

VIPER®

**NO ONE DARES
COME CLOSE®**

GPS TRACKING

APP GUIDE

APP INSTRUCTIONS

MODEL
VSQ500

Thank you for purchasing the Viper GPS Tracking System. Please read through all instructions before attempting to install or use this product.

For latest manual and product updates please visit our website at **www.vipertraq.com**

Installation of the Vipertraq VSQ500 is recommended to be performed by a qualified installer / technician. Working with your vehicle's power system can be dangerous to both you and your vehicle if you do not know what you are doing. If you have any doubts please consult a professional.

PLEASE NOTE: Your Authorised Viper Dealer/Installer must complete the installation and testing process before the Viper GPS Tracking System & Vipertraq App can be used.

The following instructions will assist you in the use of the Vipertraq App once the module has been installed and tested.

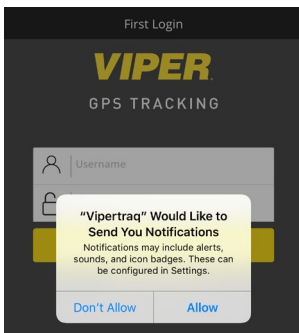
DOWNLOAD THE APP

The Vipertraq GPS Tracking App can be downloaded from the Google Play store or the App Store. (Search for Vipertraq)

Upon downloading the App please follow the screen prompts:

1. If using an Apple Device, please “Allow” push notifications **(FIG 1)** when prompted by the Vipertraq GPS Tracking App. If using an Android Device, push notifications are automatically allowed.

PLEASE NOTE: The push notification settings can be changed at anytime by going to your device settings.



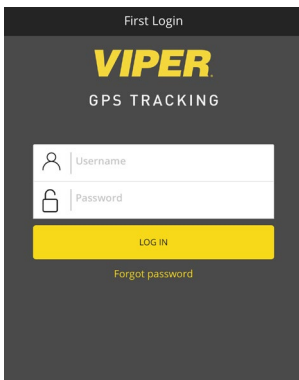
(FIG 1)

LOGIN

Upon registering Vipertraq, an email would have been sent to you with your login credentials. The same login details are to be used for both the Vipertraq portal login and the Vipertraq App.

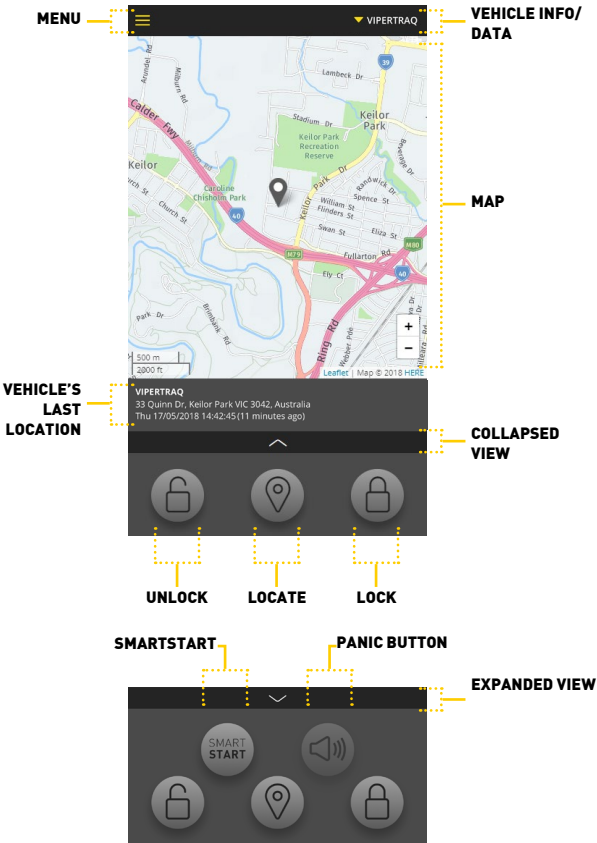
NOTE: If you can not find the email in your inbox please check your junk/spam email folders as some email clients can re-direct the email to one of these folders.

