

SimplTrace Pro

Battery-Powered Vehicle & Asset Tracker:

FAQs

How do I activate the SimpleTrace Pro?

- The SimplTrace Pro is activated by removing the small round magnet from slot on the device.
 - Device will initiate the activation process within several minutes.
 - Save magnet for future use to reset device or place it back into Shipping mode.

What Tracking Modes are Available?

- The SimplTrace Pro has the following tracking modes:

Modes	Description
Shipping	Ultra-low power management for shipping & storage.
Active	Reports move events and trip starts & stops. Move events are reported every 5 minutes (configurable) during trips.
Passive	Reports the location of an asset every 6 hours or 4x/day (configurable).
Recovery	Reports move events every 5 minutes (configurable). If an asset is not moving, the SimplTrace Pro will wake up and report every 17 hours (configurable).

Refer to the SimplTrace Pro User Guide for detailed information on each tracking mode.

How does the Recovery mode work?

- Recovery mode is manually activated by the user to recover a lost or stolen asset (refer to SimplTrace Pro User Guide for additional details). Once Recovery Mode is initiated, the SimplTrace Pro will transition to Recovery mode on the next heartbeat cycle.
- The SimplTrace Pro reports **every 5 minutes** (configurable) while in Recovery mode. In Recovery mode, the SimplTrace Pro only reports “move” events. It does not report trip start or trip end events.
- If the asset is not moving, the SimplTrace Pro wakes up on each “stop” interval to send a move report. The default stop interval is **17 hours** (configurable).
- There are no heart beats while the device is in Recovery mode. Once enabled, the Recovery mode is active for **24 hours**. After 24 hours, the SimplTrace Pro returns to its previous tracking mode.

Should I keep the activation magnet?

- It is important to save the magnets after activation in the event you need to reset devices or want to return devices to Shipping mode to preserve the remaining battery life.
- To reset the device, leave the magnet on for at least 5 seconds before removing.

Can I set Geofence or Zone Alerts with the SimplTrace Pro?

- Yes, although the alerts will not be sent until the next heartbeat cycle if the SimplTrace Pro is in Passive mode.

How do I use the magnet included to place the SimplTrace Pro into Shipping mode?

- When magnet is put back in the slot on the device, the SimplTrace Pro goes back into Shipping mode. If device keeps sending location data after magnet is in place, the reason could be:
 - Magnet is not strong enough (is not the one included with the device)
 - Reed switch is faulty

What is Smart PowerSM technology?

- The SimplTrace Pro is powered by Smart PowerSM technology which delivers advanced battery power management. What does this technology mean to our customers?
 - Automatically adjusts the reporting intervals to save battery power during extreme heat or cold atmospheric conditions
 - Automatically adjusts the reporting intervals to save battery power if the vehicle is in an area with poor cellular network coverage

What type of batteries are in the SimplTrace Pro? Can they be replaced?

- The SimplTrace Pro has 4 lithium thionyl chloride Li-SOCl₂ batteries which have 8400 mAh of battery capacity.
- The SimplTrace Pro has a sealed enclosure so the Li-SOCl₂ batteries can't be replaced by breaking the seal. Breaking the sealed enclosure voids the device warranty.

What is the expected battery life of the SimplTrace Pro?

- The SimplTrace Pro device can send up to 4000 total events within its battery lifespan.
- The SimplTrace Pro device supports up to six (6) months of battery life if placed continuously in Active Mode and up to three (3) years if placed in Passive mode.

What is the Limited Product Warranty?

- The SimplTrace Pro device's limited warranty is 1-year or up to 4,000 events, whichever comes first.
- The SimplTrace Pro device's activation must occur within 2 years of the purchase date.

Is the SimplTrace Pro waterproof?

- Yes, it is IP67 rated¹.

¹ Device can be dropped into a body of water up to a meter deep for 30 minutes.