ST24/7**Spot**^{**}

Cloud-Based Tracking Platform





1 Log In

2.

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8.

- **Overview**
- 3. **Customize Monitoring View**
 - **Understanding the Location Data**
 - **Entering Shipment Information**
 - Geofences
 - **Notifications & Reports**
 - **Frequently Asked Questions**







Section 1: Log In





| SHAD | OWTRACK novative Tracking Solution | 24 ns 7 | |
|---|--|------------|---|
| User: | User | | |
| Password: | Password | | |
| Language: | English | ~ | |
| Remember Log in as Forgot your © ShadowTrack 24/7 | password? | | |
| | Log in | | 1 |
| | | | |
| | | | |
| | | | |

URL

https://spot.shadowtrack247.com





| OWTRACK ovative Tracking Solution | 24 |
|---|---|
| User | |
| Password | |
| English | ~ |
| assword? | |
| | OWTRACK ovative Tracking Solution User Password English |

Your Username is typically your email address.

Your original password is provided by your ST247 account manager or your designated company administrator.





USER NAME & PASSWORD

| SHAD | OWTRACK novative Tracking Solution: | 24 |
|---|---|----|
| User: | User | |
| Password: | Password | |
| Language: | English | ~ |
| Remember Log in as Forgot your © ShadowTrack 24/7 | password? | |

FORGOT YOUR PASSWORD

Click on the "Forgot Your Password?" link to reset your password.





Section 2: Overview





TABS

The TABS across the top help you navigate the tracking platform.

| 🗧 😑 🥙 ShadowTrack 24/7 | × + | ~ |
|--|--|----------|
| \leftarrow \rightarrow C \triangle \bigcirc spot.shadowt | rack247.com 💁 🖞 🕤 🕼 🖬 🕼 🛞 Update | • : |
| G PW MGR 🜔 PINACLE Express 😚 | ; Spot 🛷 ADP 🔥 Qwilr 퉳 SharpSpring ♀ WordPressST247 🛟 ShipStation 💿 QuickBooks 🛛 » 🗎 Other Bookm | narks |
| ST24/7Spot Stra | icks 🗐 Messages 🗊 Reports 🖏 Geofences 🕥 Notifications 🤱 Users 🚘 Units 📐 : STManager (stdemo_user220) | ⊡ |
| Q Search | Canada | |
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| Monitoring | • |
|--|---|
| Provides an overview of tracking data. | |
| Tracks & Messages | |
| Run the track for a specific device | ٠ |
| Reports | |
| Create & Run Reports | • |
| Geofences | |
| • Create & View Geofences | |
| | |

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| ••• | ShadowTrack 24/7 × + | ~ |
| $\leftarrow \rightarrow c$ | | ☆ ⓒ ⓓ ✿ □ ∰ Update : |
| G PW MGR | 🜔 PINACLE Express 👋 Spot 🛷 ADP 🔥 Qwilr 퉳 SharpSpring ♀ WordPressST247 🔅 ShipStation (| 💿 QuickBooks 🛛 » 📄 Other Bookmarks |
| ST24/7Sp | 🕂 😚 Monitoring 🖾 Tracks 🖃 Messages 🖬 Reports 🏷 Geofences 🕥 Notifications 🤱 Users 🚍 Units | STManager (stdemo_user220) |
| O Search | Canada | |

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Notifications

• Create & View Notifications

Users

• List of Company Users

Units

View list of Device IDs assigned to you

TRACKS Tab

Overview

Run Tracks for individual tracking devices to show route for a selected time period



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MESSAGES Tab

Overview

Run Messages to see route and sensor information for each time the tracking device reports.



