

**Using The  
PROTRAK  
SCOUT  
Vehicle Tracker**

# Warranty

BY USING THIS UNIT YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS: Limited Warranty And Limitation Of Remedies: Because the manufacturer does not install, adjust, place, or operate the hardware and software (product), the manufacturer cannot guarantee the performance of the hardware and software (product) or be in any way responsible for how it is being used. Therefore, there are no express warranties (except as stated herein) or implied warranties including any warranty of merchantability or fitness attached to the sale or use of the product. In lieu of all expressed warranties or implied warranties, Manufacturer expressly warrants against defects in material and workmanship for 12 months from the date of purchase (excluding batteries and disposable items). During the warranty period the manufacturer will repair or replace at its sole option, free of charge, any defective product returned freight pre-paid. This warranty will remain in force for 12 months provided that the product: Is owned by the original purchaser; was properly installed and operated; has not been subjected to abuse or misuse; and has not been repaired, altered, or modified outside manufacturer's authorized facilities. The foregoing states the buyer's sole and exclusive remedy for any breach of warranty or for any claim, whether sounding in contract, tort, strict liability, or negligence, based upon the use of this product and any defect in the hardware and software. Manufacturer shall in no event be responsible for illegal use, software incompatibilities, any incidental or consequential damages or personal injuries incurred by the buyer or any third party involved with the product. No representation or warranty is made that the failure of the hardware and software (product) will not occur, or that the product will prevent any personal injuries, harm, or inconvenience during its use. This Agreement will be construed under the laws of the State of Colorado, the District Court of Boulder County and it shall be the exclusive venue for any and all claims.

# System Compatibility

The Protrak Scout software is fully compatible with Microsoft  
Windows 98/2000/ME/XP

The software is not supported with Microsoft Windows 3.11,  
Windows 95, Windows NT, or Macintosh

The software may experience problems performing some print  
functions to older print devices

# Setting Up The PROTRAK Scout

The PROTRAK Scout is shipped with 3 of the 4 batteries in place. Using the allen wrench, open the case of the unit (there are four bolts through the top). Be careful not to tear the rubber gasket that surrounds the case.



- Locate the RED SWITCH BLOCK next to the Download Buttons
- Switches 1 and 2 set the DATA RATE (how often a position is stored)
- Switch 3 activates a FAST DOWNLOAD for downloading the data to the software
- Switch 4 changes the unit from Download to TRACKING MODE

## SWITCHES 1 and 2 (DATA RATE)

The PROTRAK Scout uses an internal motion detector to shut off the unit if the vehicle is vibration-free for 5 minutes. This allows the unit to operate for long periods of time on a small battery supply. The PROTRAK Scout can record location data every 10, 20, 30, and 60 seconds when the vehicle is moving. If you select 10 or 20 seconds, the tracking detail will be very good. This is useful if you want to verify a delivery route where the stops are short and numerous. By selecting 30 or 60 seconds, you extend the battery life and still get accurate documentation of starts and stops. The tracking detail will be altered slightly because turns will not be properly displayed on the map. The vehicle will appear to cut across the corner. We suggest the following settings for the unit:

Package Delivery or routes with short stops	10 or 20 seconds
Service companies with longer stops	30 seconds
Investigations of suspicious behavior	30 or 60 seconds
Long term monitoring	60 seconds



### How Long Will The Unit Work?

<u>Data Rate</u>	<u>3 Hour Commuter</u>	<u>Non-stop Delivery Truck</u>
10 seconds	3 days	9.5 hours
20 seconds	5.5 days	19 hours
30 seconds	10 days	3.4 days
60 seconds	18 days	6 days

### How Do I Set The Data Rate?

Open the unit with the allen wrench, being careful not to damage the rubber gasket. You will notice a red group of switches next to the Playback Buttons. Switches 1 and 2 control the Data Rate.

Switch Position	Data Rate
1 OFF, 2 OFF	10 seconds
1 ON, 2 OFF	20 seconds
1 OFF, 2 ON	30 seconds
1 ON, 2 ON	60 seconds

### Getting Ready To Track A Vehicle

Once you have set the desired data rate, install the fourth battery. Be careful to insert it in the correct way or the unit will not work. When the battery is installed properly the LED light will blink a few times and stop. Be sure to attach the antenna before activating the unit. IMPORTANT: You should erase the unit's memory before using the device, and after every download. To clear the memory, hold down the FF and REW buttons until the LED is solid red. Once the LED goes out, the memory is clear. TURN SWITCH 4 ON TO ACTIVATE THE TRACKING MODE. The LED should begin blinking once per second. To verify the operation of the system, take the unit outside with the cover off so you can monitor the LED (do not allow the unit to get wet). The PROTRAK Scout is now finding its location and building a data set so that it can operate efficiently. This step may take a few minutes.

