Frequently Asked Questions
Haas GPS Text-N-Track H1400 Business Tracker

Q: How is the H1400 Business Tracker different from a personal vehicle tracker?

A. While the technology is essentially the same, the use of the hardware requires more robust software. For example, few individuals would be willing to pay for information such as how long their engine idles, or how long someone has been driving. The additional data available is important to a regulated industry.

Also, the H1400 comes with an external antenna to ensure a good exchange of signals involving large vehicles, or vehicles with structures over the cab.

Q. How does the GPS system work?

A. The *Space Segment* is made up of thirty-one satellites managed by the United States Air Force. They are equipped with super-precise clocks and radios propagating GPS signals at the speed of light. Since 1983, the system, considered a benefit for the common good, has been free for civilian use.

When the signal of at least four satellites engage the same GPS receiver (the *User Segment*), the time it takes for the signals to travel from the satellites to the device is calculated by on-board processors using geometry and trigonometry.

This information is transmitted to the *Control Segment*, monitoring stations operated by the Air Force and other agencies. They synchronize the movement of the satellites and adjust for atmospheric conditions. The GPS receivers then send their data to PCs such as those employed by Haas GPS.

Ideally, the device's position can be super-imposed on a map to an accuracy of three meters. Under normal conditions, an accuracy of thirty meters is typical. Speed, direction and other programmable events can be sent to client computers and text message capable cell phones. Records are kept to aid in the analysis of the safest, most efficient, and most profitable methods of operation.

Q: Are all user accounts the same?

A: There are three different types of user accounts.

- **Global-Level User Accounts** allow Haas GPS clients to work with all assets in all Fleets (Fleets are identified on the website as "Customers"). Global-Level clients can create new Fleets/Customers. They can "move" any asset from one Fleet to another. They can create new user accounts with either

Fleet-Level access privileges, or “View-Plus-Ping-Only” privileges (see following).

- **Fleet-Level User Accounts** allow clients to work only with assets in a specific Fleet (or “Customer” group). Fleet-Level users can create and edit each Asset Description, set (and re-set) each asset’s Engine Run-Hours, and specify each asset’s Service Interval.
- **“View-Plus-Ping Only” User Accounts** allow clients to view assets in a specific fleet. These clients can also “ping” any asset to collect an up-to-the-minute report of its Location, Status and Engine Run-Hours. These clients are not allowed to make any changes to the Asset Description, Engine Run-Hours, or Service Interval.

Q: How can I tell what type of account I have?

A: When you log into the website, a welcome message will appear in the upper left corner of each page. The welcome message will state your access privileges.

Q: How do I set up the Asset Descriptions for each of my machines?

A: The Mobile ID Number for each monitoring unit will be presented on the Account Home Page until you customize its Asset Description. To customize the Asset Description, start from the Account Home Page, find the unit that you want to customize, and then click on its Asset Description.

- If the page provides spaces for you to submit information about the asset, simply fill in the blanks and click on the “Submit” button at the bottom of the page.
- If the Asset View Page appears (the “grey page”), move the cursor to the top of the page to the button marked “Asset,” and select the “Configure/Edit” option. At that point, you can submit the requested information, and then click on the “Submit” button at the bottom of the page.

Q: I can see my entire fleet, but I cannot change the Asset Description, Engine Run-Hours, or Service intervals on any of my assets. Why not?

A: Your access privileges may be restricted to “View plus Ping Only.” Check with your Fleet Manager for details.

Q: How can I see my fleet on a map?

A: There are several ways to see your assets on a map:

- Single Asset View:
  To view a single asset, look for its Asset Description on the Account Home Page. Use the “Search” feature. Move across its row and click on the button marked “Asset Control” in the column located at the far right side of the page.
- Fleet View
  To view all of the assets on the Account Home Page on a map, move your cursor to the bottom and click on the button marked “Show Above on a Map”. You can modify the list of assets that is presented on the Account Home Page by using the “Search” feature, located above the Information Table, to

select a specific group of assets by Branch or by Jobsite, etc. You can also use the column headings to “Sort” your fleet according to factors such as utilization, the number of hours until the next Service will be required, etc.

Q: What types of map views are available? How current is the map info?

A: All of the maps offer at least three different viewing options:

- Street View -shows the cities and streets
- Aerial View -shows an overhead image of the area
- Hybrid View-combines the overhead image with the cities and streets

In some areas, another option called “Bird’s Eye View” is also available, offering a low-altitude image.