| Та | ble Chart | | | | | | | | |
|----|---------------------|-----------------------------------|--------------|---------------------------------------|-----------------|--------|-------------|-------|---------|
| # | - Time | Coordinates | Altitude, ft | Location | Battery | Motion | Temperature | Light | GPS Acc |
| 36 | 01-09-2022 20:55:42 | 33.6810904224, -115.985251365 (0) | 3 | I-10, Desert Center, CA 92239, USA | Good (100.00 %) | Moving | 69.80 °F | | LBS |
| 37 | 01-09-2022 21:10:42 | 33.6620443192, -115.778275281 (0) | 3 | I-10, Desert Center, CA 92239, USA | Good (100.00 %) | Moving | 69.80 °F | | LBS |
| 38 | 01-09-2022 21:25:42 | 33.6699908662, -115.640442788 (0) | 3 | I-10, Desert Center, CA 92239, USA | Good (100.00 %) | Moving | 68.00 °F | | LBS |
| 39 | 01-09-2022 21:40:37 | 33.7048455, -115.359198 (0) | 3 | I-10, Desert Center, CA 92239, USA | Good (100.00 %) | Moving | 68.00 °F | | LBS |
| 40 | 01-09-2022 21:55:42 | 33.627245427, -115.037551914 (0) | 3 | Paled Dunes Dr, Desert Center, CA 922 | Good (100.00 %) | Moving | 69.80 °F | | LBS |
| 41 | 01-09-2022 22:10:37 | 33.6087130243, -114.86225974 (0) | 3 | I-10, Desert Center, CA 92239, USA | Good (100.00 %) | Moving | 68.00 °F | | LBS |
| 42 | 01-09-2022 22:25:38 | 33.6069357201, -114.573976261 (0) | 3 | 241, Blythe, CA 92225, USA | Good (100.00 %) | Moving | 68.00 °F | | LBS |

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Section 3: Customize **Monitoring View**







MONITORING Tab

Overview



- View sensor status
 - Motion
 - Light
 - **Temperature**
 - **Battery**
- View shipment information
- View tracking devices by Groups





Adjust Device Info View

Customize **Monitoring Tab**





Select the information you would like to see in the monitoring tab in the list of devices. This is a matter of preference with some trial & error.

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| : | Secondary information: | Geofences | | | | |
|---|------------------------|------------------------------|-----|--|--|--|
| Ê | | All | ~ | | | |
| | Location | Addresses | ~ | | | |
| | 🗌 🗌 😸 Drivers | Image | ~ | | | |
| | 🗌 🔲 🗖 Trailers | Image | ~ | | | |
| | 🗹 📋 💮 Unit tracking | | | | | |
| | Motion state | €0 ► min | | | | |
| | 🗌 🗌 🛞 Data accuracy | | ~ | | | |
| | Connection state | ∢ 0 | | | | |
| | 🗌 📄 🌝 Sensor state | | | | | |
| | Battery level | | | | | |
| | 🗌 🛃 🖾 Quick track | Today | ~ | | | |
| | 🗌 🔽 📃 Messages | Today | ~ | | | |
| | 🗌 📄 📊 Quick report | ✓ Today | ~ | | | |
| | 🗌 📄 🔛 Media | | | | | |
| | □ □ □q Video | | | | | |
| | 🗌 🗹 上 Commands | | | | | |
| | Events registrar | | | | | |
| | Properties | | | | | |
| | Clear list | | oru | | | |

Adjust List View

Customize Monitoring Tab



Click on Lines

Switch between a list view by Groups or list view by individual tracker Device IDs

| | | | ST | 24/7 Sp | ot™ |
|-----------|---------|---|-----|----------------|-----|
| onitoring | Tracks | | Mes | sages | |
| | | | | : | |
| \odot | \odot | 4 | * | | |

Adjust List View

Customize **Monitoring Tab**



Click on Lines with "+"

Select Tracker Device IDs you wish to view in the List.

You can select a Group or Individual IDs.

| | | | ST | 24/ | 7 Spot ™ | |
|-----------|------------|---|-----|------|-----------------|--|
| onitoring | Tracks | Ξ | Mes | sage | s | |
| | | | | : | - | |
| ۲ | \odot | 4 | 4 | Ê | | |

Adjust List View

Customize Monitoring Tab



Click on Lines & All

When you Click the ALL button it will add ALL the Tracker Device IDs for your company.

| | | | | ST | 24/ | 7 Spo | t™ | |
|-----------|---|---------|---|-----|-------|--------------|----|--|
| onitoring | Ø | Tracks | Ξ | Mes | sages | S | | |
| | | | | | - | | | |
| ۲ | | \odot | 4 | 4 | Ê | | | |

Search Device ID

Customize **Monitoring Tab**



Click on Search Box

You can Search and View a specific **Device ID by entering the Device ID in** the Search Box

| | | | ST | '24/7 Spo ' | Т |
|-----------|---------|---|-----|--------------------|---|
| onitoring | Tracks | Ξ | Mes | sages | |
| | | | | : | |
| ۲ | \odot | 4 | * | Ê | |

View Device ID on Map

Customize **Monitoring Tab**



Click Check Box

- **Trackers to the map.**

• To view a Tracker Device ID on the map the Check Box must have a checkmark in the box. You can check the Box in the menu bar to add

View Device ID on Map

Customize **Monitoring Tab**



- a Search Box opens.
- Click on the Device ID in the menu.