- LED blinks 1 time per second - Building Data Set
- LED blinks 2 times per second - Location Data Accurate
- LED blinks 3 times and stops - Location Data Saved

When the LED blinks 3 times and stops, the unit is operational and ready to be closed. **The LED will continue to flash at the Data rate interval set above.** Carefully place the cover on the unit. Make sure the plastic insert (inside the cover) is over the batteries. This prevents the batteries from moving. make sure the gasket is sealed around the entire perimeter. Place the bolts in the holes and tighten slightly. For non-covert use, just hand tighten.

### Installing PROTRAK Scout On A Vehicle

The Scout unit operates on vibrations given off by a vehicle when the engine is running or doors are opened and closed. Therefore, the unit operates best when it can be attached to metal in or on a vehicle. FOR NON-COVERT APPLICATIONS, place the unit on the dash, the floorboard, on the bottom of a dash compartment, or fasten it to any of the covert locations listed on page 3.



FOR COVERT APPLICATIONS, place the unit on: any seat bracket, the dash frame, side or rear metal panels, on top of wheel wells, seat belt hold down bolts, in the rear storage area under the spare tire, under the hood away from severe heat, inside fender panels, on the vehicle frame or in the trunk beneath the spare tire. You MUST be certain to keep the antenna cable away from moving mechanical parts to prevent breaking.

If you cannot find a good metal surface to mount the unit to, you can fasten the unit to any solid part of the vehicle with wire ties or other secure method. Any structural piece of the vehicle transmits vibrations and will suffice. Fasten the unit with the magnet side toward the structural piece. Placing the Scout on the floor carpeting reduces vibrations, and the unit may not always start up when the vehicle moves. Verify that the unit is operational by checking the LED.

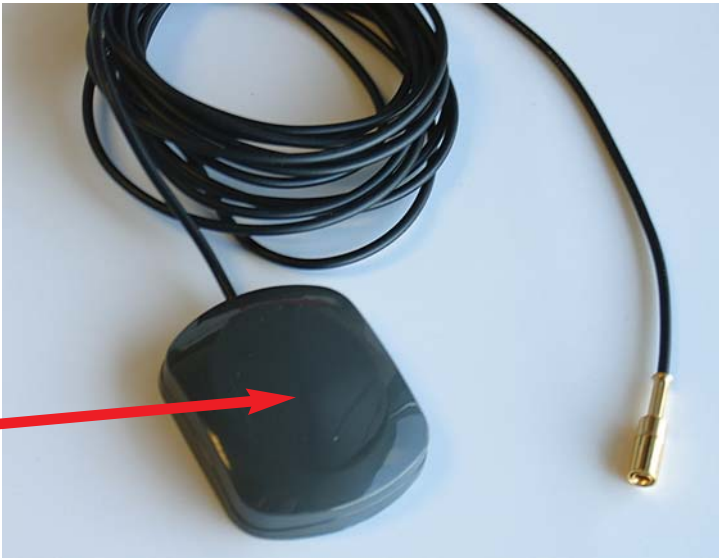
IMPORTANT: DO NOT drop the Scout on a hard surface. The motion sensor may break. This damage is not covered by the warranty and there will be a charge to replace the damaged unit. MAKE SURE that the metal you are mounting the Scout and antenna to is clean and that the magnet has plenty of grip. We are not responsible for units falling off of vehicles. If you are unsure of the placement, place the Scout ON TOP of a frame and use duct tape for additional hold. DO NOT place the Scout or the gps antenna on or near the exhaust pipes, engine manifolds, radiator or any very hot area. The operational temperature of the unit is -10 F to +125 F, and damage may occur that will void the warranty.

