



MapPoint Textracker FAQ

1. Textracker Installation Questions

Can I put the Textracker in a plastic bag to protect it and mount it under the bonnet?

NO. The GSM antenna inside the Textracker unit must be able to receive signals from the mobile networks. Mounting it in the engine compartment and surrounding it with metal body parts will block the signals and you will experience difficulty in connecting to it from your computer.

DO NOT put the Textracker unit in a plastic bag and mount it anywhere outside the vehicle. Condensation will develop inside the bag over time, get into the unit and permanently damage it.

Can I connect the Textracker in a vehicle with a 24v battery?

The Textracker only works from 12v. You must fit a 24v to 12v dropper when connecting it to a 24v battery operated vehicle. Connecting the Textracker directly to 24v will damage the product.

What do I do with the Blue and the White wires in the Textracker loom I don't need?

Do nothing with them, leave them unconnected, but ensure they are sleeved and not touching each other or any other part of the vehicles components or bodywork.

Can I switch on the car alarm and immobilise the car at the same time?

YES you can, but you will need to use a double or a four pole contact 12 Volt relay to do this. Your installer or local auto-electrician will best advise you on how to do this with the make and model of vehicle you have. **Note:-** If you intend to immobilise the vehicle see a qualified auto-electrician, as some factory fitted vehicle immobilisers are wired in a can-bus form and cannot be tampered with. You MUST ensure you cannot immobilise the vehicle while it is moving.

Can I covertly fit the Textracker in a vehicle legally?

YES, if you own the vehicle you can have the Textracker unit covertly fitted, however any information acquired from this type of technology cannot be used against the driver unless the driver is aware that you are tracking and reporting information on the movements of the vehicle.

What if I connect the Textracker through the 12v from the ignition, will it work?

Powering the Textracker up through the ignition switch will create gaps in the stored information. When you come to upload the vehicles journey, history of vehicles movements you will find that the first 5 to 10 minutes of every journey is missing and large gaps when the vehicle has stopped. You will not be able to locate the vehicle either if the ignition is switched off. For the Textracker to function correctly, it must be connected to a +12v permanent live feed all the time.

2. Textracker Software and Computer Questions

When I try to install the Textlink control panel software I get a “113 Error Message”?

This error is generated by the program “InstallShield” while installing the Textlink software and it happens with some computers because it has detected a program running on the computer. Before installing the Textlink software close all the programs that are running including any anti-virus software programs that are running in the background. You may need to reboot the computer first, if you have already received this error message. Ensure that you turn your anti-virus software program back on again after you successfully install the Textlink software.

I have Microsoft AutoRoute on my computer will the Textracker work with this?

NO, AutoRoute, Streets & Trips or any other such computer mapping software packages are not advanced or smart enough to track vehicles. Only MapPoint mapping software can do this.

I can't connect to my vehicle but it appears on the map in the Atlantic Ocean?

This happens when the Textracker is not connected to the mobile network, your computer is not connected to the internet or there is no power on the Textracker unit. Check your Internet connection is on, check the led indicator on the Textracker in the vehicle and telephone the Textracker to find out the status of the network. It could also be that your Textracker has been disconnected from the network because your monthly subscription has not been paid to Textlink.

I have installed everything correctly but I still cannot connect to my vehicle?

This is more than likely your internet connection. It could be that your firewall is blocking the Textlink software from gaining access to the internet. Open your firewall program and give the Textlink program permission to access the internet.

How can I check that the Textracker is connected to the mobile network?

Telephone the Textracker in the vehicle. To find the Textrackers telephone number click on the “Add Vehicle” button, this is the number that is on the label on the box. When you phone it, it will ring twice and then hang up on you. If it does this then it is okay. Allow a few minutes after doing this before attempting to connect from the computer again as the Textracker will reset itself when you phone it. If when you phone it and it says, “This mobile phone is switched off”, then it means that there is no power on the Textracker in the vehicle. If when you phone it, it says, “This mobile phone cannot be connected to at this time”, then it means that the Textracker in the vehicle is not picking up any mobile network signals. It may be that the vehicle is in a poor network area.

A lot of the time I get the “Failed to Connect” message coming up when I try to connect?

This is because the Textracker unit has been installed in a place where there is poor network coverage in the vehicle. Inside the Textracker unit there is an antenna, it must be able to pick up the network signals. Move the Textracker unit to another area in the vehicle. If you find no improvement in doing this then you may have to fit a GSM window antenna.

I can connect okay but I don't get the vehicles position on the map?

This is either caused by having two maps open at the same time or the GPS antenna is not picking up the satellites. First close the Textlink program and ensure that there are no other maps open on the desktop, then double click the Textlink icon from the desktop and connect to the vehicle. It should locate the vehicle on the map. If it does not do this after re-opening the program, then after connecting again, continue to click on the “upload” button and then click on the “locate” button. It will then tell you how many satellites are in view. The Textracker needs a minimum of “3” satellites to get the vehicles position.

If there are less than three satellites in view then you will have to move the GPS antenna to a position in the vehicle where it can see more of the sky. The number of satellites in view can be monitored and is displayed in the Textlink control panel under the “Refresh” button.

Why have I got gaps in the journey and missing vehicle information?