Should you still not receive your registration email, contact support@vipertraq.com for assistance.



INITIAL VIEW

Once logged in you will be presented with the initial view of the Vipertraq App (this may differ depending on the device).




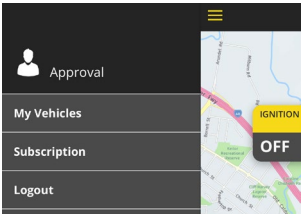
* SmartStart & Panic Button, requires a compatible Viper SmartStart ESP2 Alarm installed in the vehicle. Some buttons may be greyed out depending on the installation configuration.

MENU

Click the MENU  icon to show the following:

- 1. My Vehicles
- 2. Subscription
- 3. Logout


Anytime this MENU  icon is displayed, if you click the icon it will take you to this screen (Refer to FIG 2).

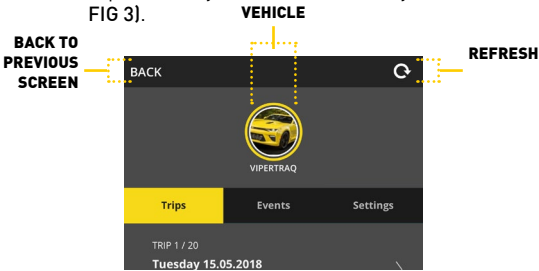


(FIG 2)

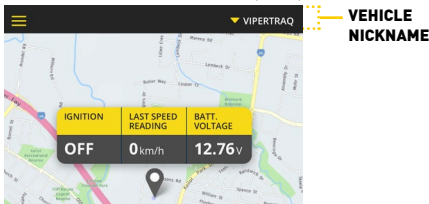
1. MY VEHICLES

This menu will list the selected Vehicles' TRIPS, EVENTS & SETTINGS (Refer to FIG 3). This page can also be accessed when you click on the Vehicle Nickname from the initial view page (Refer to FIG 3a).

 If TRIPS is selected, the information displayed are the trips made by the vehicle currently selected. (Refer to FIG 3).



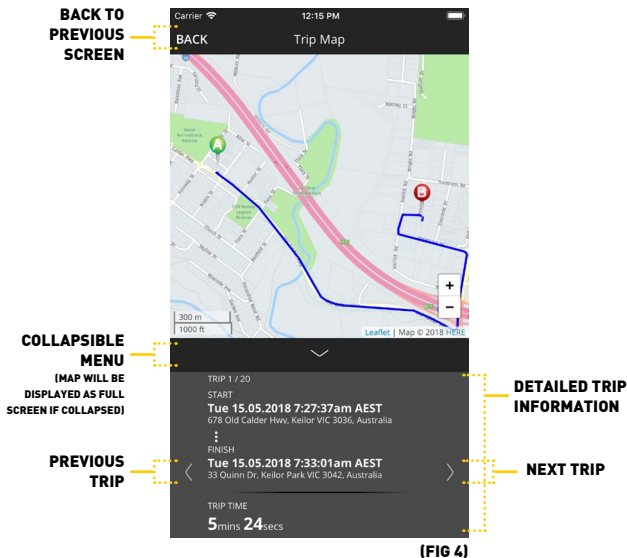
(FIG 3)



(FIG 3a)

The trips listed can be viewed on a map with detailed information about start and finish times.

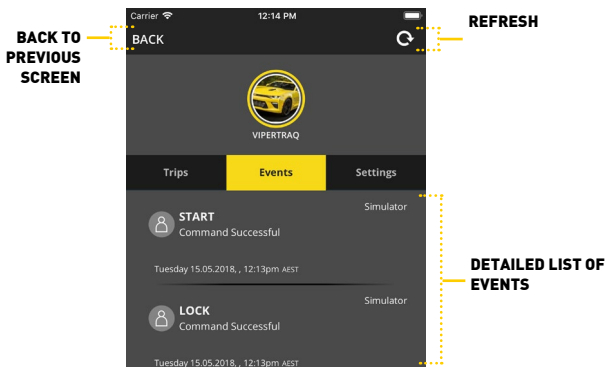
Click the > icon to view the **TRIP MAP** which will display the trip plotted on the map and the detailed trip information of the selected trip (Refer to FIG 4).