### Placing The GPS Antenna

The GPS antenna receives radio signals from US Government satellites to determine the location of your vehicle. To properly receive these signals, place the GPS antenna so that it has a “view to the sky” through carpet, plastic or glass. Metal blocks these signals so you need to do the following:

For Non-Covert applications, place the GPS antenna on the front dash or in the back window. Keep in mind that some window tinting is metal, so the front dash is always the best position. For Covert applications, hiding the antenna is important. Here are a few areas to consider for placement: under the dash (away from speakers or other metal objects), under the rear speaker deck, inside storage compartments near side windows, inside the glove compartment, under the plastic bumper cover, behind the plastic front grille, or between the bumper and the vehicle.

**NOTE: The Antenna MUST be Placed With This Side UP**



# Installing The PROTRAK Scout Software

Before starting the install process, be sure to disable any virus software that may be running on your computer. Place the PROTRAK Scout disk in your CD drive. Go to **My Computer** and select the CD Drive. Next select the **SETUP** icon from the list. The program will begin to load. During the loading process you will have the option of a typical or compact install. The typical install will copy the map data to your hard drive and will require 600 MB of space. If you do not wish to load the Map Data, use the compact install to copy the program files only. The program will use the data on the CD. Keep in mind that the compact install will require you to use the CD every time you run the program. An ICON called PROTRAK GPS is now on your desktop.

## Configuring The Program

Select the **SETTINGS** drop down menu, then the **Configuration** menu. The **UTC Offset** setting allows you to adjust the gps data to reflect the current time for your local area. Settings should read: Pacific Time: -8, Mountain Time: -7, Central Time: -6, and Eastern Time: -5 (reduce 1 hour for Daylight Savings Time).

The **Maps Path** should point to either your hard drive or your CD-ROM drive, depending on how the software was installed.

The **Stop Speed** and **Stop Time Thresholds** are set to define what is considered a "stop". The default setting considers anytime the vehicle is traveling LESS THAN 3 miles per hour for MORE THAN 3 minutes, the vehicle is at a stop.

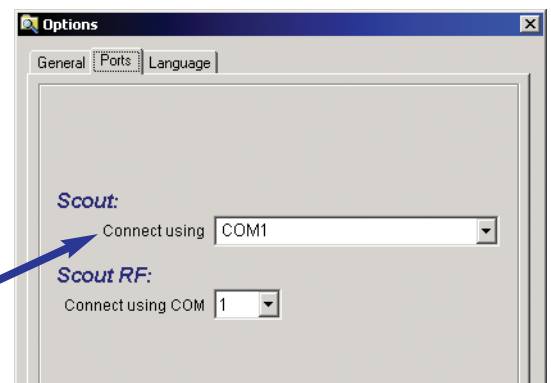
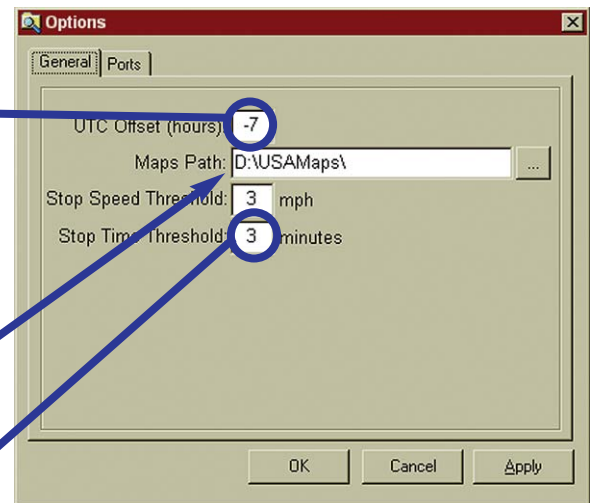
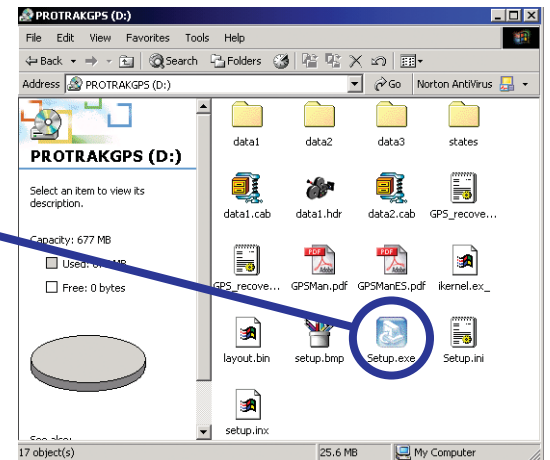
## Setting Up the Software:

Click on the **PROTRAK Scout ICON** on your desktop, the start-up screen should show on the desktop.

