Instructions For Using Your PlanetGPS Tracker.

Models:

Neptune
Saturn
Jupiter
OBD
Pluto

Instructions for using the PlanetGPS Smart Phone App:

Instructions for using a computer to monitor the PlanetGPS Tracker:

Installing the PlanetGPS Tracker on your vehicle or your asset to be tracked:

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INSTRUCTIONS FOR USING THE PLANETGPS SMART PHONE APP

Download the **PlanetGPS** App from the Apple Store (For iPhones) or the Play Store (For Androids), to your Smart Phone. The App will display as "PlanetGPS", and display the logo shown here.

After downloading the PlanetGPS App, open the App. On the login page, you could choose to **"Login by Device ID** or **"Login by Username".** The option highlighted in black is the option you login with. The default is "Login by Device ID, and you use the Device ID that came with your PlanetGPS tracker.

To Login by Device ID:
You can enter the device ID and password that came with your PlanetGPS Tracker manually, or you can use your smart phone to scan the QR code provided in the box your PlanetGPS Tracker came in, to log in automatically.

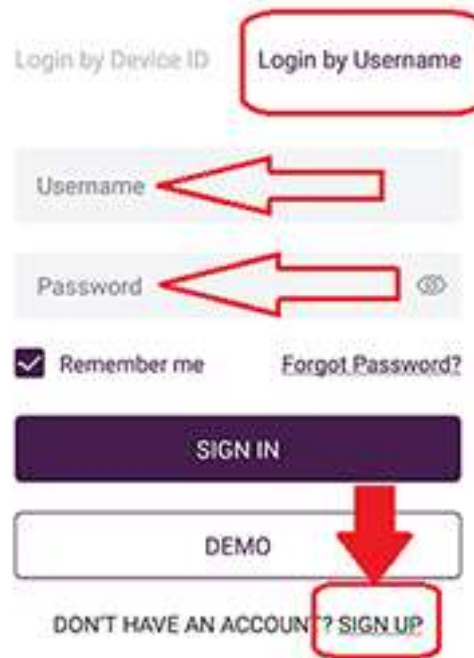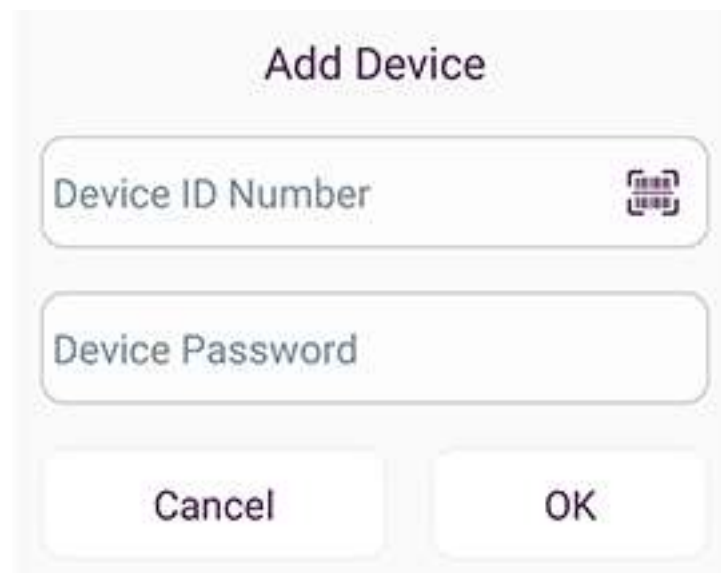**To Login by Username**:
Our recommended log in method is to use a Username. To create a username, you need to first create a free account at Planetgps.com and provide your email address and create a password. Your "email address", will usually become your username. Once the account is created you need to log into your account and add your PlanetGPS Tracker to your account using the device ID and password provided in the box. You only have to use the device ID the first time you add your device to your account. By signing up for an account, you will be able to monitor multiple PlanetGPS Tracking devices at the same time and also if you forget your account or device password, you can reset your password using our "Forgot Password" feature.
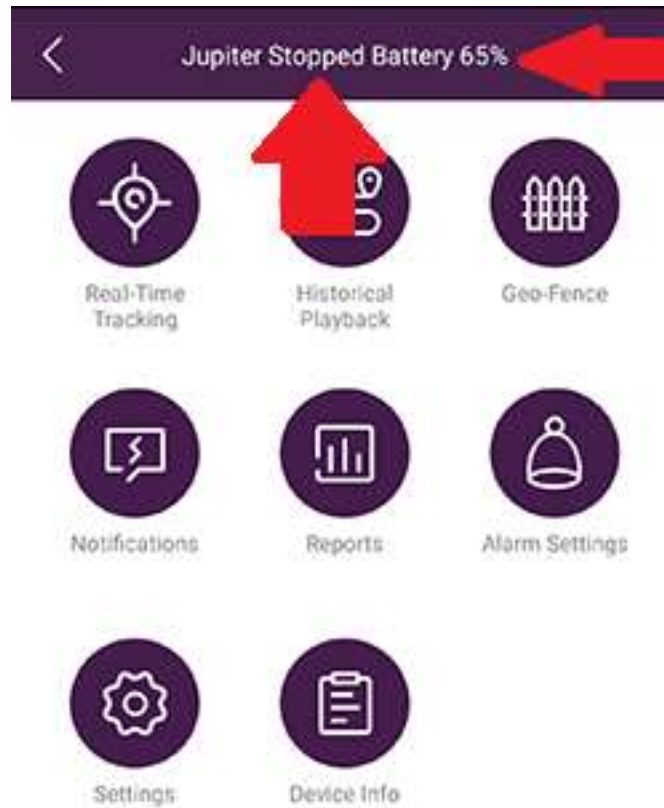
After you log into the PlanetGPS App and select your PlanetGPS Tracker the main menu will appear.