By clicking on the < or > icon(s), it will cycle through the vehicles trips. (Map and detailed trip information will also change)




* The drawn line feature from Trip Start to Trip End (as shown in FIG 4) is available in the Premium GPS Subscription Only. **Please note:** The Secure GPS Subscription will only show the Trip Start & Trip End points.

If **EVENTS** is selected, the events log will display the activity history for the selected vehicle (Refer to FIG 5).





(FIG 5)


ICONS


-  User initiated command (via App) was successful
-  User initiated command (via App) failed
-  Vehicle initiated alert


EXAMPLE EVENTS LISTED IN THE EVENTS LOG


 **HARSH BRAKING ALERT** Vehicle
Driver has applied brakes harshly. Speed dropped by 11km/h in a second.
Wednesday 16.05.2018, 07:31am AEST

 **GEOFENCE BREACH ALERT** Vehicle
Vehicle has entered geofence 2.
Wednesday 16.05.2018, 07:29am AEST

 **START** Simulator
Command Successful
Tuesday 15.05.2018, 12:13pm AEST

 **LOCATE** Simulator
Command Successful
Tuesday 15.05.2018, 12:13pm AEST

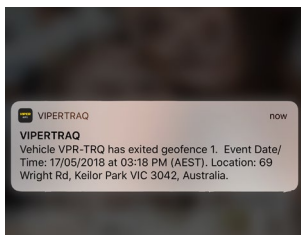
 **LOCK** Simulator
Command Successful
Tuesday 15.05.2018, 12:13pm AEST

 **UNLOCK** Simulator
Command Successful
Tuesday 15.05.2018, 12:16pm AEST

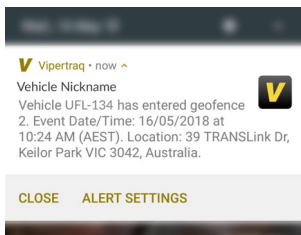
POP UP / PUSH NOTIFICATIONS

ON LOCKED DEVICE

A push notification, pop up notification or an alert will appear on the screen when an event has occurred. If the device screen is locked the alert will appear similar to the below (depending on the device).



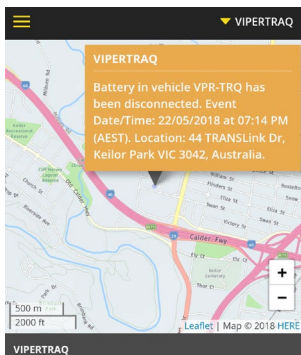
iPhone



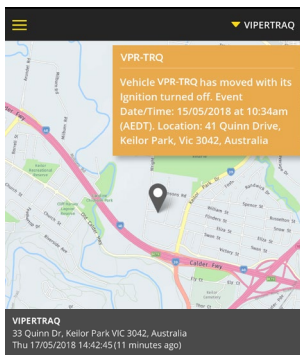
Android

WITHIN THE APP

The alert will appear similar to the below (depending on the device) whilst in the Vipertraq App.



iPhone



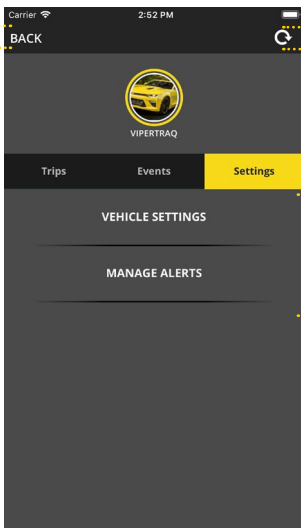
Android

If SETTINGS is selected, two options will be displayed (Refer to FIG 6).

