

**Q: What is GPS?**

**A:** GPS is an abbreviation for Global Positioning System. GPS is actually made up of 24 satellites that orbit the earth. These satellites constantly transmit radio signals that contain the location data. Any GPS receiver on the ground can pick up these signals and use them to calculate its own location, speed and direction at that moment. The GPS signals produced satellites are available at all times, free of charge.

**Q: How accurate is the GPS signal?**

**A:** GPS is accurate to within approximately 150 feet, but in practice accuracy is often far more precise, usually within 25 feet or less.

**Q: Does weather effect the GPS reception?**

**A:** GPS satellite positioning signals consists of short waves and the transmission of short waves is generally not effected by weather conditions. However GPS signals transmitted may produce error factors during Solar wind, Earth rotation, variation of Atmosphere density, Building reflection, etc.

**Q: What is VTU?**

**A:** VTU is an abbreviation for Vehicle Tracking Unit. In general, VTU is a system using GPS receivers to assist in tracking and managing vehicles. The VTU also equipped with GSM engine to send the GPS data received.

**Q: What happens when the vehicle is out of GSM/GPRS of coverage?**

**A:** The Visiontek VTU continues to receive and store the GPS position details in memory. As and when the vehicle enters into GSM/GPRS network coverage is re-established, all the position details stored are transmitted to central server.

**Q: Is Visiontek VTU information On-Line or Off-Line?**

**A:** Visiontek VTU supports both On-Line (Active) and Off-Line (Passive) tracking. In the case of On-Line tracking, the device not only collects the information of the vehicle like GPS location, Date, Time, Speed and Direction, but it also transmits the information in real time through GSM cellular networks.

In the case of Off-Line tracking, the device simply stores information of the vehicle like GPS location, Date, Time, Speed and Direction. This information is downloaded onto a computer for study purposes when the vehicle gets back to its original destination.

**Q: How does Visiontek VTU send Data?**

**A:** Visiontek VTU uses SMS and GPRS for sending the data. It takes only a short period of time to send the data. However the data sending times will vary depending on the network and the amount of data to be sent.

**Q: Can we make out going voice calls from Visiontek VTU?**

**A:** Yes. The Visiontek VTU has provision to make out going call facility. However this Service is disabled and cannot be used.

**Q: Can the VTU receive incoming calls?**

**A:** Yes. The unit can receive incoming calls from a pre-defined numbers. However this Service is disabled and cannot be used.

**Q: Can we send SMS from Visiontek VTU?**

**A:** Yes. The Visiontek VTU has provision to send SMS. However this Service is disabled and cannot be used.

**Q: Does Visiontek VTU also provide maps in the vehicle?**

**A:** No. The VTU unit does not provide any maps in the vehicle. The unit only provides the connectivity option by sending all the details required for maps.

**Q: Can I browse the Internet with Visiontek VTU?**

**A:** No. Visiontek VTU is an integrated hardware device and the software solution that tracks and monitors vehicles is a separate service.

**Q: Will Visiontek VTU drain the vehicle's battery?**

**A:** The Visiontek VTU draws very low current and should not cause any problems in a vehicle driven on a semi-regular basis with a normally functioning electrical system and a healthy battery. However the unit should be probably disconnected from the battery when the vehicle is going to stop for periods longer than a few days.

**Q: Some times, why the VTU can not get a GPS position fix?**

**A:** GPS receivers can work only under open sky. They can not receive GPS signals indoors. Check the following.

1. Check whether the GPS antenna is correctly installed or not. The GPS antenna should always face the open sky.
2. Make sure that there is no metal shield on top of the GPS antenna, Which may block the reception of GPS signal
3. Do not park the vehicle under shielding or building.

**Q: Why the GPS receiver needs long time for position fix?**

**A:** It is possible because the GPS microwave is too feeble. The time requires to get a position fix can be effected by many factors, such as weather, distribution of clouds, roadside trees, elevated roads, near by high buildings and heat insulating papers containing metal elements. Besides, positioning of the stopped vehicle will take shorter time than positioning in motion state. Some times the time for position fix can take up to 10 minutes.

**Q: Why GSM fail to communicate?**

**A:** Check whether the SIM card is protected with password.  
Check whether the SIM card is correctly placed in the SIM socket or not.  
Make sure that the SIM card supports GPRS function.  
Check whether the vehicle is parked or moving in a place where the GSM signal is weak or not available.

**Q: Why there is no response from the unit after installation?**

**A:** Check the polarity of power connection.  
Check the battery voltage. The battery voltage should be 8 V to 30V.  
Check the SIM Card activation.