daily reports show all the activity of a tracker for a particular day. Its output is simliar to running a Between Times Report from midnight to 23:59:59.

10.1.4. Vehicle Mileage Reports

A **Vehicle Mileage Report** gives a daily breakdown of the distance each selected tracker has driven between the start and end dates specified. They are useful for generating regular distance records, and keeping track of the distance covered by each driver.

10.1.5. Driver Mileage Reports

A **Driver Mileage Report** shows the amount of time a vehicle engine has been running, and the number of hours each driver has spent driving.

Knowing engine running time and mileage give a good indication of when a vehicle needs servicing, and helps plan for proactive rather than reactive maintenance.

In combination with driver recognition, **time reports** are a powerful tool for checking

driver mileage.

10.1.6. Alcolock Reports

An **Alcolock Report** shows the results of all alcolock tests between the specified dates. It will show the actual breathalyser reading, as well as the pass or fail status.

10.1.7. Fuel Level Reports

A **Fuel Level Report** shows fuel level in the tank over the specified time period.

Note that on some trackers, the fuel level is only updated when the level changes significantly or goes below a certain level.

Tracker(s): Test Tracker A
Time Period: 00:00 27 Jan 2009 to 12 10 3 Feb 2009
Generated by: andy
On: 12:10 3 Feb 2009

Vehicle Fuel Level for Test Tracker A
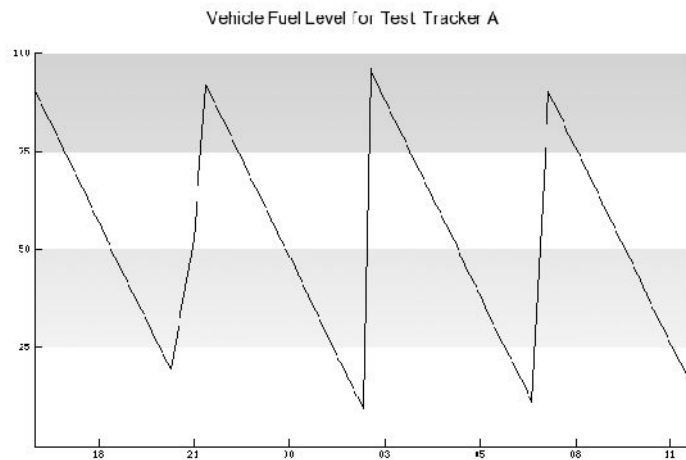
10.1.8. Non Reporting Trackers

This shows when each tracker last contacted the server, and which trackers have not reported any data for 24 hours and 48 hours.

10.1.9. Non Journey Reports

This report shows which trackers have not started a journey for 24 and 48 hours.

10.1.10. Temperature Reports

This shows the temperature of the sensor over the specified time period. Note that the report will only be visible for trackers which have temperature sensors fitted.

10.1.11. Overspeed Reports

An **Overspeed report** shows a list of journeys when a tracker or driver has gone above a pre-determined speed.

If the detailed journey data is available, clicking on the speed will show a detailed journey report for that journey, giving the precise location of the excessive speed(s).

The tracker speed can also be viewed during an animation on the **map view** in the animation panel.

Sample speed report in html format

Speed Report

Tracker(s):Test Car D
Time Period: 00:00 26 May 2007 to 23:59 9 Feb 2008
Generated by: andy
On: 11:31 9 Feb 2008

Vehicle	Driver	Date	Speed [km/h]
Test Car D	Demo Driver 8	Saturday 26 May 2007 09:40	137
Test Car D	Demo Driver 8	Saturday 26 May 2007 13:19	144
Test Car D	Demo Driver 8	Saturday 9 Jun 2007 09:35	131
Test Car D	Demo Driver 8	Saturday 7 Jul 2007 09:38	272
Test Car D	Demo Driver 8	Saturday 7 Jul 2007 13:11	141
Test Car D	Demo Driver 8	Tuesday 10 Jul 2007 18:10	134
Test Car D	Demo Driver 8	Saturday 21 Jul 2007 09:36	130
Test Car D	Demo Driver 8	Sunday 22 Jul 2007 16:17	166
Test Car D	Demo Driver 8	Saturday 28 Jul 2007 09:47	205
Test Car D	Demo Driver 8	Monday 20 Aug 2007 10:07	182
Test Car D	Demo Driver 8	Monday 20 Aug 2007 18:21	178
Test Car D	Demo Driver 8	Tuesday 21 Aug 2007 13:25	484
Test Car D	Demo Driver 8	Saturday 8 Sep 2007 09:27	135
Test Car D	Demo Driver 8	Tuesday 11 Sep 2007 10:18	136
Test Car D	Demo Driver 8	Saturday 15 Sep 2007 09:36	132
Test Car D	Demo Driver 8	Saturday 15 Sep 2007 13:48	134
Test Car D	Demo Driver 8	Saturday 15 Sep 2007 15:27	131
Test Car D	Demo Driver 8	Sunday 23 Sep 2007 09:45	140

10.2. Report formats

Reports can be generated in a number of different file formats:

html - suitable for displaying in a browser

Graphical – Will display as a graph in a browser

Data – Will display the raw data in a browser

PDF - suitable for storing and printing

Excel/csv - suitable for running statistics

GPX – Suitable for importing into other mapping software

10.3 Generating reports

If you have reporting enabled on your tracker, select **Reports**. Select the type of report that you wish to create.

Select the trackers which you would like to generate the report for. Some report formats allow multiple trackers to be selected, others require a single tracker.