1.1 Vehicle Settings

1.2 Manage Alerts

**BACK TO
PREVIOUS
SCREEN**



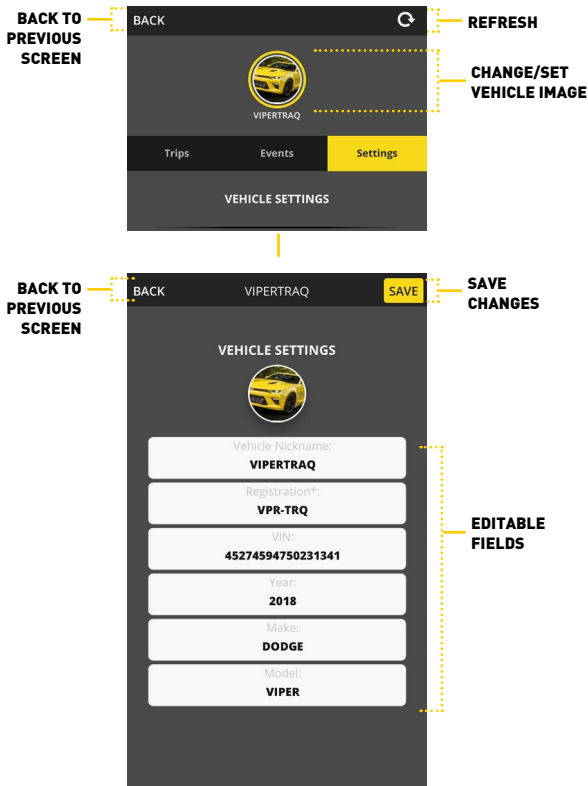
REFRESH

OPTIONS

(FIG 6)

1.1 VEHICLE SETTINGS

Details of the vehicle made at registration (through the web portal) can also be changed on the Vipertraq App. Tap beneath the subheadings and amend as required. Once changes have been made be sure to hit the save button (Refer FIG 7).

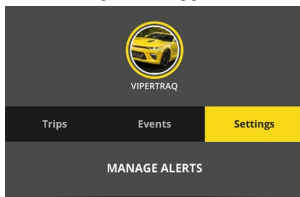


(FIG 7)

1.2 MANAGE ALERTS

The type of alerts available is dependent on the subscription level. The below images show the available alerts to a user with a Premium Viperaq GPS subscription. (Refer to FIG 8)

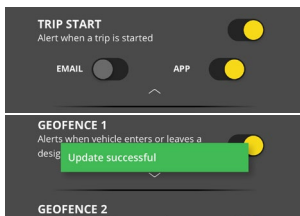
PLEASE NOTE: The Global ON/OFF toggle turns the alert feature ON/OFF in the module. The email/app toggle(s) ENABLE/DISABLE the notification. It is possible to have the global toggle 'ON' and receive no notifications for the alert - Alerts/Notifications will not be displayed in the app however it still allows alerts to be logged in the events log. If the global toggle is OFF, the event won't be logged nor will a notification be displayed.



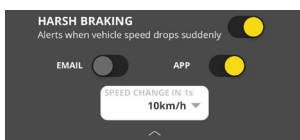
(FIG 8)

PLEASE NOTE: All available alerts can only be managed via the Vipertraq App. Alerts will be sent either via email or via the App (or both) depending on what selection has been made in the **Manage Alert settings** page for each alert.

- **TRIP START** - Get an Alert when a trip is started either via Email, App notification or both. When button is toggled a message “**Update Successful**” will appear at the bottom of the screen confirming your change has been made.



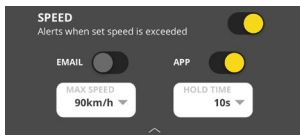
- **HARSH BRAKING*** - Get an Alert when vehicle speed drops suddenly. **NOTE:** A harsh braking alert is triggered when the vehicle decelerates by the set speed change value in 1 second.