All of the map options offer capabilities to zoom in or out, and to move North-East-West-South.

The street map information is updated every few weeks. The aerial images are not updated as frequently and the images can be over a year old.

Q: I have a Global Level account. I know that sometimes I must move from the Global level to the Fleet level to perform certain functions, such as creating Jobsites or setting up Alert Notifications. How do I move from the Global level to the Fleet level? How can I move from the Fleet level back to the Global level?

A: The best way to move from the Global level to the Fleet level is to select one asset from the desired Fleet, then refine the results by clicking on its Asset Description. By focusing on a specific asset, you have automatically moved to the Fleet level.

If you are at the Fleet level, you can return to the Global level by selecting the Account Home button at the top of the page. The “Search” feature should not be active when you return Home. You can ensure that the feature is not active by clearing any text out of the “Search” box, located above the information table.

Q: I have a large fleet. Is there an easy way for me to find a specific machine without scrolling through the Home Pages to find it?

A: The “Search” feature, located above the Information Table on the Account Home Page, makes it easy to find any asset or group of assets. You can use the “Search” feature to find one or more assets based upon:

- Customer (or “Fleet”)
- Asset Description
- Branch ID
- Unit ID
- Jobsite

You do not have to specify the complete Customer Name, or Asset Description, or Branch ID. Simply submit at least three characters, and the web site will search for a match.

Q: Sometimes the "Jobsite" information on the Home Page seems to be a day or so out of date. Why?

A: Each day, between 4:00 am and 5:00 am Pacific Time, the website automatically checks each asset's location, and specifies if it is located at a Jobsite. This information is not updated throughout the day. The Jobsite info will remain on the website until it is revised the next day. If the asset moves during the day, its new location will be specified in the Jobsite column on the following morning.

Q. I created and saved an Alert Notification Template, but now I cannot find it. What happened?

A: Alert Notifications are typically applied to specific Fleets (presented on the website as "Customers"). If you have Global Access Privileges, you may have been working with another Customer Fleet when you created and saved the template. Here is how you can find it again:

- Check the other Customer groups to see if the template is associated with another Fleet.
- In some cases, an Alert Notification Template may be created at the Global Level. It will not be available when you are working with a specific Fleet. Make sure you are at the Global Level, and then search for the template. (See above for instructions about moving between the Global level and the Fleet/Customer level.)

Q: I have a Global-Level account. How can I create Alert Notification Templates for a specific Customer Fleet?

A: This is a two-step process. The first step is to move from the Global level to the Fleet/Customer level. The second step is to create the Alert Notification Template(s). The third step is to assign the template(s) to the assets.

1. Move from the Global level to the Fleet/Customer level.
   The easiest way to move from the Global level to the Fleet/Customer level is to select an asset from the desired fleet, then click on its Asset Description. You will then see a detailed summary of that asset, which means that you are working with that asset. Any Alert Notification you create for that asset will be available for all other assets in the same Fleet/Customer group.

2. Create the Alert Notification Template
   Place the cursor over the Alert Notification button at the top of the page. Select the "Manage" option. At that point, you can create your list of contacts for the Alert Notifications. Submit the requested information and move to the bottom of the page, where you should provide a Name for the template and then click the "Save" button.

Note: You can create multiple templates, but be careful to assign a different name to each template.

3. Assign the template to the asset(s)
   Place the cursor over the Alert Notification button at the top of the page and select the “Assign to Assets” option. You will then see a listing of all assets in that Fleet/Customer group. Select the desired asset (or assets) by clicking in the box in its far right-hand column. Go to the bottom of the page and search the dropdown list next to the box marked “Assign selected asset to template”. Select the template you want to assign to the asset(s) and click the “Assign” button. To ensure that the proper template has been assigned to the asset, check the table that appears in the middle of the page. Look for the asset, and see which template is specified in the column marked “Alert Template.”

Q: I have a Global-level account. How do I set up Jobsites for a specific Fleet or Customer?

A: Jobsites are applied only to specific Fleets/Customers. Users with Global-Level accounts must select a specific Fleet/Customer before the Jobsite button becomes active. The best way to do this is to select an asset from the desired fleet and click on its Asset Description. At this point, the “Jobsites” button will become active. Move the cursor to the Jobsite button, select the “Create/Edit” option, and follow the instructions on the page.

For addition questions you can always e-mail or telephone The Haas GPS offices in Culver City, California. Our PST hours of operation are from 8:30 am to 6:30 pm.