If your PlanetGPS Tracker uses an internal battery the top bar of the menu display shows the charge level of the PlanetGPS Trackers internal battery. It also indicates if the PlanetGPS Tracker is currently "Stationary", "Moving" or "Stopped"

MOVING means the PlanetGPS Tracker is currently on the move.

STATIONARY means the PlanetGPS Tracker has not moved in 5 minutes and has entered into its battery saving "sleep" mode.

STOPPED or PARKED means the PlanetGPS Tracker has been stationary for over 25 minutes. If the "Motion Activation", (Default setting) is selected in "Settings", the PlanetGPS Tracker will stay in its battery saving "sleep" mode but will "wake", itself up every 6 hours, to update its location and status. If you have changed the settings to "Fixed Long Interval", the PlanetGPS Tracker will wake itself up at whatever time interval you had selected, (15 to 720 minutes).

REAL TIME TRACKING:
Clicking the Real-Time Tracking button brings you to a map indicating the current location of the PlanetGPS Tracker.
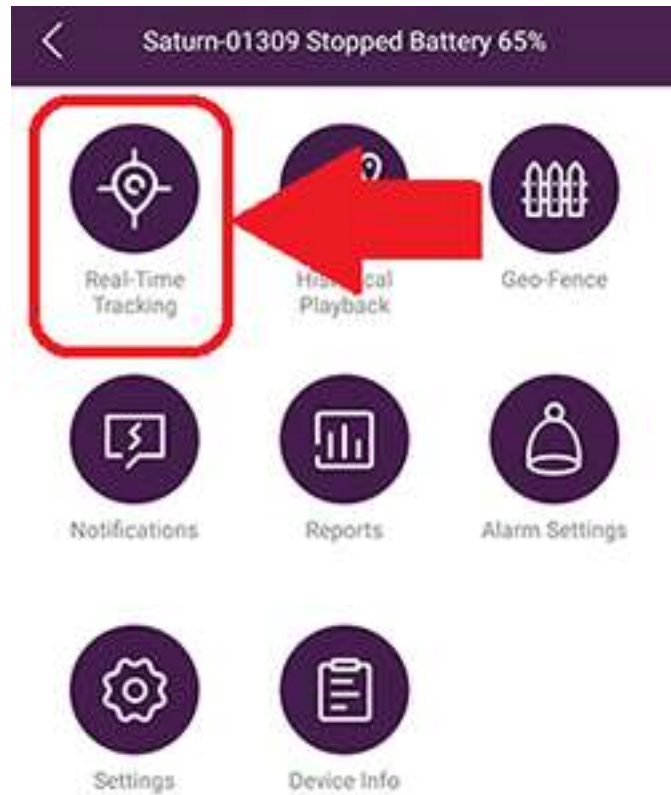
You can switch between map view and satellite view by clicking on the icon in the bottom left corner.
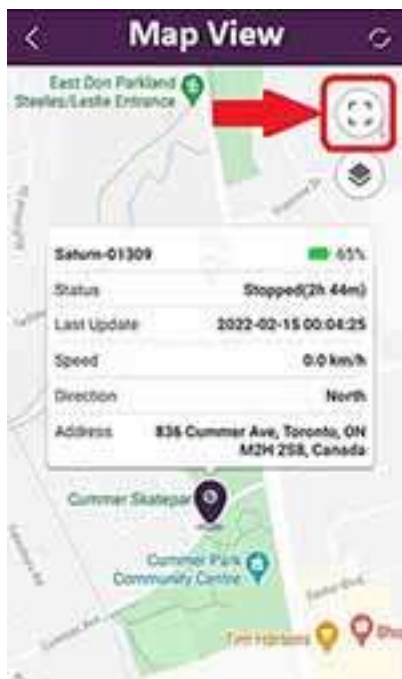
The Address in the box above the purple pin shows the geographic coordinates of the PlanetGPS Tracker. It also indicates the real time status including date, time and speed.