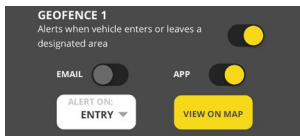
- **HARSH ACCELERATION*** - Get an Alert when vehicle accelerates suddenly. **NOTE:** A harsh acceleration alert is triggered when the vehicle accelerates by the set speed change value in 1 second.



- **SPEED*** - Get an Alert when the vehicles speed equals or exceeds the max speed value for the hold time set.



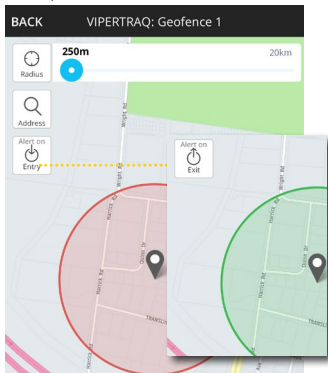
- **GEOFENCE 1*** - Get Alerts when the vehicle enters or leaves a designated area. Set **RADIUS**, **ADDRESS** and whether to send alerts upon **ENTRY** or **EXIT** of the perimeter.



(FIG 9)

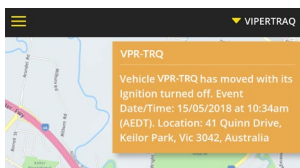
Click on **VIEW ON MAP** (Refer to FIG 9) to set:

1. **RADIUS** (from 250m up to 20km)
 2. **ADDRESS**
 3. Change **ALERT** to trigger upon Entry or Exit. (Refer to FIG 10)
- **GEOFENCE 2, 3 & 4*** - Additional virtual perimeters for increased real world geographical area alerts. Useful for detecting unauthorized use of your vehicle.



(FIG 10)

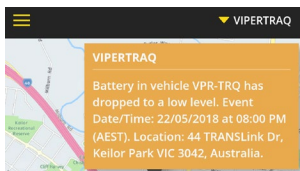
- **MOVEMENT WITHOUT IGNITION ALERT*** - Movement without Ignition - cannot be turned off - Alert will be sent to advise if vehicle has been moved without the ignition on (i.e. someone has attempted to steal the vehicle using a tow truck). (Refer to FIG 11)



(FIG 11)

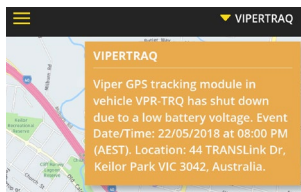
BATTERY ALERTS

- **LOW BATTERY ALERT** - If the Battery Voltage drops or is getting low, a low-battery alert will be sent. (Refer to FIG 12)



(FIG 12)

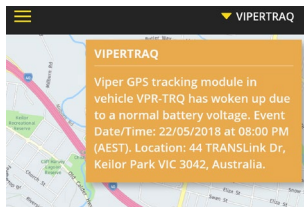
- **MODULE SHUT-DOWN** - Prior to shut-down an alert will be sent if the Battery Voltage remains too low. The module will shut down and you will not have tracking or locking etc. (Refer to FIG 13)



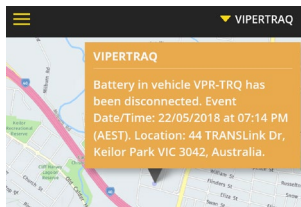
(FIG 13)

- **MODULE WAKE** - Once the Battery has been charged or replaced, the module will reboot and a wake alert will be sent advising battery level is normal. (Refer to FIG 14)
- **BATTERY DISCONNECTED** - If the Battery is disconnected an alert will be sent. (Refer to FIG 15)
- **BATTERY RECONNECTED** - If the Battery is disconnected an alert will be sent. (Refer to FIG 16)
- **NORMAL VOLTAGE LEVEL** - Once the Battery Level is at a normal state, a Normal Voltage alert will be sent. (Refer to FIG 17)

