

TRACKALWAYS AFRICA LTD

Venus Telematics Platform

Basic Tracking

User Manual

Platform: <https://venus.trackalways.cloud>

Support: support@trackalwaysafrica.com

This guide covers core GPS tracking — live map, vehicles, devices, trips, alerts, and reports.

1. Tracking Server

Point each GPS tracker to the Venus ingest server:

Device Type	Server IP	TCP Port
Teltonika (FMB/FMC/FMM)	76.13.58.184	5027
GT06 / Concox / Prestige MTL	76.13.58.184	5023
Coban / GPS103 (TK103, TK303)	76.13.58.184	5001
H02	76.13.58.184	5013
Queclink GL/GV	76.13.58.184	5093
Ruptela	76.13.58.184	5044

Contact TrackAlways support if your model is not listed.

2. SMS Commands (Field Setup)

Send SMS from the authorised admin number configured on the device. Replace [PWD] with the device SMS password (factory default is often 123456).

Teltonika — Server

[PWD] setparam 2001:76.13.58.184;2002:5027;2003:1;2004:0

Teltonika — APN (Separate SMS)

Operator	SMS Command
Safaricom	[PWD] setparam 2100:safaricom;2101;;2102:
Airtel	[PWD] setparam 2100:airtelgprs.com;2101;;2102:
Telkom	[PWD] setparam 2100:internet;2101;;2102:

Note: Teltonika also supports USB + Teltonika Configurator. Use Configurator if SMS fails on your firmware.

GT06 / Concox — Server

SERVER,0,76.13.58.184,5023,0#

GT06 — APN (Separate SMS)

APN,[PWD],safaricom#

3. Getting Started

1. Open <https://venus.trackalways.cloud> and sign in.
2. Administration → Users — add managers and viewers as needed.
3. Control Hub → Vehicles — register each vehicle (plate, type, driver).
4. Control Hub → Devices — register IMEI, pick device type (port auto-hints), assign vehicle.
5. Confirm the device appears online on Live Map within 2 to 5 minutes.

Note: Legacy accounts: assign Basic Tracking (or higher) packs under Administration → License Management, then link each device to a pack. Trial accounts use the account device cap instead of license packs.

4. Live Map

Sidebar → Live Map

Feature	How to Use
Fleet buckets	Moving, Idle, Stopped, Inactive tabs filter the list
Vehicle card	Click a vehicle for speed, location, and last update
Replay	Open trip replay for today's route
Stale GPS	Dimmed marker indicates old last position; device may be offline

Updates stream in near real time (approximately every 15 seconds) when the browser tab is active.

5. Vehicles and Devices

Vehicles (Fleet Management → Vehicles)

- Add or edit plate, make, model, and assigned driver.
- Link to account if your operator shared fleet vehicles with you.
- Deactivate vehicles you no longer track.

Devices (Fleet Management → Devices)

- Add device: IMEI, name, vehicle assignment, license type.
- Renew license: extend expiry when a pack slot is available.
- Send command: speed limit, interval, server reset (supported models).
- Unlink device from vehicle before deleting either record.

6. Trips and Reports

Sidebar → Trip History — list and replay journeys; filter by vehicle and date.

Sidebar → Fleet Reports — mileage, stops, geofence visits, daily distance; export CSV/PDF where available.

Alerts — configure speed, geofence, ignition, and offline rules; notifications via in-app and email.

7. Roles

Role	Typical Access
admin	Full fleet + Administration for your tenant
manager	Operations, reports, limited admin
viewer	Read-only map and reports
technician	Install-focused device workflows

8. Troubleshooting

Issue	Check
Device offline	Server IP/port, SIM data, APN, ignition on
No map position	License expired; renew in Devices
Wrong location	GPS antenna placement; wait for first fix outdoors
SMS command ignored	SMS password; authorised sender number

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