TRACK - RECOVER - PROTECT

PHANTOM
TRACKER



APP USER GUIDE

Supporting vehicle location and retrieval when it matters most.

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1. INTRODUCTION

Phantom Tracker devices are Bluetooth Low-Energy wireless technology designed for short-range communication with ultra-low power consumption.
This Manual will take you through how to use the various tools and features on Phantom Tracker platform.
Once learners have gone through the User Manual; they should be able to navigate the system end to end to:

- Log in the platform - https://phantom.stealstopper.com.au/
- Understand the home dashboard overview
- Navigate the device tab
- Navigate the Monitor tab
- Creating Geofences

2. HOW TO LOG IN THE PHANTOM TRACKER PLATFORM.

To access the dashboard, you need to open your browser and access the web link below:

https://PhantomTracker.netstar.co.za/mainFrame

User will then need to log on using their assigned username and password.



If you have forgotten your login details, you may click on the Forgot Password option to reset the password and create a new one.

For assistance with login details or software related issues please escalate this to Netstar Customer Support

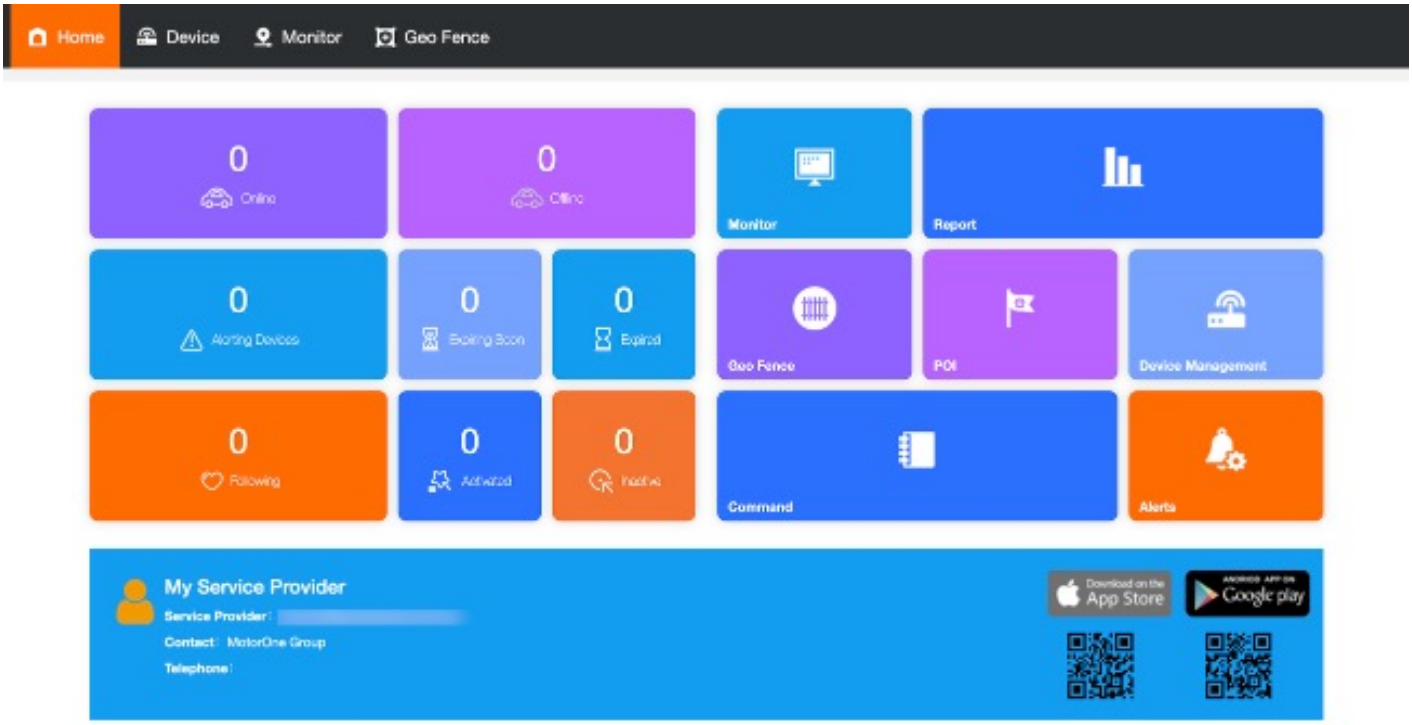
2.1 Downloading the mobile application

To download the smartphone applications, the user can scan QR Code of the iOS or Android links to download corresponding Apps:



3. HOME DASHBOARD

The Dashboard page is the home page of the web platform and gives an overview of this tracking platform and provides some shortcut for user to operate it more conveniently.



3.1 Overview

The first tab of the Dashboard (Home) displays the number of tracking devices of current account and total number of devices, which includes sub-account's devices.

It also counts some critical information like offline/online, expiration, activation, following and alerts.

On the right side of overview are shortcuts for the platform main features:

- Home, Device, Monitor and Geo Fence.