## Centering The Map For Your Area

Move your mouse cursor to your area on the U.S. map. Click the **LEFT** mouse button to center on your area. Zoom in using **ZOOM** button at the top. As you zoom in, you may need to re-center on your area using the **LEFT** mouse button. Do not zoom in too close; if your area of operation is half of your state, only zoom in that close. Once you have the proper area on your screen, click on the **SETTINGS** menu and select **Set Default Map View**. Now, every time you press the magnifying glass on the right of your screen, the default map will display.

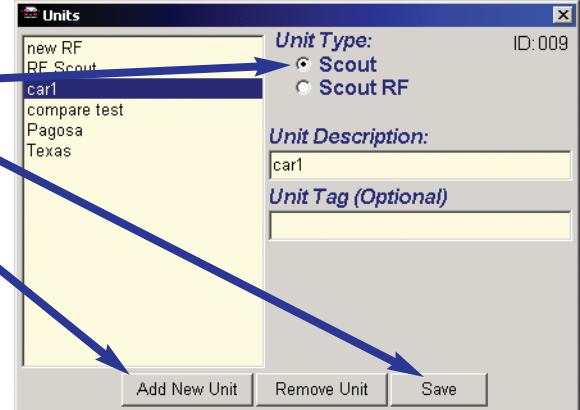
Select the **ports** tab to change the **Com Port** if you are unable to download with the default settings. The software will be set to **COM 1** by default but your computer may use a different **COM** port setting for the serial port. You can find the **COM** port setting in the **Device Manager** in Windows.



# Downloading Data from The PROTRAK Scout

## Enter a Unit:

Under the **VIEW** drop down menu, select the **UNITS** Box Press the **Add New Unit** button at the bottom of the box. Under **Unit Type** select "Scout". In **Unit Description** type the name of the person or vehicle this unit will be associated with. When complete, press "**Save**".

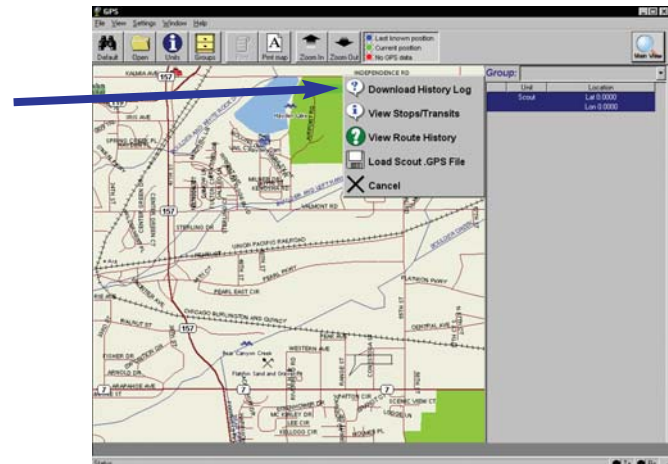


## TO DOWNLOAD DATA

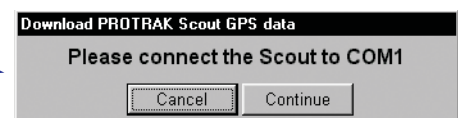
In order to download or play back data from the PROTRAK Scout unit, you must first retrieve the unit from the vehicle and connect it to the serial port on your computer. To do this, open the Scout with the allen wrench that comes with the unit. Once open, turn OFF SWITCH 4. This stops the unit from further recording and puts it into Playback mode. Connect the serial cable to the 9-pin port on your computer and connect the other end to the Scout. Turn ON SWITCH 3. This activates the "fast download."



Start the Protrak Scout program by double clicking on the PROTRAK Scout icon on your desktop. When the program starts, click on the unit you created above and click on **Download History Log**.



Connect the Protrak Scout and click Continue.



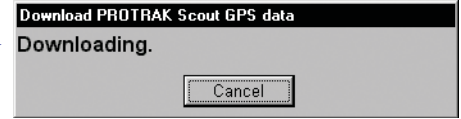




Press the play button on the scout.