Click the Magnifying Glass on the map and • Type the Device ID into the Search Box.

Adjust Map View

Customize Monitoring Tab

Click on Map Icon Select map view

We prefer the Google Hybrid map view





Section 4: Understanding **Location Data**





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Real-Time Location Info

In the Monitoring TAB, click on the Device ID icon.



Hover over the Device ID on the map



Current Location

Current Location



Unique ID: 015425001482373

Sensor values:

Ballance Card IOS SS MA

Report Conversion of the second

Section 5: **Entering Shipment** Details





Entering Shipment Details

 \Box

 \Box

 \Box

1. Go to the USER TAB

2. Select the Device ID and Click on Wrench

| | | 57 Sec | | MG19812 - DEMO | | | | | |
|-------|-------------------------|---------------|------|-----------------|---------|---------------|--|----------|-------------|
| nit P | ropert | ies – MG1981 | 2 | | | | | | |
| Gen | eral | Access | lcon | Advanced | Sensors | Custom Fields | | Sommanus | Eco Driving |
| Prof | ile | Trip Detector | Se | rvice Intervals | | | | | |
| | Name | | | | | Value | | | |
| | Carrier | | | | | | | × | |
| | Carrier Dispatch Number | | | | | | | | × |
| | Custo | mer | | | | | | | × |
| | Delivery Date | | | | | | | | × |
| | Departure Date | | | | | | | | × |
| | Destination Customer | | | | | | | | × |
| | Destin | ation One | | | | | | | × |
| | Destin | ation Two | | | | | | | × |



3. Click on the Custom Field Tab.

4. Enter shipping information & click save

Note: You can modify field names & add additional fields if neccessary.

Section 6: Geofences





Geofences



Customized Geofences can be created to work with the Notification and Reports.

Examples of Geofences

Origin **Destination Red Zone**



Approved Stop Unapproved Stop High Crime Area

Section 7: Notifications & Reports









Notifications

and online alerts, and log events.

Destination Arrival (Los Angles) (AF5197-15547895) D

cc@shadowtrack247.com

7-15547895 arrived to Hope Dallas, TX Destination at 12-08-2018 02:40:14 pm.

nt Location: '4040 Pipestone Rd Unit Luzen, Dallas, TX 75212, USA' / Pipestone Rd Unit Luzen 4040, Dallas, TX 75212, USA / ` ation

RTANT: PLEASE VERIFY THAT THIS IS THE CORRECT DESTINATION. If not, contact Shadowtrack to make back to Active.

e get with your POC at destination to inform them of the embedded GPS device and have them place in the outgoing USPS for return wTrack 24/7.

91, Customer: ;, TX Destination, Destination Two: , Driver One: Jose , Driver Or 32, Driver Two: , Driver Two Contact: , Origin: Los Angeles, CA, Seal Number: 2583482, Shipment ID: 15547895 , Shipment I

Date: 12/6, Battery: Non-Rechargeable, Carrier: Expedited LLC, Carrier Dispatch Number: (81 ture Date: 12/6, Destination Customer: , Destination One: railer Description: , Trailer License Plate: , Trailer Number: 1003, Truck Description: , Truck License Plate: , Truck Number: 1009

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Customized Notifications create email

Sat, Dec 8, 2018, 2:40 PM



Customized Reports can be automated to provide trip details.