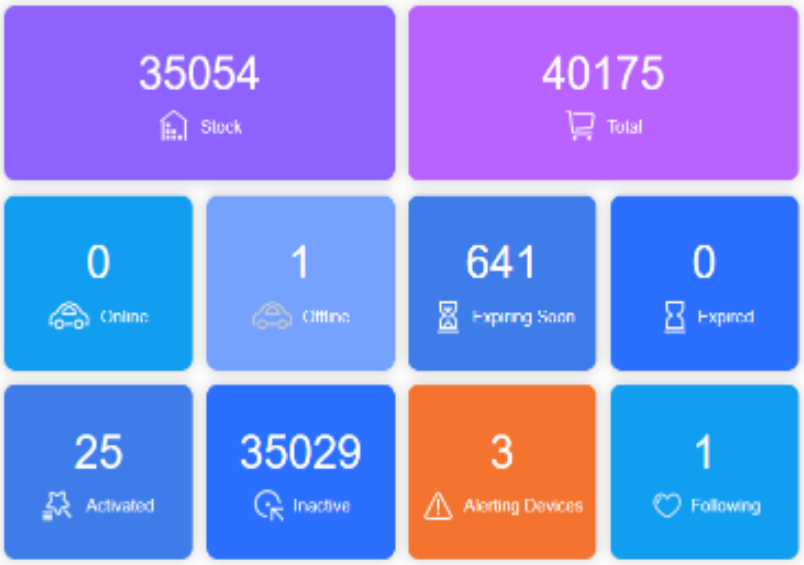
3. HOME DASHBOARD

3.2 Dashboard descriptions

Stock: show's the quantity of all the devices under current login account.

Total: quantity of all the devices under current account.

Online/Offline: Counts all online and offline devices of current account communicating with the platform.



Expire Soon/Expired: Counts all expiring and expired devices of current account.

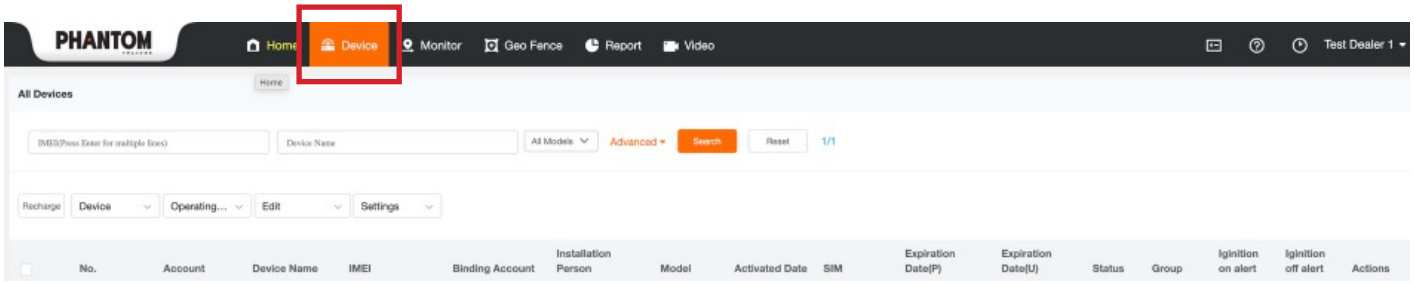
Activated\Inactivated: Calculates the # of all activated and Inactivated devices (Device is activated when first GPS coordinates are uploaded to the platform)

Alerting Devices: Counts the quantity of tracking devices that generate alerts. Click it to open alerts detail list on the lower right corner.

Following: Calculates all the devices & vehicles under the following tracking mode of current account.

4. DEVICE MANAGEMENT

The device management page will show the first 100 devices and it will indicate how many devices to load to the screen. Go to the bottom of the page and click on the button and it will load additional devices.



Device management includes following features:

- **Searching devices**

Search devices by different filter conditions. User also can find the expiration of devices by the Expiration tab.

- **View & edit device**

View and edit tracking device information, including basic information, other information, alert setting by device.

- **Export devices** - Export selected devices or all devices (matching searching criteria) to Excel file.

- **Enable/Disable device**

To stop or resume device updating in platform.

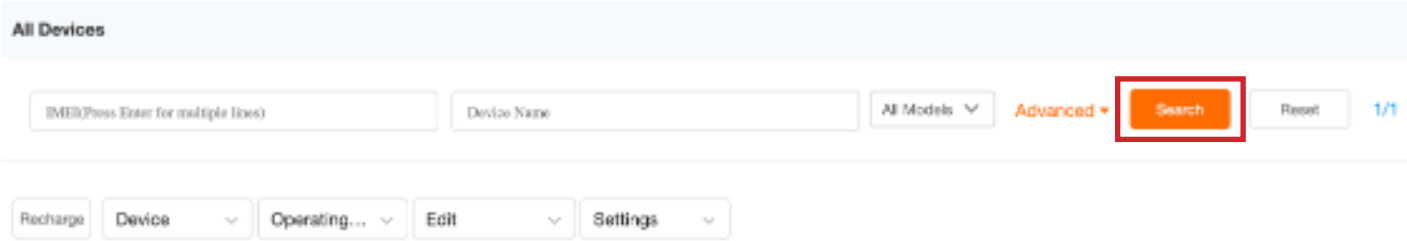
4. DEVICE MANAGEMENT

4.1 Dashboard descriptions

• System provides simple and advanced search to help user find devices.

• You can provide multiple IMEI of devices at one time by breaking to new line to separate them.

