FAQ's

How does it work and why do I need a SIM?

The tracker is effectively a mini satnav which can tell a server where it is by sending its GPS location data via the sim's mobile internet connection. Without an active sim with credit on, it can't tell anyone where it is. You login to the server via the app or website tracking platform so you can see where it is on the map.

What is the range of the tracker?

Put simply there is none. You could track the device in Australia from the UK so long as it's receiving both a GPS satellite and a mobile phone data signal.

What sim do you preinstall and preconfigure and how much does it cost?

There is a choice of 2 as follows:

1)   Giffgaff O2 PAYG – activate for the minimum £10 at giffgaff.com and get £5 extra from Giffgaff free. Once activated your tracker will start working as soon as you switch it on. Pan-EU tariff is 5p per text / MB of data / minute for calls. There is a handy app for checking your credit balance. We have found that with average usage the Giffgaff O2 sim costs about £15-20 a year to run.

2)   Lebara Vodafone PAYG – preloaded with £5 so the tracker will work straight out of the box. Tariff is 19p per text / MB of data / minute for calls. Top up easily at lebara.co.uk or in many High St convenience stores, ATM machines etc.

How much data does it use when live tracking?

The trackers use about 1MB of data in 24 hours of live tracking (5p on Giffgaff) so relatively speaking it's not so much data.

Can I use any sim in the tracker?

Yes, so long as it's a 2/3G sim (not exclusively 4G, but '4G ready' sims are normally ok - we have only really had a few issues with some Three Mobile sims in the UK). Once installed you will need to send the tracker a series of 4 short text messages to configure the sim to the device. We can tell you

exactly what texts to send once we know the mobile network of the sim you choose. This also applies to any international customers.

Can I use this tracker anywhere in the world?

Pretty much anywhere apart from possibly Japan and South Korea where they don't use the GSM mobile phone system, so it may struggle in those countries. When travelling within the EU the Giffgaff sim's tariff is the same as in the UK, but when travelling outside the EU it will be on international roaming which can be relatively expensive. If you are travelling somewhere outside of the EU for longer than a short holiday then it would make sense to install a locally sourced 2/3G sim.

How do I locate my tracker?

There are 3 ways as follows:

1)   Call the sim's phone number – you will get a Google Maps link in a text reply. Click on the link in your phone and it will show you the location on the map.

2)   Text the device G123456# - again you will get a Google Maps link in a text reply. Click on the link in your phone and it will show you the location on the map

3)   Use the free smartphone / tablet app or website tracking platform (for laptop/PC)

To use these put the tracker into live tracking mode by texting either

a)   sleep123456 off (which is permanent live tracking – uses more data & battery power)

b)   sleep123456 shock (the tracker goes into live tracking mode automatically whenever moved and back into standby mode to save the battery and data usage when stationary for a few minutes. This is the most convenient and popular setting as you can always see where the tracker is on the map in the app. If it's moving you will see it moving and if it's stationary you will see where it stopped and therefore where it is now.

To put the tracker back into standby mode text:

Sleep123456

NB For certain models that come in sleep shock mode by default (OBD vehicle tracker, bicycle rear light tracker, 90 & 180 day standby Magnetic Trackers) this text is slightly different:

Sleep123456 time

How long does the battery last?

It very much depends on which model you have and how often you use it in live tracking mode. In the main they last about a week on standby and 20-30 hours of live tracking, but some have a 90/180 day standby. The average tracker with average usage needs charging every 3-4 days.

Is there a low battery alert?

Yes. If you set an admin number then the tracker will send you a text to warn you that the battery is getting low.

How do I set a geofence virtual boundary?

First of all make sure have set an admin number. Then use the geo-fence option within the app or web tracking portal. In the app tap on the green circular button Geofence. Then tap on the + sign (top right). Now put a name for the Geofence in the top box (eg Home) and tap in one of the other boxes (eg Longitude) whereupon the map screen will appear with an adjustable geofence boundary. Simply pinch the circle bigger or smaller and move it to where you want the boundary to be set. Then tap on 'save' (top right) – the 'Add Geofence' screen reappears with the details filled in. Tap on 'save' again and your geofence will be saved.

You will get text alerts when the vehicle crosses the boundary either in or out. To delete a geo-fence tap on the green geofence circle and then keep your finger pressed on the geofence you want to delete. After a second or so you will have the option to delete it.
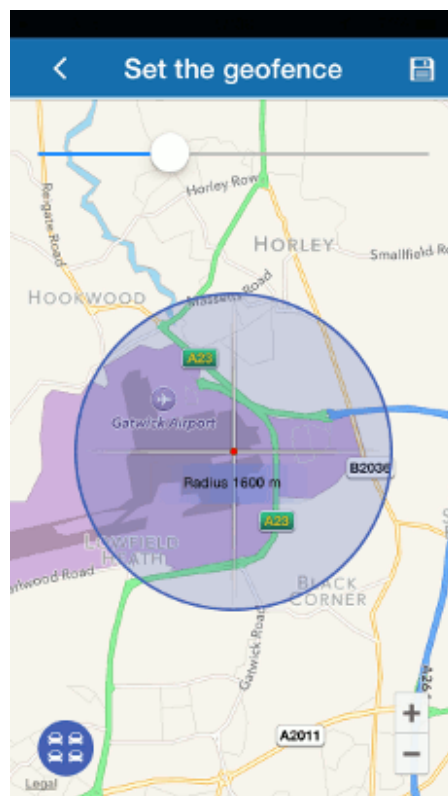
My tracker looks like it's in the wrong place on the map in the app

The tracker is optimised for outdoor use as it uses GPS satellite. Sometimes if you're indoors and not by a window, or walking amongst really tall buildings, or even if the atmospheric conditions are really inclement, the tracker may lose its GPS signal intermittently (the blue light goes steady instead of flashing). In this case the tracker will resort to what's called LBS (Location Based System) which is basically mobile phone mast triangulation to get an approximate fix (it will say either GPS or LBS in the app or web portal so you will know). This can be anything up to a km out or even more depending on where the phone masts are located in your area however the moment you go outside it should quickly pick up its GPS signal quickly and start reporting its location very accurately again.

