

GPS FAQs

Question	Answer
<p>DISCLAIMER: The mobile APP and website are not owned or operated by Mongoose. Mongoose has arranged free use of both to purchasers of Mongoose GPS trackers.</p> <p>In times of high use worldwide, there can be delays in connecting or getting slow responses. This is either through your mobile provider, international connections, high use of the APP and website – it is not a fault of the tracker</p> <p>Mongoose has no control of how the APP or website work or when it may be online or offline.</p> <p>There are no manuals or instructions on how to use the APP or website as they are both very easy to navigate.</p> <p>The APP and website are always being updated so some features will change from time to time.</p>	
<p>The manual supplied with the tracker contains detailed information on how the tracker works. We ask that you read the manual and try out the features.</p>	
<p>Why do I need a SIM card ?</p>	<p>The GPS tracker knows its position on the earth by monitoring satellites. So that you know what it is doing, it needs to communicate with your mobile phone and the website via the mobile phone network.</p>
<p>Can the tracker tell me when the PrePay SIM is running out of money ?</p>	<p>In short, no.</p> <p>It doesn't know what type of plan your SIM card is on. It just knows it can connect to the mobile network.</p> <p>You can check balance with the mobile provider.</p>
<p>What SIM card do I need?</p>	<p>Models: PT890 – LT2400 3G capable card from Spark, 2 Degrees or Vodafone</p> <p>Models: BT200 - PT800 – PT860 – PT880 – LT5000 2G GSM capable card from 2 Degrees Vodafone do not supply 2G SIM cards, but 2G devices will operate until 2024.</p> <p>All with voice, text and data Do not use 4G data cards</p>
<p>Who pays for a SIM card and charges?</p>	<ul style="list-style-type: none"> • A 2 Degrees PrePay SIM card is supplied with all trackers free of charge....there is no credit on it. • The card needs to be activated and credit added. • Alternative GSM SIM cards can be sourced from the mobile suppliers. Mongoose does not cover these costs.
<p>The tracker doesn't respond to text messages</p>	<ul style="list-style-type: none"> • Battery models: make sure the battery is charged • PT890 model: Make sure the tracker has been wired correctly • Does the SIM card have voice, text and data capability ? • Has the SIM card been inserted correctly ? • Has the SIM card been activated and credit added ? • Are you sending the text to the trackers SIM phone number ? • Is the text message in the right format as detailed in the manual ?

<p>The tracker responds to TEXT command but is not working when I look at the APP or website</p>	<ul style="list-style-type: none"> • Were all the set-up commands sent as detailed in the manual ? • Did the tracker reply to all texts ? • Were they sent correctly? • Does the SIM card have data capability ? • The mobile APN or IP address may have changed – contact Mongoose
<p>I've put a SIM card into the tracker but nothing is working;</p> <p>a: doesn't respond to texts</p> <p>b: green LED is lit solid</p>	<ul style="list-style-type: none"> • Is it the correct type of SIM card ? • Has the SIM card been activated ? • Is there credit on the SIM card ? • Is the SIM the right way in ? • Have the set-up commands been sent ? • Are you texting the trackers SIM phone number ?
<p>The tracker has been working okay for months, now it's not</p>	<ul style="list-style-type: none"> • Usually a sign of there is no money on the trackers SIM • Is the battery flat (depending on model) • When was SIM card last topped up ? • Use the APP to check the tracker • Has the IP address of the receiving website changed (this can happen via the SIM card and mobile provider – send this text message to re-set the IP address:- adminip123456 211.162.69.240 7700 • Check the APN is correct ? Spark & 2 Degrees = apn123456 internet Vodafone = apn123456 vodafone.net.nz
<p>I cannot log on to the APP</p>	<ul style="list-style-type: none"> • Single tracker users: Select IMEI at bottom of screen • Multiple tracker users who have set up an account: Select USERNAME at bottom of screen • Enter server address • Enter IMEI or Username • Enter password (default 123456) • Have you downloaded the correct APP ?
<p>The APP shows it's 'offline'</p>	<p>PT890: No SIM card credit or disconnected from the vehicle</p> <p>LT2400: Normal when the tracker is not moving or reporting. It is offline which means it's not connected to the website & APP via data....it is still connected to GSM.</p>
<p>The APP shows "NOT ENABLED"</p>	<ul style="list-style-type: none"> • Set-up commands not sent or sent incorrectly • No data plan on the SIM card • APN not set (rare – automatic with 2 Degrees and Vodafone) • Incorrect IP address (rare)
<p>The APP shows 'arrears'</p>	<p>Please contact Mongoose to rectify. Your website and APP access needs to be updated.....no charge.</p>
<p>The tracker doesn't send me any text alerts</p>	<ul style="list-style-type: none"> • 'Device info' not complete – all details must be completed • PT890 not 'armed' • Alarm types in 'alarm settings' not switched on
<p>The time is not correct on the tracking</p>	<p>Ensure you have set the correct time via TIMEZONE text message and remember you need to add extra 1 hour if it is Daylight Savings time</p>
<p>The website is in wrong language</p>	<p>The website is designed for international use, at the bottom of the page there are FLAGS to change to different language. For English, click the British flag for English.</p>

The PT890 keeps texting me when I start and stop the engine	This is ignition alert which you get when the tracker is armed. 'Disarm' the tracker
The PT890 keeps texting me when I'm driving around	This is either move alert or geo-fence alert which you get when the tracker is armed. 'Disarm' it before driving
What are the 4 cars in a blue circle on the real time tracking screen	If you have multiple trackers, you can cycle through different views or different vehicles if you have more than one tracker
Why do I get straight lines across the map on 'history'	Mainly because the vehicle cannot get GPS signals probably due to being inside a building. The tracker then bounces off the nearest mobile cell site which shows as straight lines. Deselect 'show LBS points' when choosing history playback
What is the server name?	It is detailed on page 3
What is the web address?	It is the same as the server name
What is the IMEI ?	It's the serial ID number of the tracker. It's printed on the carton and the tracker itself.
Can I connect PT890 ignition wire to permanent power?	Yes if you want 24/7 reporting and higher cost of data. It will report all the time. Currently, it only reports when the ignition is on. Also can't use the arm/disarm function or you would get continual ignition alerts. Also, history will not show engine start and stop times. Not recommended for normal use.
Can't see all of the APP on my phone	It will usually be a phone setting caused by having the font size too big. Adjust your phone
Engine immobiliser doesn't work	<ul style="list-style-type: none"> • Was the immobiliser fitted and connected ? • Only the paired phone can use this feature.
Engine immobiliser doesn't work when I ARM the tracker	Correct . ARMING is for alerts, not immobilisation. Use the AR/DISARM function to control the immobiliser
Is it waterproof?	No. Only water resistant to levels stated
Can I see more than one tracker at a time ?	Yes. Contact Mongoose who will arrange a website 'account'. You choose your own logon name and password. You can then see all your trackers and select them individually.