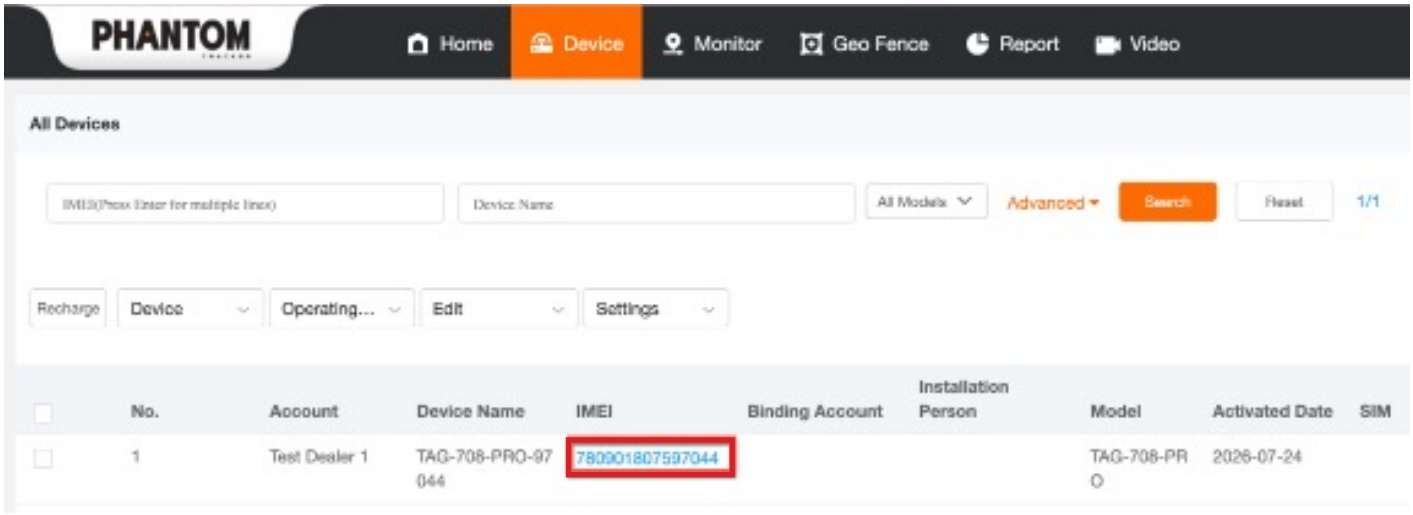
• Users can also search for a device by typing the last 5 digits of IMEI.



4.2 View and edit devices

• It is important for users to always label their Phantom Tracker as this will make it easier for them to know what they're tracking on the system.

• A user can view and edit device details on the pop-up window by clicking the IMEI link.



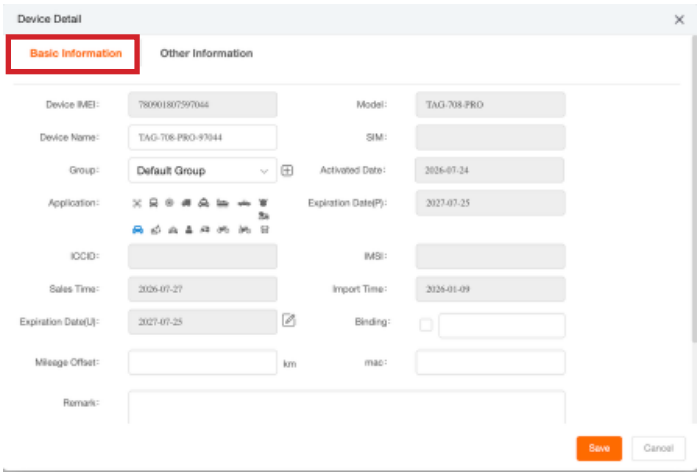
• Alternatively, users can view and edit device details at the last column of each row.

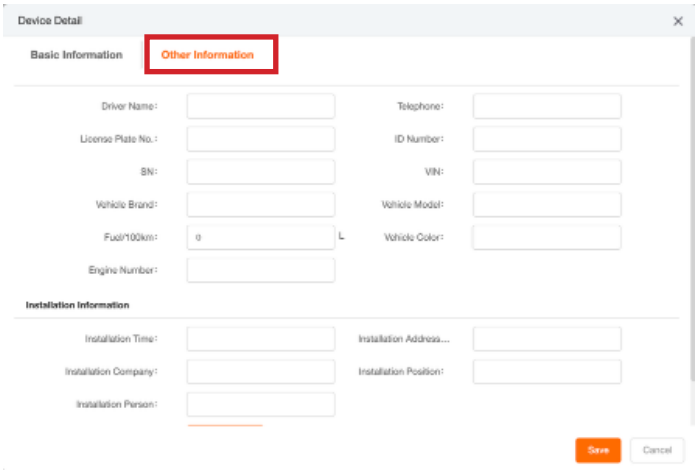


4. DEVICE MANAGEMENT

The pop-up window of Edit device contains 2 tabs:

Basic Information and **Other Information.**



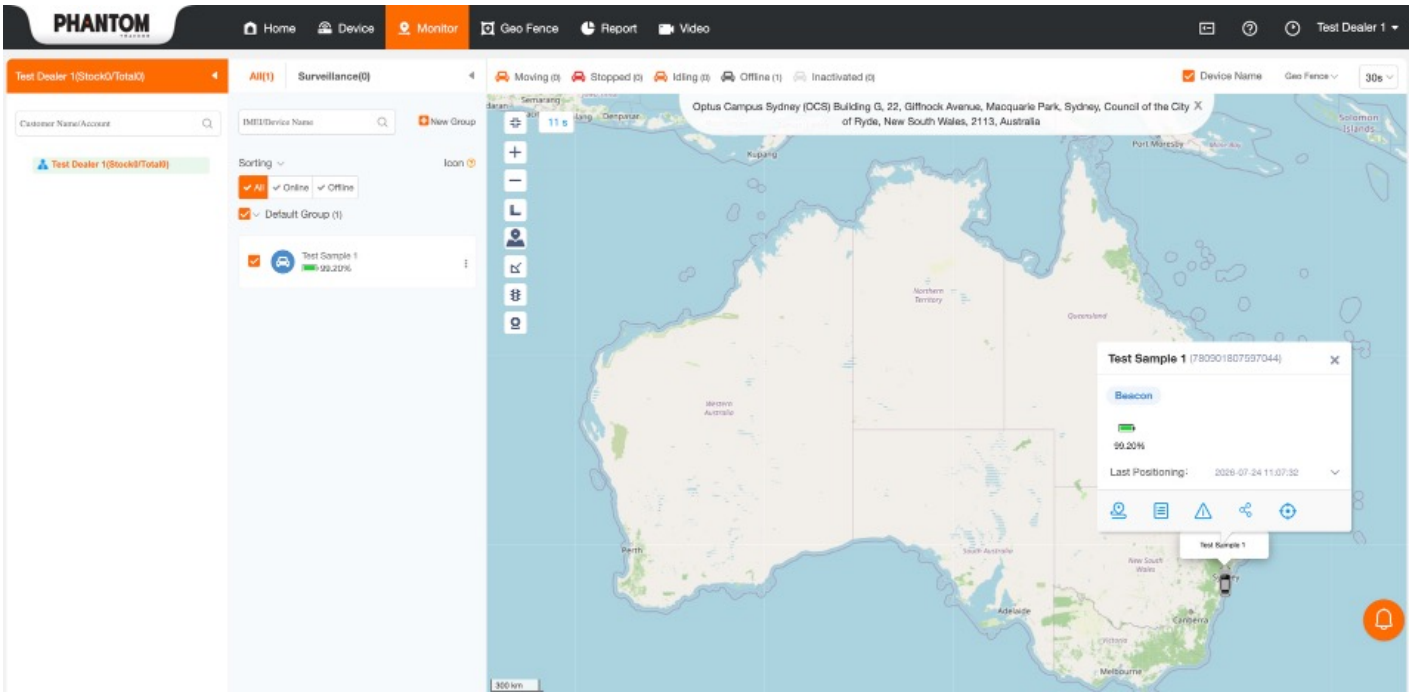


Please note that not all fields are editable.

5. MONITOR

The “Monitor” page helps the user to locate devices quickly and view the status & position on the Map. Users can select one or several devices to show target on the Map at the same time and choose a device to tracking or playback tracks in a new window of the browser.

The platform provides various ways to locate devices, find the devices from the account tree on the left, or directly input the IMEI on the keyword field. In addition, tracking devices can be organized by group or followed as a favourite.



The list of vehicles is organised so that the most recently active devices appear at the top, while older devices are progressively positioned lower in the list.

To view a vehicle’s location on the map, click the checkbox next to the device name or simply select the device name.

To display all devices in a group, tick the checkbox beside each device name. To remove a device or group from the map, untick the corresponding checkbox.

If you only want to see certain devices, select them by ticking their respective checkboxes.

Before switching to another group, remember to untick any devices you no longer wish to display on the map.

5. MONITOR

5.1 Map features


Enter full screen mode


Enlarge / Zoom in Map


Narrow / Zoom out Map


Toggle measurement tool


Change map preferences

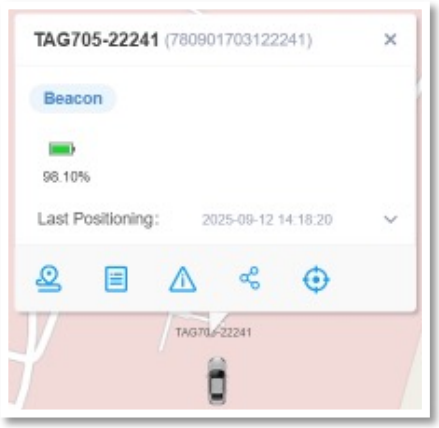

View traffic (Where available)