If the geographic coordinates match up to ones recognized on Google Maps, the address will indicate the exact location (street address). If it does not match up to coordinates recognized by Google Maps, it will indicate a rough guess of the address.

NOTE:
Sometimes the street name will not appear on the map. If you would like to know the name of the street your tracker is on, you may be able to zoom in or out on the map and see the street name.

You can zoom in by pinching your fingers together on your smart phones touch screen, or to zoom out you can spread your fingers apart.

If your tracker has lost connection with the PlanetGPS servers for whatever reason the system will show your tracker's last known location before the connection was lost.

Historical Playback:
You can see the tracking history of your tracker by clicking on the "Historical Playback", button on the main menu. This brings you to the Historical Playback menu. You may select to view the history from "Today", "Yesterday" or a "Custom" interval between any time frame. If you select "Custom", the date and time entry boxes become available. Clicking on either box will allow you to set the date and time, using the scroll options at the bottom of the screen.

Once your selection is made, you click on the "Show Route" button. A map will appear showing a blue line that traces the route of your tracker during the time frame that you selected. An "S" pin shows the starting point for the time frame you entered. An "E" pin shows the end point. A "Stop" pin shows where your tracker was stopped for more than 5 minutes. To see all the locations where your tracker has been, you can click the "PLAY" button in the bottom right-hand corner. If you find that the playback speed is moving too fast, you can adjust the speed using the playback "Speed" slider, to custom select the speed or use the "pause", icon to stop at a specific point. You may also use the" Progress", slider, to control the playback using your finger to drag the slider at you own speed.
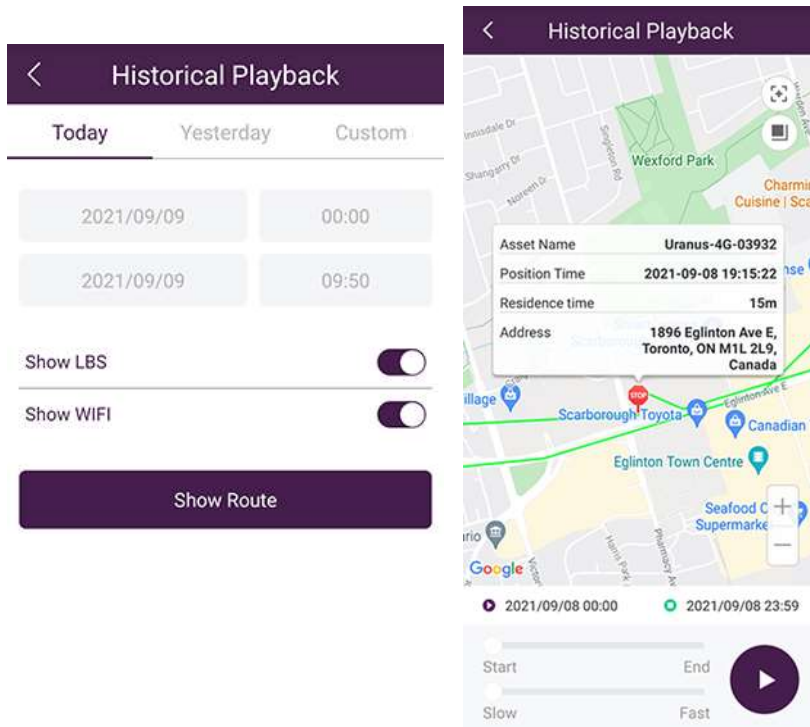
Note:
When viewing the Historical Playback tracking data, the map may indicate that your tracker is moving a short distance back and forth while it is actually stopped. This happens when your tracker turns on to update its location, but the signals from the GPS satellites or cellular towers vary slightly because the your tracker is not in an ideal location, such as in underground parking.