| 2022-01-11 22:29:31 | 39564, USA | Moving | 59.00 °F | LBS | 30.424704, -88.718491 |
|---------------------|---|------------|----------|---------|-----------------------|
| 2022-01-11 22:44:31 | I-10, Irvington, AL 36544, USA | Moving | 60.80 °F | LBS | 30.538045, -88.238788 |
| 2022-01-11 22:59:31 | Yeend St, Mobile, AL 36603, USA | Moving | 59.00 °F | LBS | 30.662110, -88.037289 |
| 2022-01-11 23:14:31 | I-10, Mobile, AL 36693, USA | Moving | 59.00 °F | LBS | 30.625281, -88.120925 |
| 2022-01-11 23:29:31 | I-10, Mobile, AL 36693, USA | Moving | 59.00 °F | LBS | |
| 2022-01-11 23:45:09 | I-10, Loxley, AL 36551, USA | Stationary | 60.80 °F | LBS | 30.629472, -87.630543 |
| 2022-01-11 23:45:09 | I-10, Loxley, AL 36551, USA | Moving | 60.80 °F | LBS | 30.629472, -87.630543 |
| 2022-01-11 23:49:07 | I-10, Loxley, AL 36551, USA | Stationary | 60.80 °F | LBS | 30.629472, -87.630543 |
| 2022-01-11 23:49:07 | I-10, Loxley, AL 36551, USA | Stationary | 60.80 °F | LBS | 30.629472, -87.630543 |
| 2022-01-12 05:49:07 | I-10, Loxley, AL 36551, USA | Stationary | 48.20 °F | LBS | 30.629472, -87.630543 |
| 2022-01-12 08:27:19 | I-10, Robertsdale, AL 36567, USA | Moving | 48.20 °F | LBS | 30.577448, -87.449113 |
| 2022-01-12 08:42:12 | I-10, Robertsdale, AL 36567, USA | Moving | 48.20 °F | LBS | 30.577448, -87.449113 |
| 2022-01-12 08:57:19 | Whitmire Dr 7820, Pensacola, FL 32514, USA | Moving | 48.20 °F | LBS | 30.506443, -87.226837 |
| 2022-01-12 09:09:50 | Avalon Blvd Bldg 1 3220, Milton, FL 32583, USA | Stationary | 50.00 °F | LBS | 30.553143, -87.085453 |
| 2022-01-12 09:09:50 | Avalon Blvd Bldg 1 3220, Milton, FL 32583, USA | Stationary | 50.00 °F | LBS | 30.553143, -87.085453 |
| 2022-01-12 09:57:38 | Garcon Point Rd 4350, Milton, FL 32583, | Movina | 50.00 °F | IBS | 30.591783 -87.024460 |

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Section 8: Frequently **Asked Questions**





Why is the location not always the exact **location**?

uses the locations of the cell towers it is communicating with to triangulate the location of the tracker.





GPS requires a line of sight to the sky. When the tracker is in a building or in a truck the tracker is not able to get a GPS location, so it

How often does the tracker report?

15 when in motion and once every 6 hours when stationary.







What is a **RED ZONE**?

Red Zones are typically areas deemed to be "at risk" for a shipment to stop while in transit.



Why does the tracker have a light sensor?

The light sensor is used for early tamper detection. Receiving an "IN Route Light Alert" is usually the first indication that a shipment is at risk for theft.





Can I change the Device ID Name?

Yes & No. We ask that you only add to the **Orginal Device ID Name.** For Example, You can add the Shipment ID number - MG19122-DEMO

See next Slide for a HOW TO Information





Modify Device ID

User Tips





MG19812 - DEMO

1.Go to the USER TAB

2. Select the Device ID & Click on the Wrench

3. Click in the NameField to add to theDevice ID.

Please do not remove the original name.



Unit Properties - MG19812

E X

| General | Access Icon Advanc | ed Sensors |
|----------------|-----------------------------|------------|
| Profile | Trip Detector Service Inter | lis |
| Name: * | MG19812 | |
| Unit type: | ~ | |
| Device type: * | Queclink GL500M | 2 |
| Server address | : nl.gpsgsm.org:21712 | (IP) |



The driver called to say that he is at the Notification.

First, verify that the location is geofenced as a destination. If so, then it is probably a timing issue. The trackers only report every 15 minutes while in motion. If the driver called before the tracker reported inside the geofence then there is just a timing issue and the next report should generate the notification.





destination but I have not gotten the Arrival

What is the ACTIVE group?

group it activates the NOTIFICATIONS.







When a device leaves an Origin it moves to the **ACTIVE group.** When a tracker is in the **ACTIVE**

Need Additional **Assistance?**

Email our Command Center at st247cc@shadowtrack247.com with any questions or to schedule training for more advanced Platform features.

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