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1; How does the AcuTrac work – and how is it different to other systems.

Most tracking systems work off GPRS (**General packet radio service**) – what you would use on your mobile phone to access the Internet, say. The advantage of GPRS is that it will handle a lot of data. In terms of tracking, this is viable if you want regular, frequent, information – such as monitoring delivery vehicles of their whereabouts, or fridge temperatures etc. These systems are switched “on” all the time and, in our opinion, have three fundamental flaws for theft tracking (ie; Tracking that is rarely, if ever, used);

A; GPRS is “on” all the time, so its current drain is higher. Anyone with a modern smart phone will understand this. Older generation mobile phones (speech and text only) often had a battery life of 8 days – modern smart phones (iPhone, Blackberry etc) are down to 1 day or so. So, a GPRS unit on a motorcycle can kill the battery in a very short time – certainly to the point where the battery is incapable of starting the motorcycle.

B; GPRS is on all of the time – so you have to pay for it all the time. Actually, a GPRS SIM card is charged by the M-Byte (Again, modern phone users will be familiar with this). Tracking companies do not charge by the M-Byte, they charge by the month/year. Fees of £10 per month are not uncommon. Every month. Even if your motorcycle is in the garage from September to April, ground-anchored and chained; it still costs you £10 per month.

C; GPRS, in fringe mobile phone areas, will stop working sooner than a text message. We have all experienced this on mobile phones where speech will often fail but a text message will get through. GPRS is similar; it will fail to transmit/receive even though a text message will still “get through”.

All AcuTrac “Theft “ Tracking devices work on the SMS (Text message) principle. For three very good reasons

- 1;** A theft Tracking device will, hopefully, never be used. So you only pay for the text messages you use.
- 2;** The quiescent current drain of such a system is very low – and can be controlled easily
- 3;** A text message will usually “get through” – it is, after all, a milli-second burst of information.

2; What Can I do with the AcuTrac device?

Depending upon which system (Locator, Locator Plus, Premier – see attached Brochure) you can set up the device to

- 1; Give regular positions regardless of anything – just regular positions.
- 2; Give regular positions (use definable) only when the vehicle is moving
- 3; Give regular positions (use definable) when the ignition is on (not Locator)
- 4; Use the device as a movement alarm (not Locator)
- 5; Receive warnings of low vehicle battery
- 6; Receive warnings of Low device battery
- 7; Set up Geo Fences
- 8; Send text messages for external alerts (Premier only)
- 9; Remote Immobilisation (Premier only)

Contd

3; What is a GeoFence?

“Geofence” is short for “Geographical Fence”. This means you will place a “virtual fence” around a position and if the device enters – or leaves (your choice) – that fence within specified dates/times then an alert is raised and sent to your contact list.

4: Doesn't a GeoFence cost a lot of money to function?

Not in the AcuTrac system. Up to 32 Geofences can be retained in the device itself. As the device is monitoring the GPS position every second (when the vehicle ignition is switched on) the device will know, within 2 or 3 seconds, if it is in violation of the GeoFence parameters and send an alert only then. Most systems send positions to the Web Panel, which then determines if the device is in violation of the Geofence – costing each time. The AcuTrac will only charge you one text message.

5; Why is there a small annual fee after 3 years?

We only use “Contract” SIM cards. These SIM cards are guaranteed active for 3 years whether you use the device or not, but after that 3 year period a small annual fee is required to keep the SIM card active.

6; Why doesn't AcuTrac use a PAYG SIM card.

More and more now the networks will cancel a SIM card that is not used for more than 90 days. The usage of this type of Tracking device means that quite often the device is not used for months at a time. It's primary reason for existing is theft – which hopefully means it will never be used.

7; I can't see a picture of the AcuTrac device anywhere – what does it look like?

We don't show any pictures of the AcuTrac device. The less people who know what it looks like, the less people will know what they're looking for and remove it. Suffice to say it is probably the smallest Tracking unit in production today, the size being 90mm x 60mm x 22mm.

8; Is it difficult to connect to the vehicle.

The Locator has two wires (12V and 0V) and we don't care which way round these fitted – the simplest DIY fit there is.

The Locator Plus has a 3rd wire which should be connected to a wire which becomes live when the ignition is switched on.

The Premier has 8 wires – and because of the Immobilisation function re commend this is a professionally fitted – not a DIY fit.

9; Can I move the device from vehicle to vehicle?

Yes, we don't care what vehicle/trailer/caravan etc the device is on. We are looking for a tracker, not a vehicle. Having said that, you can specify to what the AcuTrac device is fitted in the “details” section of the web panel to which you have access.

10; What information displays on the Customer's Web Panel Map?

If the device is set for regular positions the customer will be able to see his positions – with an arrow indicating his direction. Should he wish to, the display will also indicate the customers speed in mph – this is user selectable and can be switched off or on at will. Also on the web panel will be icons for alerts, motion alarms, power-up signal, low vehicle battery and low device battery, all giving time and date ‘stamps’.