Select start and end dates for the report, then click on the report format that you require. This should generate the report.

11. Live Links

11.1 Creating a live link

Live links belong to a group, and so are viewed from the group pages. To create a live link click on the '**Create new livelink**' button.

Give the live link a **Link Name** for your own use.

The **Link Type** is one of:

- KML file
  This is suitable for opening in Google Earth or similar desktop mapping program.
- Image file
  This provides a png image of the location, suitable for including on a web page.
- Simple html file
  This provides the entire simple html page, suitable for viewing on a mobile phone or embedding in an iframe on a web page.
- Html
  This provides a full html page with the map image, suitable for viewing in a normal web browser.

Auto Update allows the livelink to be automatically updated with new positions if they exist.

Maximum detail allows a scalable level of privacy to be set on this livelink. You can not zoom in closeder than the zoom level specified here, and so viewers may only be able to tell which city you are currently in.

Size allows a the map size to be modified.

Time Delay will put a time delay into the data. Use this if you do not want to disclose your current position

Select the trackers you wish to see on the map, and to create the live link, click Save.

11.2 Editing and removing a live link

To edit a live link, click on '**Details**' from the list of live links. This will show information about the live link, including giving the link url. These can be clicked on or saved.

To remove a live link, Select the live link by clicking on '**Details**', then '**Edit**' and finally Delete.

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12. Payment

12.1. Adding products to the cart

Products are added to the cart by clicking on the '**Add to Cart**' buttons on the product information pages. Tracker specific upgrades are added to the cart from the '**Features**' tab on the Tracker page.

12.2. Changing the cart quantity

Two small icons **[-]** and **[+]** are provided next to the quantity for each item in the cart. Clicking on the icon increases or decreases the quantity accordingly.

12.3. Removing products from the cart

When the quantity is set to zero, the product is removed from the cart. Alternatively, click on '**Remove all products**' to empty the cart entirely.

12.4. Checkout

When you are happy with the contents of a the shopping cart, please click on 'Checkout'. You will need to complete your name and address, and are required to read the terms and conditions of sale. When complete, click on 'Confirm' and you will be taken to the payment page.

12.5 Payment

By default, payment is handled by **Paypal**, although alternate payment methods are available on request. Once your payment has been processed, any upgrades will be automatically applied and tracker credits will be added to your group. If goods are ordered, they will be delivered within two weeks, subject to stock.

13. Orders

The orders section allows you to view your current and historical orders, as well as their status.

13.1. Invoices

All past and current invoices are available in html or pdf format at any time from the website.

14. Simple Interface

The simple interface is designed for use with mobile phones and PDAs, but can be used with any web browser.

For a phone or browser which does not support **cookies**, the location of a tracker can be viewed using the **url access hash** or **livelinks**.

Instructions for use:

In your phone/pda browser visit:

http://m.motortrace.com

This should bring up a login screen, where you can use your normal website username and password.

If your login is successful, you should find a list of your trackers.

Selecting a tracker from the list should show you a location map.

The pin at the centre of the map marks the location of your tracker.

By clicking on the [+] and [-] buttons at the bottom, you can zoom in and out of the map.

15. Glossary

Term	Definition
Credit	*See Tracker Credit*
Device Name	This is the unique identification code for each tracker. It is normally the **IMEI** code of the device
Drivers	At any time each tracker can have a user selected as its driver. Reports can then tell how long that user has spent driving, and the mileage that user has covered.
Features	*See Tracker Features*
Group	A way of splitting users up and assigning different privileges.
Group Manager	A user with group editing privileges. See chapter 3.
Icon	A small, friendly image for each tracker. It helps identify them in the list and on the map.
IMEI	A unique 15 digit code for every mobile phone and tracker (with a gsm/gprs modem).
Known Places	A friendly name for a position on a map. Helps identify a tracker location in reports.
Latitude	The number of degrees (and decimal minutes) north or south of the equator. The WSG84 standard is used, e.g. 53.4562
Longitude	The number of degrees (and decimal minutes) east or west of the Greenwich meridian. The WSG84 standard is used, e.g. -2.1138
Mapping Provider	The data source for the map data. Different providers may be necessary for different regions or countries, and some provide greater detail. Most providers charge for access to their data, and so changing provider will often require further payment.
Nickname	This is a friendly name for each tracker to help identify it. It does not have to be unique, although it may help. Often, a registration number, or a make and model of car is used.
Report Format	Reports can be generated in many formats, including html, pdf and csv. See Chapter 8.
Report Type	There are many different report types, including journey reports, distance reports and excessive speed reports. See chapter 8.

Self-registered	A user is self-registered if they registered on the website themselves, rather than having an account created for them by a **group manager** or **administrator**.
Shopping Cart	The checkout and payment system uses a shopping cart to hold items until they have been paid for. Once bought, the shopping cart is emptied and items will appear in the order history.
Tracker Credit	Tracker credit allows bulk purchase of trackers. Tracker Credits are flexible and can allow numerous trackers to be created, or a single tracker to last for numerous years.
Tracker Features	There are a number of different tracker features available, including mapping, reporting and long term data storage. Features are given to trackers on a per-tracker basis.
Tracker Type	This is used to distinguish between different models and methods of tracking. See Chapter 4.
URL Access Hash	A URL access hash allows the position of a tracker to be given to friends (or emergency services) without divulging user passwords.
User Level	A user level gives a user certain privileges within a group. See chapter 3.
User Type	*See User Level*