Settings Menu:
The settings menu is only accessible from the smart phone App. Clicking on the Settings button allows you to change many of your tracker's settings.

The Settings menu allows you to change the following parameters:

- Change Update Interval (Used when in Motion Activated Mode)
- Real-Time (Motion Activated Mode)
- Fixed Long Interval (Asset Tracking Mode) – Turns on at intervals you select).
- Delete History
- Change Device Password
- Speed Unit (Miles or Kilometers)

When you select any of the above options a description of what the option does will appear' to help you.

Note:

"Motion Activated Mode", is the mode you will usually use for tracking a motor vehicle on the road or at a work site. You can adjust the interval that your tracker updates it position when it is not in "sleep" mode from (10 to 180) seconds. You set this interval using the "Change Update Interval" option.

 "Fixed Long Interval", is usually used for tracking assets on a long-distance journey such as on a boat, train or long-haul truck. In this mode the your tracker will wake up at the interval you select (15 to 720 minutes) and update its location and status.

Other Menu Options:
"Geo-Fence", allows you to set up a virtual fence around your vehicles normally stop or parked location, so that you will be notified if the vehicle moves outside of that location.

"Notifications", shows a list of all the recent PlanetGPS Tracker Notifications.

"Reports", allows you to see all the historical mileage and stopped periods of your tracker.

"Alarm Settings", lets you select which "Notifications", you wish to receive.

"Device Info", tells you your tracker's Device ID and Model as well as the date your service subscription expires.

INSTRUCTIONS FOR USING A COMPUTER TO MONITOR THE PLANETGPS TRACKER

Go to: WWW.PLANETGPS.COM

A webpage will appear with entry boxes. Until you have created your free account and have a user name, make sure the "Device ID" tab is highlighted in Purple.

Type into the "Device ID" box, the number found on the back of your PlanetGPS Tracker or on the sticker provided inside the box your PlanetGPS Tracker came in. Type into the "Password" box: the password provided on the sticker(s) inside the box.

If you have already set up an account you can also select the "Login by User Name" option, to log in using your email address and the password you created.
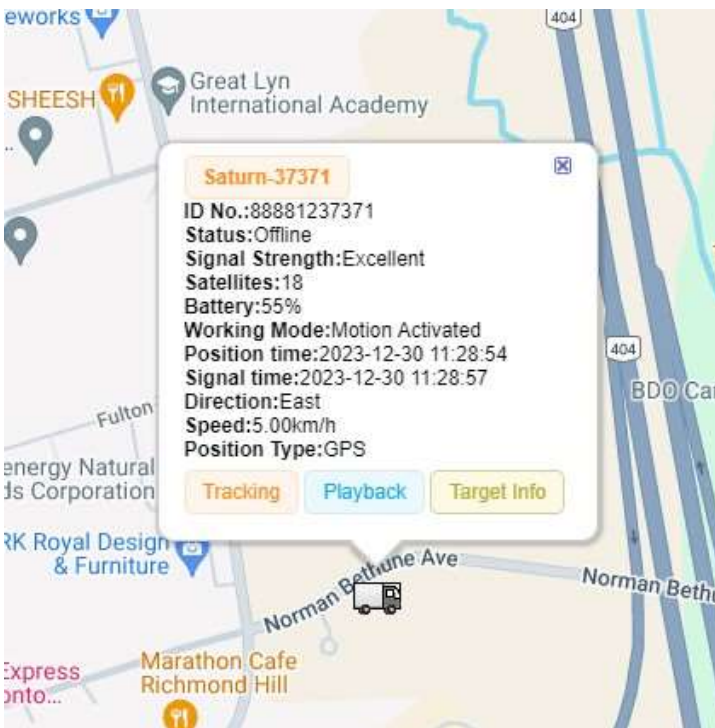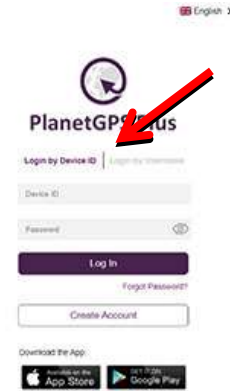
Once logged in, a map will appear with the last known location of the PlanetGPS Tracker. The bubble hovering over the PlanetGPS tracker icon, shows the location and status of the PlanetGPS Tracker.