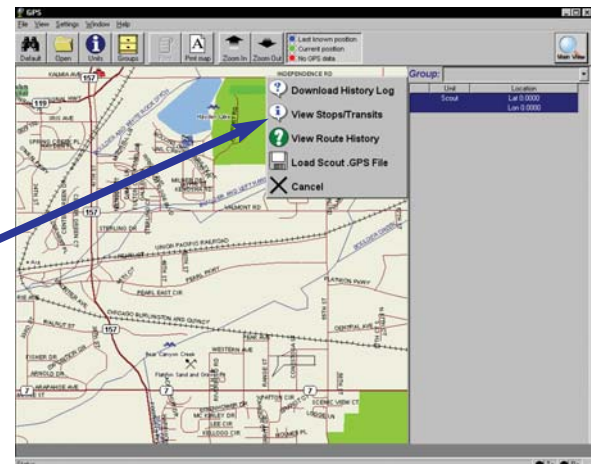


The software will indicate it is downloading and will tell you when the download has completed.



### View Stops/Transits:

To view a list of the vehicle's stops by date, move your mouse cursor over the unit you want to view in the list on the right side of your screen. Left click on the unit and a box will open listing Download History Log, View Stops/Transits etc. Click on the **View Stops/Transits**.



By clicking on any STOP in the list, the location is displayed on the map. In addition the address is listed in the right column.



To print a report based on the history, press the **PRINT** button. You will be given the option to print the last 30 days of history, to print a range a days, or to export the report to an HTML document. To print a specific day click on the day you want to print. To print a range of days click and drag over the days you want to print.

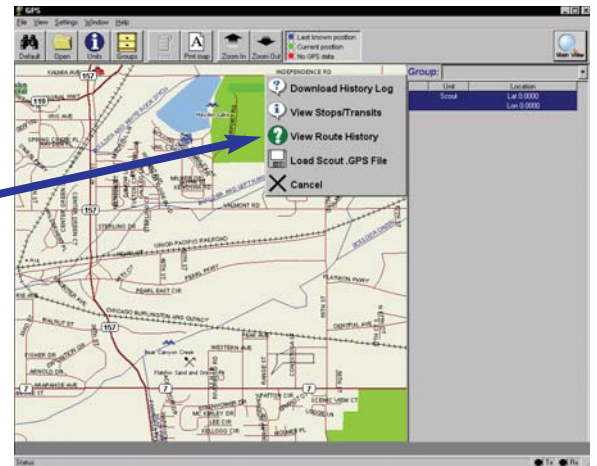
To export to HTML, select the day or range of days to export and click **Export HTML**. The program will create a file named "protrakreport.htm" in the Protrak folder.



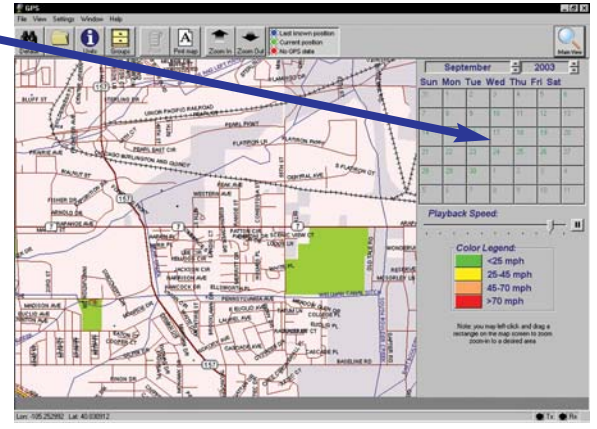


**View Route History:**

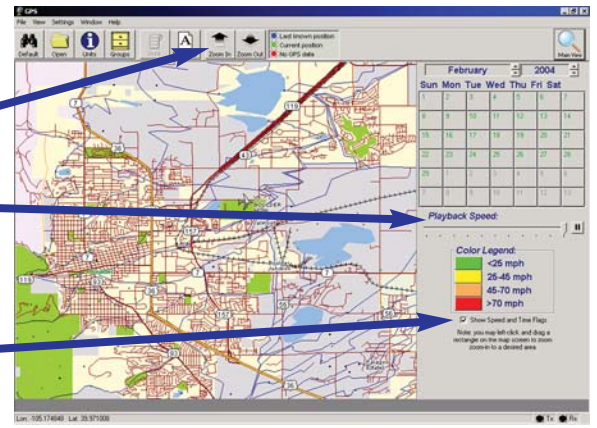
To view a visual playback of the vehicle's route by date, move your mouse cursor over the unit you want to view in the list on the right side of your screen. Left click on the unit and a box will open listing Download History Log, View Stops/Transits etc. Click on the **View Route History**.