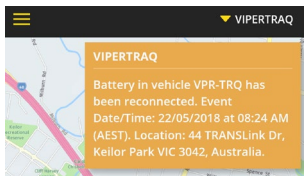
* Features available in the Premium GPS Subscription Only



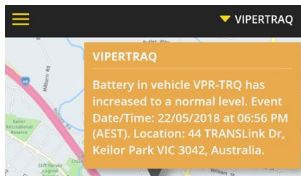
(FIG 14)



(FIG 15)




(FIG 16)






(FIG 17)

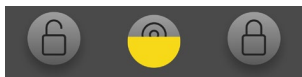
VEHICLE TRACKING

LIVE GPS LOCATION, SPEED REQUEST, IGNITION STATUS & BATTERY VOLTAGE

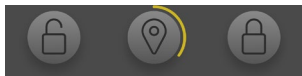
Press and hold the LOCATE  button for at least 1 second or until the icon fills up yellow. (Refer to FIG 18)

The LOCATE  button will send a request to the vehicle to initiate current location when a yellow ring  begins to form around the button. (Refer to FIG 19)

Once the request to locate the vehicle is complete the LOCATE button will briefly appear with a  green ring and the Map above (on the App screen) will show the current location along with update the Ignition Status, Last Speed Reading and Battery voltage. (Refer to FIG 20)



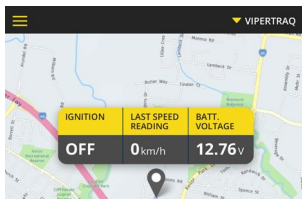
(FIG 18)



(FIG 19)



(FIG 20)




(FIG 21)



PLEASE NOTE: If the vehicle is currently parked, the Ignition will be displayed as OFF, the Last Speed Reading will be displayed as 0 km/h and the Battery Voltage Level will be the current reading (Refer to FIG 21). If the car is on and moving at the time you activate/press the locate button, the Ignition status will be ON, the Last Speed Reading will be the speed at the time the vehicle was located as would be the Battery Voltage Level.




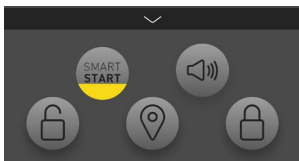
REMOTE START*

* Requires a Viper Series 5 or ESP2 compatible alarm. For safety purposes it is suggested that you be in the vicinity or in view of your vehicle when using the Remote start feature

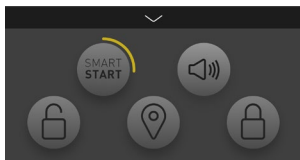
Press and hold the **SMARTSTART**  button for at least 1 second or until the icon fills up yellow. (Refer to FIG 22)

The **SMARTSTART**  button will send a request to the vehicle to initiate engine start/stop when a yellow ring  begins to form around the button. (Refer to FIG 23)

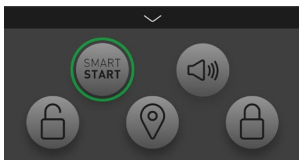
Once the request has been sent to the vehicle and the engine has been started the **SMARTSTART** button will briefly appear with a  green ring. (Refer to FIG 24)



(FIG 22)



(FIG 23)






(FIG 24)

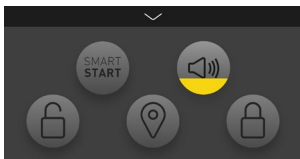


PANIC BUTTON*

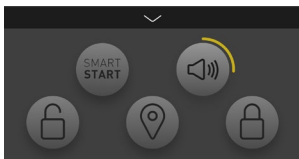
* Requires a Viper Series 5 or ESP2 compatible alarm

Press and hold the **PANIC**  button for at least 1 second or until the icon fills up yellow. (FIG 25)