The text message google link doesn't show the right location

NB. If your tracker is in standby mode when you send the location request text message G123456# you may receive two replies. First will be the location before it went to sleep (its last known location). After 60 seconds or so you may receive another message with the current location. If the message has the letters V:V within it then it's the last location. If it has the letters V:A in the message then it is the current GPS location.

http://
maps.google.com/
maps?
q=51.10888%2c-000.18
869 V:V 2015-06-26
01:23:42 S:000km/h,B:
6,4109105241,S10G00;p
:23410, l:20231, c:15759

http://
maps.google.com/
maps?
q=51.10912%2c-000.17
345 V:A 2015-07-05
19:33:20 S:000km/h,B:
6,4109105241,S10G05;p
:23410, l:20231, c:15759

**Where can I find the app to download?**

To install the app either use the QR codes below or search for 'Squanto GPS' in the Apple app store for iOS or Google Play for Android.

NB – for our mini mobile phone trackers search for 'smart-tracking GPS' in the App Store / Google Play

I can't log into the app

Please ensure you tap on **'Login by IMEI'** at the bottom of the screen (it will turn orange when you tap on it).
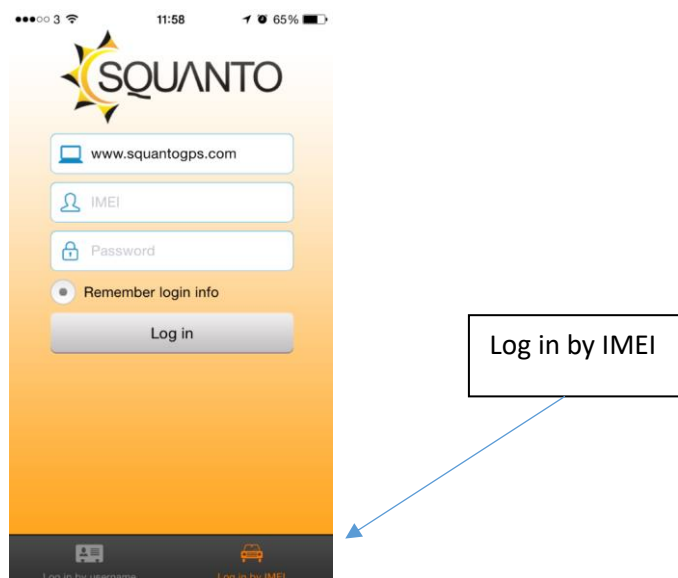
Server (top box): **squantogps.com** or **2.squantogps.com** depending on the model of tracker (check your product instructions to see which one it is.

IMEI (middle box): The 10 digit number on the back of your unit. (Or can be found within the location text message reply)

The password (final box down) is **123456**

NB – our mini mobile phone trackers use a different app and platform. Search for 'smart-tracking GPS' in the App Store or Google Play or go to www.smart-tracking.com Or alternatively click on the link from our website https://www.squanto.co.uk/pages/web-tracking-platforms

Please check the instructions in your own tracker's box

I have more than one tracker – can I see them at the same time on the map in the app?

If you have more than one tracker of the same type then we can set up an account for you so that you can see all of your trackers simultaneously on the map in the app or website tracking platform. Just get in touch via info@squanto.co.uk

I get an error message 'Network Connection Fails' when trying to login to the app.

Normally this is just a temporary thing – either it's your own mobile internet data speed in the area where you are, or it could be the server is busy etc.

Can I see where the tracker has been previously and its speed?

Yes, there is always up to a year's worth of route history including speeds in km/h available via the app or website tracking platform.

In the 'Device Info' in the app there is an Expiry date – what is this?

Most GPS tracker suppliers like to charge a monthly or annual subscription fee which gives you access to the app & web tracking platform so there has to be an expiry date by default. We do not charge any extra subscription charges so as this expiry date approaches it should be automatically extended. If not, we will manually extend it for you.

How do I switch the tracker off?

For most models it is deliberately difficult to switch the device off as it's to prevent it from being switched off easily by accident (eg if a dog hits the button on a tree branch etc). You need to keep the on/off button pressed hard for about 5-6 seconds, let go and then switch it on and off again quickly. You will know when it's off as the lights will go out and not come on again.

For some models like the OBD Vehicle, Bicycle rear light, Magnetic 90 & 180 day standby trackers you just need to click the sim out to switch it off. Click the sim back in to switch it on.

Please check your particular model's instruction sheet in the box.

My tracker uses the website 2.squantogps.com but I can't access it in my web browser?

Some models like the OBD Vehicle, Bicycle rear light, Magnetic 90 & 180 day standby trackers use our website 2.squantogps.com as their tracking platform. There is no 'www.' at the beginning of the website address. You just need to type **2.squantogps.com** into the address bar of your browser or click the link to this site from our website

https://www.squanto.co.uk/pages/web-tracking-platforms

If your question or topic is not listed above please feel free to get in touch either via the 'Contact us' link on our website squanto.co.uk or email us via info@squanto.co.uk

Keeping Track of What Matters Most!