The information shown is in real-time and will indicate whether or not the PlanetGPS Tracker is in motion or has been stationary for a period of time.

If it is MOVING, the map will show the current location of the PlanetGPS Tracker. The PlanetGPS Tracker will update according to the time interval you set using the settings option on your smart phone app, (10 to 180 seconds), in "Real Time" (Motion Activated Mode), or (15 to 720 minutes), in "Fixed Long Interval Mode".

If the status shows the PlanetGPS Tracker as being STATIONARY, the PlanetGPS Tracker has not moved in the last 5 minutes. If the PlanetGPS Tracker has not moved after 25 minutes, the status will show as "OFFLINE". When offline the PlanetGPS Tracker will turn its self on periodically to update its location and status. Every 6 hrs when in "Real Time", (Motion Activated) mode, or at an interval that you have chosen if you are in the "Fixed Long Interval", mode, (15 to 720 minutes).

Another reason the status may show the PlanetGPS Tracker as OFFLINE, is that the PlanetGPS Tracker is in an area with no cellular signal, such as in a very rural area or in underground parking. Other possibilities are that the PlanetGPS Tracker has been manually turned off, or the battery charge has drained below a point where the tracker can operate.

TRACKING HISTORY:
To see the history of where the PlanetGPS Tracker has been, either click the "Playback" button at the bottom of the bubble hovering over the device or the "Playback" button in the panel to the left of the map.
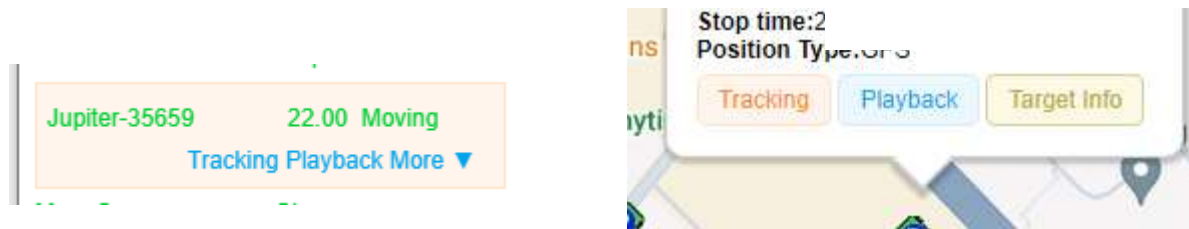
Once you click the "Playback" button, another browser window will open up, displaying a map view. In the top left corner, you may input a start date and time and an end date of time to be played back.