Select street view

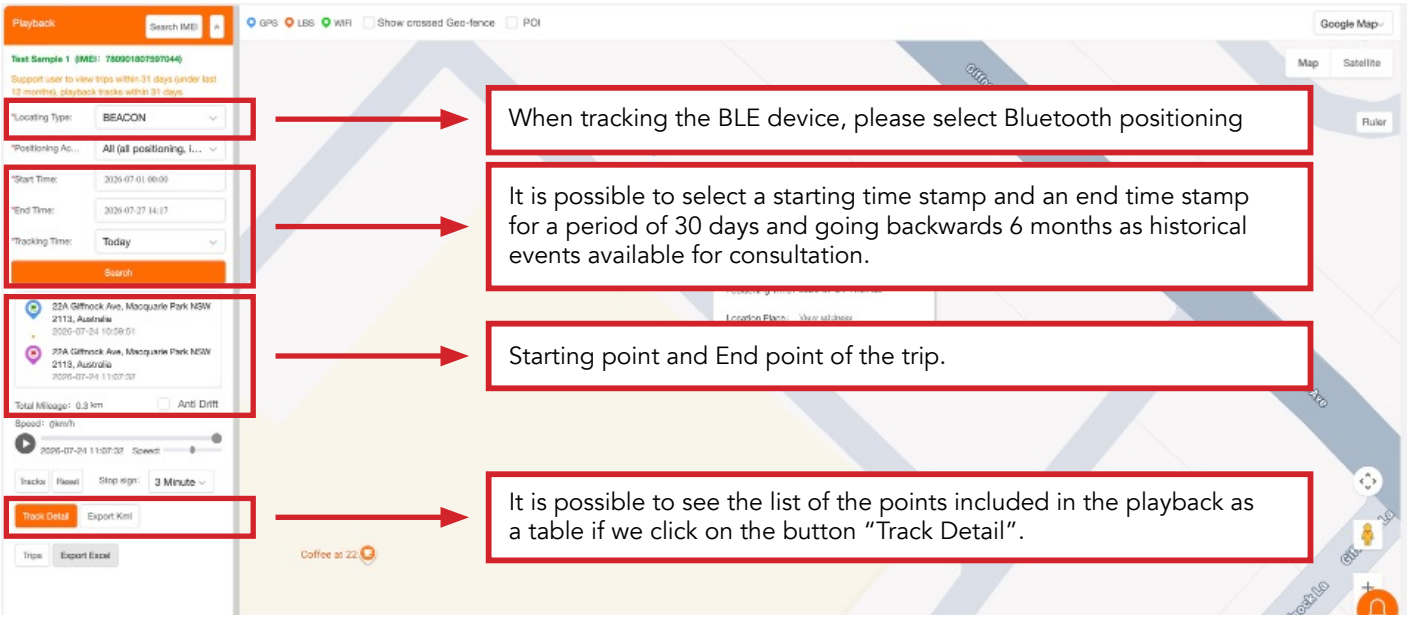
5. MONITOR

5.2 Trips and Playback

A tracking device can record multiple trips, each of which can be played back on the map as an animation from start to end.
Trip coordinates can be exported as an EXCEL sheet or KML file.
Both trips and playback support time-based search.
To open the playback window, go to the monitoring page, select a vehicle, and click the playback icon. Refer to the red circle below:



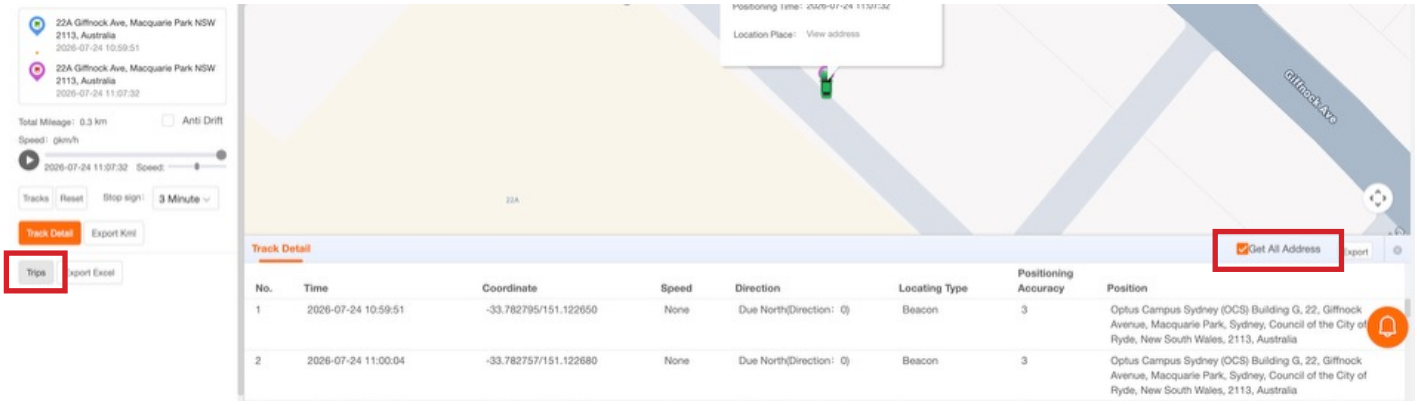
The following window will open as an additional page of the browser:



The "**Track Detail**" tab will be out as a pop-up on the bottom of the map as below.

It is possible to show the corresponding address of each position. To do so, tick the box for "**Get All Address**" as highlighted on the below screenshot.

