

Q: How does the Fleetminder system work?

A: The Fleetminder system is a GPS tracking system using state of the art GPS receiver and GSM module. The GPS co-ordinates are sent from a satellite, transformed into a readable format and then sent to the Fleetminder server via GPRS for your review.

Q: What happens if the GSM network is out of range?

A: The GSM service of the Fleetminder is used for transmitting data to our server, or to the end user for review via SMS. The GSM network does not prevent the unit from getting the location. The Unit has a 900 log memory available, so if the GSM network is out of range, the data will be stored, and uploaded to the server as soon as GSM is in range again.

Q: How long is my data kept on the server?

A: The server is guaranteed to store the data for 6 months, after which the data is archived.

Q: What GSM carrier can I use with my Fleetminder

A: The Fleetminder system is available to be used on any GSM network. However due to so many carriers available you will need to find out the APN (Access Point Name) and username and password if used for the GPRS to work. The fleetminder SIM card interface is tested between 3 – 5 volts, which means it can be used with any worldwide card.

Q: How accurate is the location

A: The Fleetminder system uses the latest SIM Chipset for acquiring GPS coordinates. The location accuracy depends on how many satellites the GPS receiver is able to acquire. In most cases the accuracy will be within 2 meters.

Q: Will the fleetminder flatten my vehicles battery?

A: The Fleetminder system uses approx 80mA in full operation, but in most cases when the vehicle is sitting at the same location the unit will draw approx 40 – 60mA. Using a normal battery with the vehicle not being turned on, the battery will last for approx one month before it starts getting low. The Fleetminder system has an internal voltage meter, and can alert you when the voltage gets low. (refer command list)

Q: What happens when the vehicle battery is disconnected?

A: The Fleetminder system has an internal backup battery system and charging circuit. If the main power is cut, the unit will switch to internal battery backup power, and will be able to alert you on your vehicle movements. Depending on the set reporting intervals the backup battery can last for up to 2 days.

Q: How can I be aware of my vehicles movements?

A: The vehicle movements can be monitored online using the Fleetminder server, or the location can be requested using a mobile phone (refer command list). The Fleetminder system can also be set to report on site visits or zone entry, or exit. This is done using Geofences (refer to the user manual for explanation of Geofencing)

Q: Can the Fleetminder interfere with my pacemaker?

A: NO. The Fleetminder system operates on the GSM network. The Fleetminder communication operates in the same way as any mobile phone, and being hidden under the dash, or in a concealed place, means that it is further away from your pacemaker than a mobile phone could be.

Q: Can the Fleetminder be disabled? How?

A: The Fleetminder system has 2 main pathways for communicating with the user. For online tracking, the system uses GPRS, and for on the go monitoring SMS is used. The only person that can change settings of the Fleetminder is the registered primary user. This means, that the only way that periodic reporting, or the SMS reporting can be disabled is by the registered primary user.