The Textracker can only store the information of the vehicles movements if it can see "3" or more satellites in orbit. It may be that the GPS antenna is only picking up 4 or 5 satellites and then for periods on time and depending on where the vehicle is and what time of the day it is, it is only picking up 1 or 2 satellites. This will create gaps in the vehicles journey information when it is uploaded to the computer. In a good position the GPS antenna should pick up between 8 to 12 satellites. In large vans or HGV type vehicles it is best to fit the GPS antenna outside on the roof.

How do I get all my vehicles information back , it was there now it's not?

Select the vehicle from the drop down menu, select the date for that day's information you want to see then click on the "Refresh" button. You do not need to connect to the vehicle to see information that you have previously uploaded to your computer. After uploading vehicle information the computer stores it on your hard drive.

3. Textracker General Questions

What does GPS mean and how accurate is it?

GPS stands for Global Positioning Systems and this is the Network of Satellites that circles the Earth orbit. The Textracker in the vehicle takes readings from these Satellites to determine its exact position. GPS Accuracy using a Textracker averages 2 metres anywhere in the World.

What do I do if someone steals my vehicle?

First thing to do is contact the Police and report the incident. Explain to them you have a Textracker vehicle tracking system installed in the vehicle and that you can give them "LIVE" information as to where the vehicle is and in what direction it is heading. With your assistance the Police will recover the vehicle and safely return it to you. We strongly advise that you do not attempt to try and recover the vehicle yourself, even although you may know where it is. Let the Police recover the vehicle for you that is there job.

How many vehicles can I add to the Textlink software program?

There are no limits to the number of vehicles you can add to the program. Each vehicle you add however will need to be registered with Textlink. You can locate and track as many vehicles as you wish onto the same map at the same time.

How can you only charge £9.99 per month, where are the hidden costs?

There are NO hidden costs and NO variable billing every month. The contract is a fixed price at £9.99 + vat per month regardless of how often the Textracker is used. You can track your vehicles 24/7/365 every minute of the day and get "LIVE" tracking updates every 5 seconds.

What guarantee do I get when I purchase a Textracker?

The MapPoint Textracker is guaranteed for a period of 12 months from the date of purchase. However, Textlink will guarantee the product for life or for as long as you continue the monthly subscription payments. If at any time it stops working a replacement or refund will be granted.

Are the Textlink products Thatcham Approved and can I get an insurance discount?

Although the Textlink range of tracking products we believe would meet with Thatcham Cat 5 approval, they are not currently Thatcham approved. We have focused on delivering a superior range of products at an affordable price to the user. Your vehicle insurance company may approve that you have a Textracker product fitted and offer you an insurance discount, you will need to contact them to find out. Textlink can recommend a major insurer who will offer you, up to a 15% discount on your car, van, HGV or fleet insurance if you install the Textracker product.

How do I register the Textracker and how long do I have before I need to register it?

You must register the Textracker within 14 days of receiving it. To register the product, complete the registration form on our website:- www.text-link.co.uk/registration

Can I still locate and track my vehicle inside a building?

YES, unless in extreme conditions where the building is surrounded by metallic material, this will still be possible as the Textracker is designed and manufactured with the very latest in sensitive GPS chipset technology. The Textracker will automatically switch to sensitive mode.

What happens if my Textracker is switched off by the network?

The Textracker can only be switched off the network if the monthly subscriptions are not paid. You will be notified by Textlink if the monthly payments are not up to date. In the event, despite the reminders that payment is still not met then the Textracker will be switched off. To enable it again onto the network will cost the amount owed, to bring the Textracker payments back up to date plus a further re-connection charge of £35 plus vat.

Can I move the Textracker from one vehicle to another?

YES you can. Re-install the Textracker in the other vehicle then click on the "Add Button" and edit the name of the vehicle, so you know what vehicle it is now in. You can do this as often as you please. If you are constantly changing it from vehicle to vehicle it would be better to add a wiring loom and antenna to each of the vehicles. That way it becomes a straight forward plug and go.

How long does the Textracker hold the vehicle information in its memory for?

The Textracker can hold up to six months of vehicle information. If it is not downloaded into the computer after 6 months then it will keep storing the latest information and it will delete its oldest information. It would be advisable though to upload the vehicle information to the computer at least once a week to ensure the Textracker is still functioning okay.

Will all this information being downloaded into my computer not overload my hard drive?

NO, when it is stored on your computer it is automatically be compressed in size. A full years worth of vehicle information and history will take up approximately 2 meg. of space.

If I sell the vehicle with the Textracker in it can the new owner take over the payments?

YES, just email or contact Textlink and tell the new owner to register the Textracker again at:- www.text-link.co.uk/registration

Can I put my own Sim card or a PAYG Sim card in the Textracker?

No, the Textracker will only work with the Sim card assigned to it when you purchase the product. It is not designed to work with any other Sim card other than the one provided with it.

We have a several computers in the office can we monitor the vehicles on all of them?

If the computers are on a network, install the software on the server and create a shortcut to the program on each desktop. This way, when someone uploads the vehicle information it will be available for all the desktops to view at any time. Each computer will be able to use the system.

If the computers are not networked then install the software on each computer. Remember however that the computer that uploads the information is the only computer that can view that uploaded information and that two computers cannot connect to the same vehicle at the same time. Textlink can provide other control panel software that will allow one assigned computer to upload the information but still allow the others to be able to locate and track the vehicles.

I need more information on the MapPoint Textracker who do I speak to?

Contact Jim on his mobile number:- **07799 640 711**