5. MONITOR



To see the trips report of a selected period, we can click on the "**Trips**" button, and it will open a new page of the browser as below:



NB: *Please be aware that the BLE device may not consistently produce routes that align with those from telematics devices. However, it will create a trip overlay based on the location points where active Apple devices were detected.*

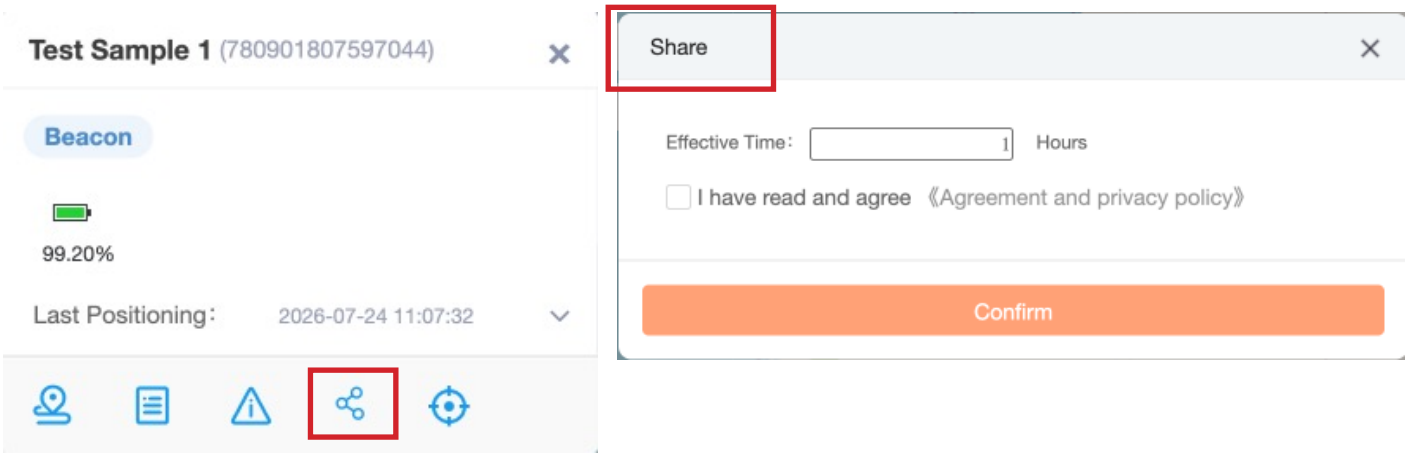
It is possible to export the tracks from the playback page to EXCEL sheet.

Before clicking on the EXPORT button make sure that ALL the addresses have been obtained on the screen. If not, the missing addresses on the screen will be absent from the EXCEL sheet

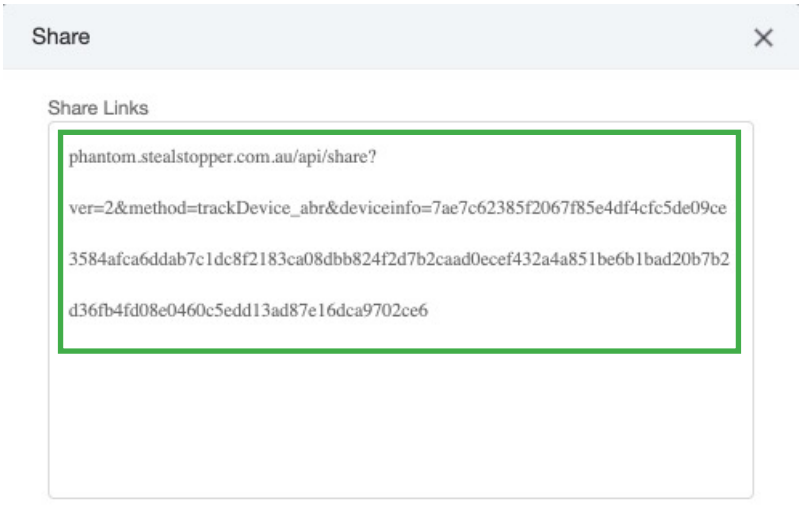
5. MONITOR

5.3 Share Location

Allows the sharing of a device position to 3rd party without creating a dedicated user account. On the pop-up window on the map, you can find the icon for the sharing option:

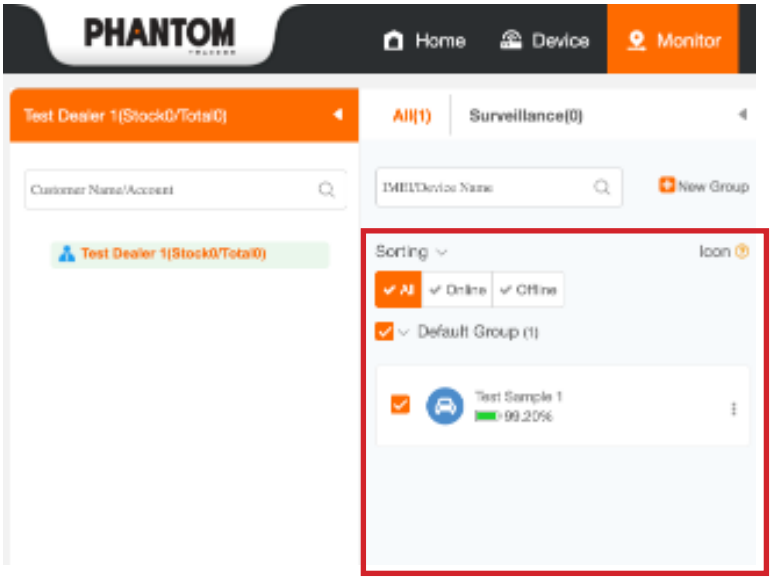


The share option is limited to the effective time selected.
It is possible to copy the generated link and send it to a 3rd party by various communication applications (SMS, WhatsApp, mail, etc.)