The **PANIC**  button will begin to send the request to the vehicle to initiate alarm siren when a yellow ring  begins to form around the button. (FIG 26)

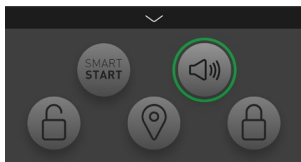


(FIG 25)



(FIG 26)


Once the vehicle has received this request the PANIC button will briefly appear with a  green ring and the alarm siren will be activated. (Refer to FIG 27)



(FIG 27)



UNLOCK DOORS BUTTON*

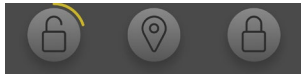
* For security purposes it is suggested that you be in the vicinity or in view of your vehicle when using the Unlock / Lock doors feature as 2 way communication from vehicle back to Vipertraq App will not provide adequate information to indicate whether the request has been received and executed

Press and hold the UNLOCK  button for at least 1 second or until the icon fills up yellow. (Refer to FIG 28)



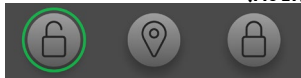
(FIG 28)

The UNLOCK  button will prepare to send the request to the vehicle when a yellow ring  begins to form around the button. (Refer to FIG 29)




(FIG 29)

Once the UNLOCK request has been sent to the vehicle




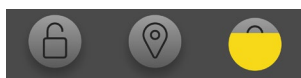
(FIG 30)

the UNLOCK button will briefly appear with a  green ring and the request to unlock the doors has been sent. (Refer to FIG 30)



LOCK DOORS BUTTON*

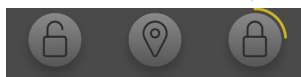
* For security purposes it is suggested that you be in the vicinity or in view of your vehicle when using the Unlock / Lock doors feature as 2 way communication from vehicle back to Vipertraq App will not provide adequate information to indicate whether the request has been received and executed

Press and hold the LOCK  button for at least 1 second or until the icon fills up yellow. (Refer to FIG 31)




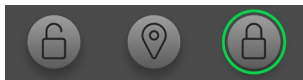
(FIG 31)

The LOCK  button will prepare to send the request to the vehicle when a yellow ring  begins to form around the button. (Refer to FIG 32)



(FIG 32)

Once the LOCK request has been sent to the vehicle the LOCK button will briefly appear with a  green ring and the request to lock the doors has been sent. (Refer FIG 33)



(FIG 33)

2. SUBSCRIPTION

The current subscription level, contract period and remaining months of contract available are displayed on this screen.

3. LOGOUT

This will log you out of the Vipertraq App and return you to the login page.

For the most up to date Vipertraq App, Web Portal, Installation & Registration instructions, please visit www.vipertraq.com

For technical support please contact us at support@vipertraq.com

WARRANTY TERMS AND CONDITIONS

Our goods come with guarantees that cannot be excluded under the Australian & New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights under the Australian & New Zealand Consumer Law. Directed Electronics warrants that this product is free from defects in material and workmanship for a period of 12 months from the date of purchase or for the period stated on the packaging. This warranty is only valid where you have used the product in accordance with any recommendations or instructions provided by Directed Electronics.

This warranty excludes defects resulting from alterations of the product, accident, misuse, abuse or neglect. In order to claim the warranty, you must return the product to the retailer from which it was purchased or if that retailer is part of a National network, a store within that chain, along with satisfactory proof of purchase.

The retailer will then return the goods to Directed Electronics. Directed Electronics will repair, replace or refurbish the product at its discretion. The retailer will contact you when the product is ready for collection. All costs involved in claiming this warranty, including the cost of the retailer sending the product to Directed Electronics, will be borne by you.

Directed Electronics Address: 44 Translink Drive, Keilor Park Victoria Australia 3042

Ph: +61 03 8331 4800

Email: support@vipetraq.com

VIPER

DIRECTED
AUSTRALIA & NZ

MODEL #: VSQ500

www.vipertraq.com

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