You may easily enter the date and time by pressing the small calendar icon, which will then display a larger calendar to more easily set the date and time you want.
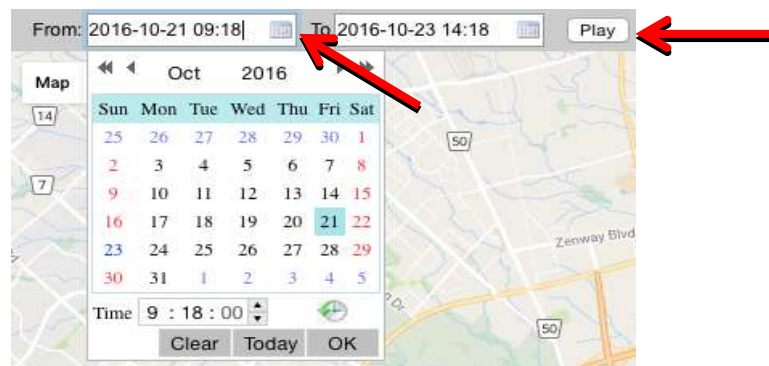
After you input the appropriate information, you then press "Play". Once you press "Play", the map will now show a green line that traces the route of the PlanetGPS Tracker during the time frame that you selected.

The red "S" pin indicates where the tracker started moving from.

The blue "P" pins will indicate where the GPS Tracker was parked-or stopped for over 5 minutes. If you click on any of the "P" pins, the bubble that pops up will indicate when it was stopped, and when it started moving again
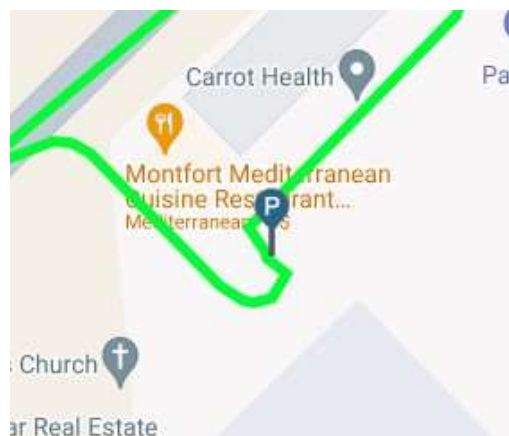
The small blue arrow will indicate where the PlanetGPS Tracker was at the end time you had entered.

Note:

There is not an option to change your PlaneGPS's "Settings", using the computer interface. You need to use your smart phone app to change your PlanetGPS's "Settings".

INSTALLING THE PLANETGPS TRACKER ON YOUR VEHICLE OR YOUR ASSET TO BE TRACKED

GPS Trackers require two things so that they can be accurately tracked, a good cellular connection, (just like a cellphone requires) and good GPS satellite reception.

Normally, you will want to keep the GPS Tracker in a location where it is hidden from someone wanting to steal the vehicle, or from someone who may want to turn the device off manually, (when they do not want the location of the vehicle to be known).

When finding a location to install your GPS Tracker you will need to consider the following:

Both cellular reception and satellite reception do not work well if the GPS Tracker has metal blocking its connection with cellphone towers or GPS Satellites.

However, the GPS Tracker can easily connect with cellular towers or receive GPS signals from satellites, even if they have materials such as plastic, glass, fabric, fiberglass or wood encapsulating them.

If you are using a GPS Tracker that is battery powered you will also want to install the GPS Tracker in a location where it can be easily accessed, so you can remove the GPS Tracker to re-charge its battery.

Most Planet GPS Trackers have built in magnets to attach them to a metal part of a vehicle. Keep in mind that magnets will not work with all metals. Magnets will work with iron and steel but not aluminum or stainless steel. It is easy to tell if the magnets will work on the surface you are considering by simply trying to get a magnetic attraction. If you can not find a location where the magnets will work, you may want to consider other options such as Velcro tape or wedging the GPS Tracker into a secure place on the vehicle.

Although GPS Trackers can get cellular and satellite reception when placed under a vehicle, the cellular connection and satellite reception will be greatly degraded and may not always happen. Allowing the GPS Tracker to be near the top of a vehicle with no metal on top of it will always be best.

When trying to find a location to place your PlanetGPS Tracker do the following: First make sure your vehicle is not in underground parking or surrounded by very high buildings. Go to the smart phone App and select "Settings". Chose the "Real Time" (Motion Activated Mode). Chose the "Change Update Interval" option and set the update interval to every 10 seconds. Now select Real-Time Tracking.

Next place your GPS Tracker outside of your vehicle. Check your PlanetGPS trackers status, to insure you have good Cellular and Satellite reception where you are located. Two bars of cellular signal strength and 5-6 GPS satellites being acquired should be the minimum. At those levels the ability to accurately track your vehicle will be minimal. Five bars of cellular signal strength and 15 or more GPS satellites being acquired will insure you get the most accurate data from your GPS Tracker.