5. MONITOR

5.4 Monitor List

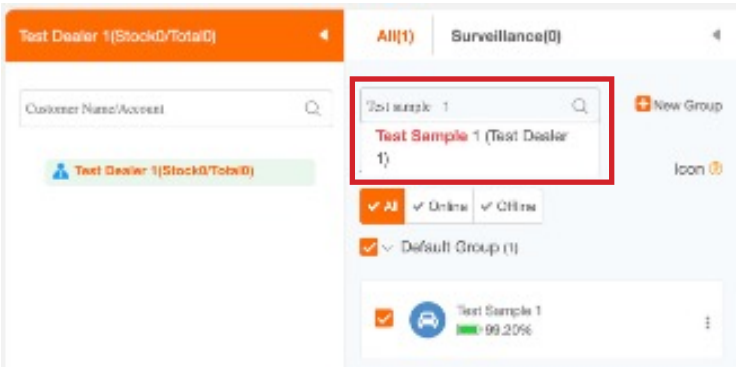


The vevice list in Monitor page shows the devices of the selected account on the left account tree.

Devices are grouped and can be filtered by different status. User can check devices on the list to show it on the Map, each device support operation like playback, tracking etc. The icon colour indicates the status of device, some additional information like battery might also be shown.

5.5 IMEI or Device name Searching

Provide an IMEI (full length of IMEI or last 6 digits) or the device name, and click search button or enter, system shows the matching result in drop-down list.

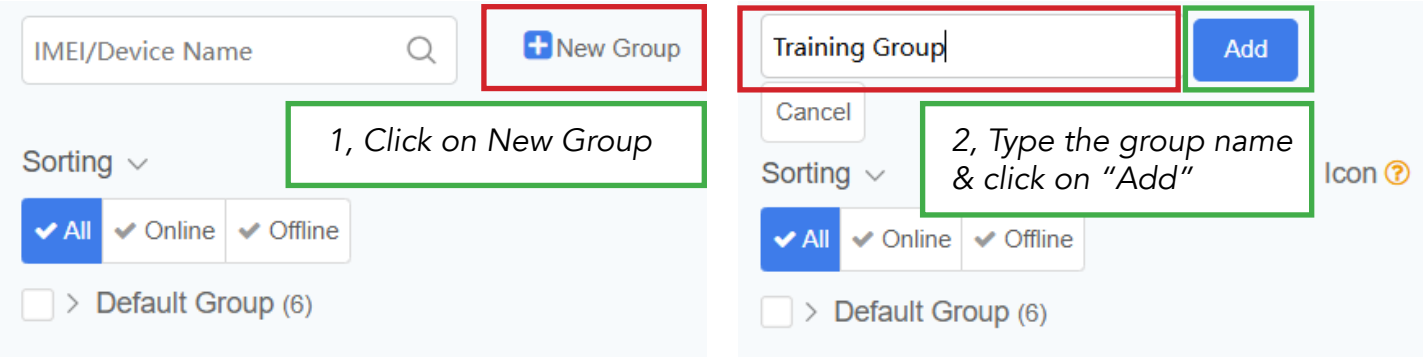


5.6 Create/Move/Edit/Delete Group

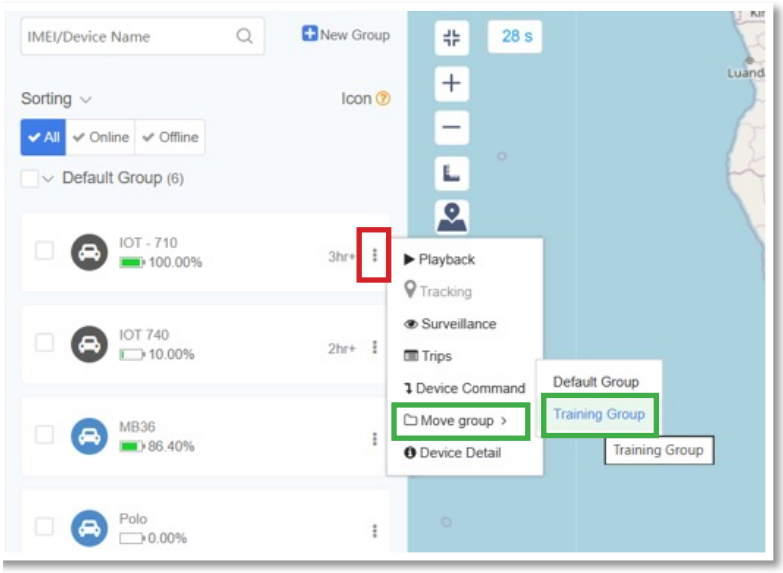
Add group for devices, the group name will also be displayed in devices list of Device page. Move group by clicking the menu item of each device in the list and select a target group.