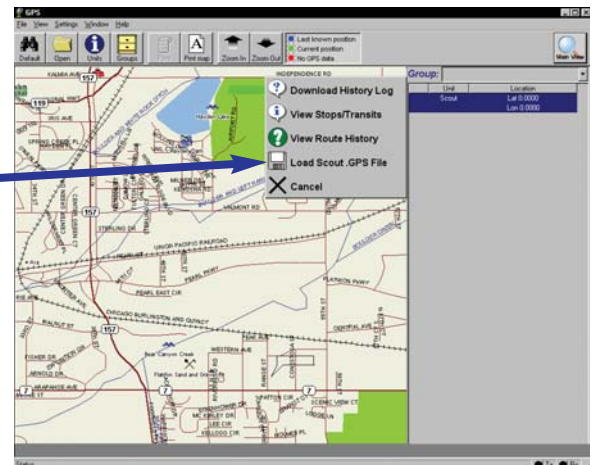
Select the date from the calendar for which you want to view vehicle activity.

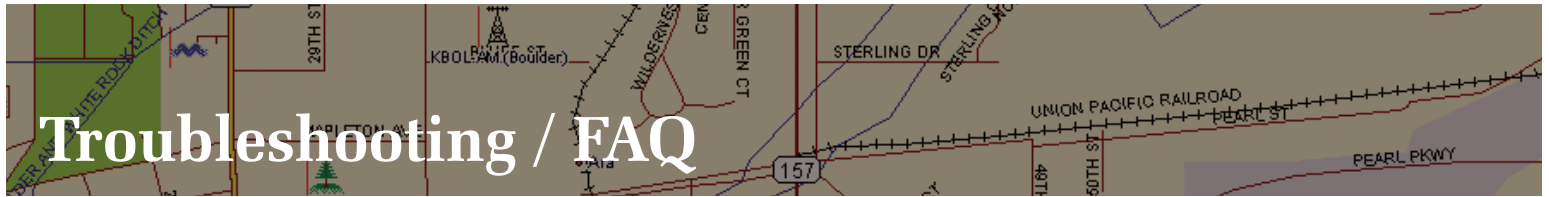


The route will begin to automatically play back, showing varying colored directional arrows to differentiate vehicle speed. The time for each data point is displayed in military time. If you press the zoom in button during playback the software will automatically zoom in and display 10 arrows at a time, then pan and display another 10 arrows. You can adjust the playback speed by moving the slider beneath the calendar. You can pause the playback by clicking the pause button to the right of the slider. To hide the speed/time flags, uncheck "Show Speed and Time Flags"



To open a .gps file saved from an earlier version of the Protrak software, left click on **Load Scout .GPS File**. The software will ask you to locate the file you want to open. Select the file you want to open and click "Open"





# Troubleshooting / FAQ

## Problem

## Solution

When attempting to download data from the unit, the red LED does not flash and nothing downloads.

Either the batteries are dead or there is no data in the unit. Replace the batteries and attempt to download again. If the red LED still does not flash, there is no data in the unit - start tracking again and be sure the GPS antenna is not obstructed.

When attempting to download data from the unit, the red LED flashes but the software continues to say "ready to download".

The software is not set to the correct COM port. Refer to page 7 "**Setting Up the Software**" for more information.

When viewing the Stop/Transit report, the time is incorrect.

The UTC offset is not set to the correct timezone. Refer to page 7 "**Configuring The Program**" for more information.

When viewing the Stop/Transit report there is a stop labeled "Stopped (L/S)"



A stop with the "L/S" indicates a "Lost Signal" stop. This usually occurs when the GPS receiver loses a signal while the vehicle is still moving. Often times this is caused by the vehicle entering a parking garage or tunnel.

When viewing the Route playback, only the last part of the trip is displayed.

The Scout did not receive enough vibration to activate it correctly. Start new tracking and place the Scout on the structural metal of the vehicle.

After downloading the Scout, very little data is displayed in the report.

The GPS antenna is not in a location where it can consistently receive GPS signals. Place the GPS antenna in a new location and be sure it is not obstructed by metal.

If you are having problems with something that is not listed here, you can contact technical support by e-mailing the problem to: [support@trackingproducts.com](mailto:support@trackingproducts.com)