Next try different locations to place your GPS Tracker in your vehicle. Check the cellular and satellite status of your GPS Tracker in every location. Choose a location that has good cellular and satellite reception.

Note:
The "OBD" PlanetGps Tracker only has one position where it can be located and that is your vehicles OBD connector.

The "Pluto" PlanetGPS Tracker does not have a battery and needs to be connected directly to a power source in your vehicle. You should consider having a vehicle mechanic assist you when deciding on a location to install your "Pluto" GPS Tracker.

Why am I receiving Tamper / Light Exposure alerts?

The reason why you are receiving such an alert is because most of our wireless trackers are equipped with a light sensor located at the bottom of your tracker alongside the magnets.

When the light sensor is exposed to light, it triggers the tamper / light exposure alert.

If you do not wish to receive the tamper alert, you could do a few things:

-Switch off the "Tamper / Light Exposure" alert under the "Alarm Settings" menu option on the PlanetGPS mobile app.

-Be sure the magnetic side of your tracker is place faced down

-Cover the light sensor with a piece of duct tape or electric tape.

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COMMON CAUSES FOR THE PLANETGPS TRACKER NOT UPDATING OR NOT FUNCTIONING

The in "Motion Activated Mode", the PlanetGPS Tracker has not physically moved since its last update. As a result, it will show the same address/location until it's next update or until your PlanetGPS Tracker moves to a new location.

The PlanetGPS Tracker is in an underground place such as underground parking and there may be no cellular or satellite reception. You will have to wait for the PlanetGPS Tracker to exit the underground space and is able to reacquire a cellular and satellite connection.

Cellular Dead Zones. Although the chance of losing cellular coverage is slim in major cities, there are still areas, especially in rural areas, where there may be no cellular reception. This will result in your PlanetGPS Tracker not being able to connect with the PlanetGPS computer servers. In such instances the majority of our PlanetGPS Trackers will store their travelled coordinates in their internal memory, (from 10,000 to 60,000 GPS co-ordinates) and as soon as the cellular connection is reacquired, those coordinates will be uploaded to our PlanetGPS computer servers and you will be able view the historical tracking data.

Your PlanetGPS App has lost its connection with our PlanetGPS servers. Stop the App from running in the background on your smart phone. Then restart the App and log into the App again using your Device ID or User Name and your password. This should correct this problem.

The GPS Tracker has been manually switched off or disabled. Some of our Planet GPS Trackers have an ON/OFF switch and some have a tamper proof button. If your device has a switch or button be sure the unit is turned ON.

A Dead Battery. The battery charge may be too low to power the PlanetGPS Tracker. Any charge level below 20% may cause this to happen. We recommend that you retrieve the GPS Tracker when its battery charge falls below 30%, so you can recharge the battery.

Some PlanetGPS trackers do not have an internal battery and rely on the vehicles power source to operate, so make sure the PlanetGPS Tracker has a good connection with the vehicles power source.

Physical or Water Damage. Check your PlanetGPS Tracker for any physical or water damage as well as any signs of corrosion at its power source connection.

A Broken Charging Port. The GPS Tracker may not be receiving power from the battery charger and as a result it hasn't charged. Try re-inserting the charger connector a few times, if this does not work try using a different charger.

The Annual Subscription Has Expired. Opening the "Device Info", icon from your devices home page will show you the "Service Expiry Date", If you do not renew your subscription by that date your service will be automatically suspended. The Planet GPS App., will send you a reminder notice 7, 3 and 1 days before your service expiry. There will be a link in the message to https://planetgps.com/plans . You can renew your subscription from this Web site.

If you have eliminated all of the above factors, you can remove your battery powered PlanetGPS Tracker from your vehicle and try using it in an open space where nothing can interfere with the PlanetGPS Trackers cellular or satellite reception. If it starts working in that scenario, you should try installing the PlanetGPS Tracker in a different location on your vehicle.

If you have checked everything mentioned above and your PlanetGPS Tracker is still not functioning, please contact us at support@planetgps.com and we will be happy to help you resolve the issue.