5. MONITOR

5.6.1 Create a new group



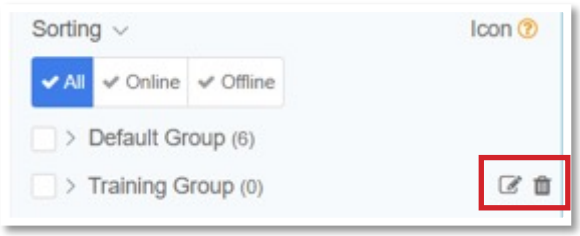
5.6.2 Move device into a group



Once a device group has been created, users will be able to move devices in between existing device groups.

5.6.3 Edit or delete a group

To delete or edit a group, simply hover your mouse next to the group you wish to delete or edit.



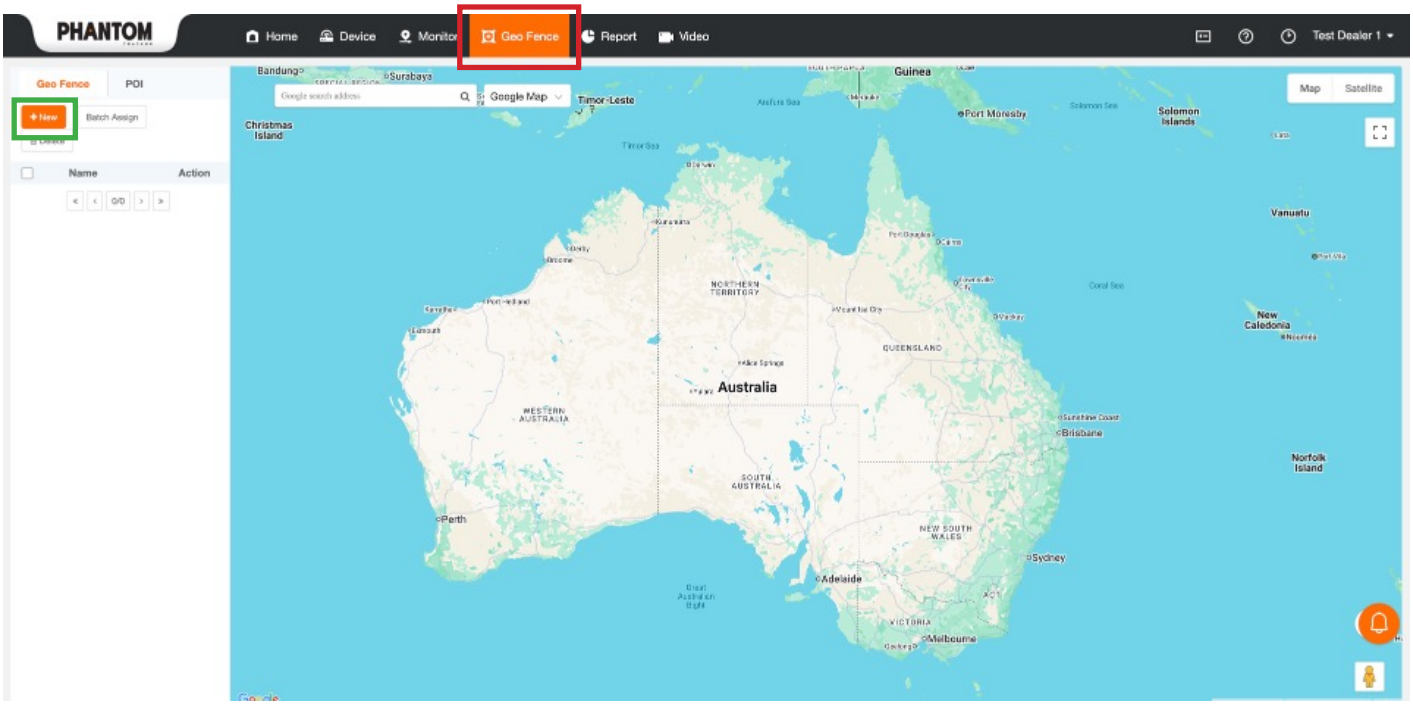
6. GEOFENCE / POINTS OF INTEREST

Geo Fence is one of core features in this tracking platform.
User draws a circular or polygon area on the map to create Geo fence. A Geo fence can be associated with several tracking devices.
If user enable Enter/Exit Geo-fence alerts, the notification will be sent to Apps/Web, meanwhile an email will be sent to the configured email address.

NB: *A (Point Of Interest) POI is almost identical to Geo fence, the main difference is that the POI cannot rise an alert, it's just a mark for an area with a specified name.*

6.1 Creating a geo fence

To create Geo-fence, just click on the "**New**" button and draw a circular or polygon area on the map, after that, system pops up a window for user to specify Geo-fence name and description.
User can choose to save Geo-fence and assign devices at the same time or later.



You can create circular geo-fence or a polygonal geo-fence. When selecting "NEW" the following options will appear on the top pf the map as highlighted below:



6. GEOFENCE / POINTS OF INTEREST

Users have an option to either create a Geofence from where the devices are located or search the address on the address bar.

To start a polygonal area, you can click left click on the map and then click on the next point until you have created the area you need. You must close the area on the starting point.

A circular area can be adjustable according to the radius you would like to define.

TIP: *You can change your map view to satellite*

