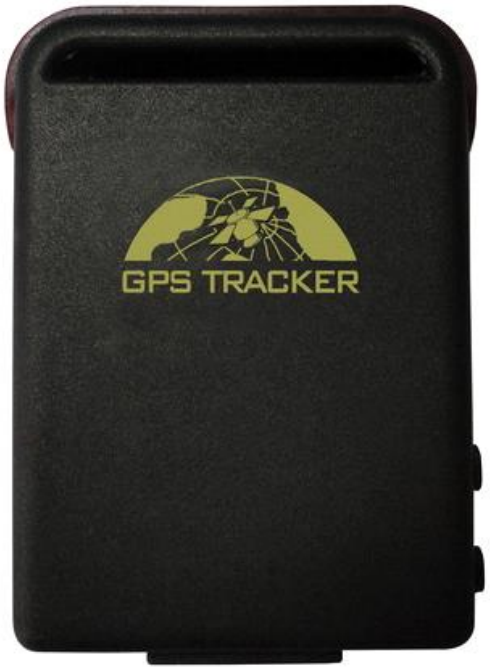
GSM/GPRS/GPS TRACKER MANUAL



Preface

Thank you for purchasing the tracker. This manual shows how to operate the device smoothly and correctly. Make sure to read this manual carefully before using this product. Please note that specification and information are subject to changes without prior notice in this manual. Any change will be integrated in the latest release. The manufacturer assumes no responsibility for any errors or omissions in this document.

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1. Summary

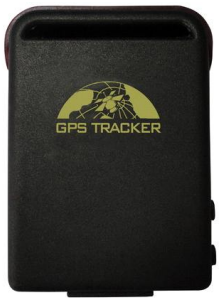
Working Based on existing GSM/GPRS network and GPS satellites, this product can locate and monitor any remote targets by SMS or internet.

2. Applications

- Vehicle rental / Fleet management etc
- Powerful magnet + water-proof bag, adsorbing in the hidden place of car for tracking secretly.
- Protect child / the old / the disabled / pet etc
- Provide peace-of-mind for businessmen
- Personnel Management
- Criminals Tracking

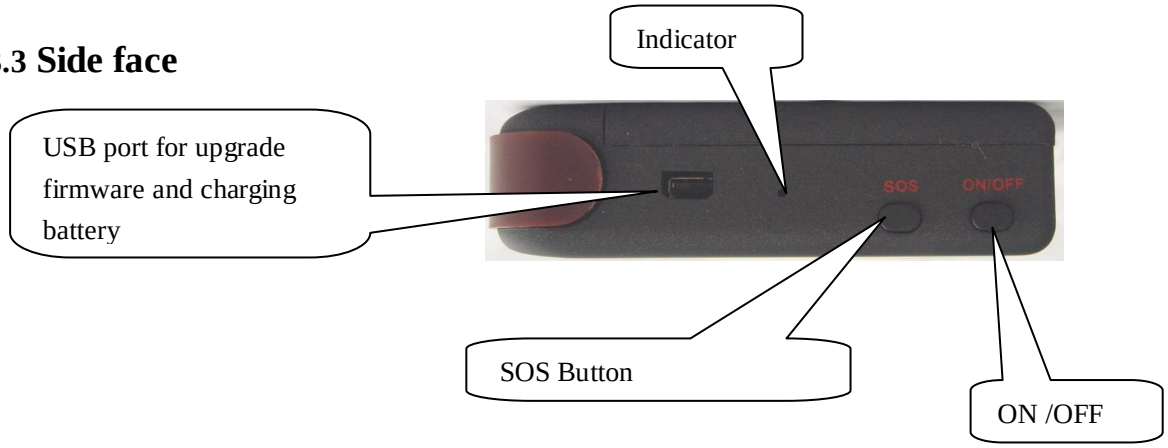
3. Hardware Description

3.1 Front face

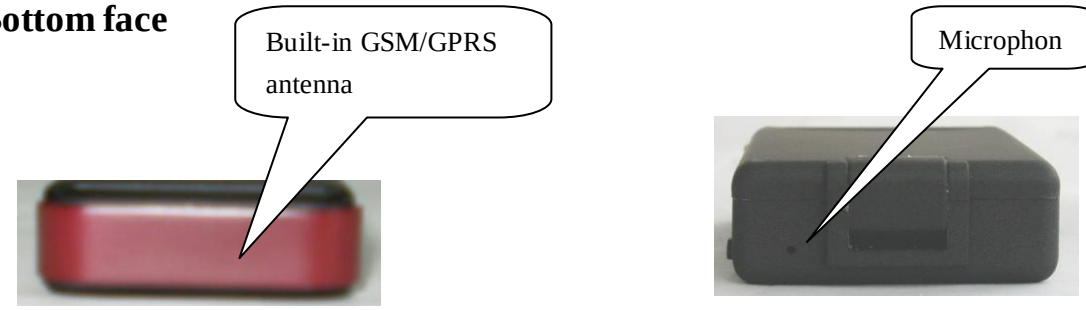


3.2 Rear face

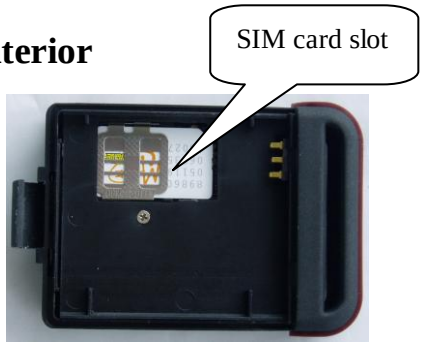
3.3 Side face



3.4 Bottom face



3.5 Interior



4. Specs

Content	Specifications
Dim.	64mm x 46mm x 17mm(1.8” *2.5” *0.65”)
Weight	50g
Network	GSM/GPRS
Band	850/900/1800/1900Mhz
GPS sensitivity	-159dBm
GPS accuracy	5m
Time To First Fix	Cold status 45s Warm status 35s Hot status 1s
Car charger	12—24V input 5V output
Wall charger	110－220V input 5V output
Battery	Chargeable changeable 3.7V 1000mAh Li-ion battery
Standby	80hours
Storage Temp.	-40℃ to +85℃
Operation Temp.	-20℃ to +55℃
Humidity	5%--95% non-condensing

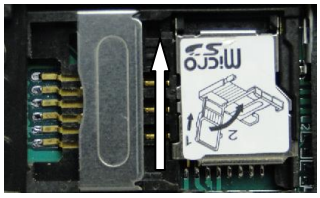
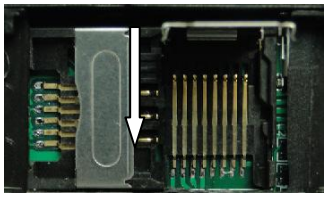
5. Usage

5.1 SIM card installation

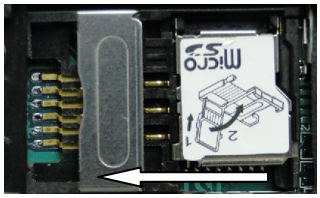
Make sure that there is no call transfer and call display is on, and PIN code off. The SMS message must in Text format, can't be identified for PDU format.

5.1.1. Open the rear cover, and pick out the battery.

5.1.2. Push the foil up according the arrow on the foil and load the miscro SD card and push back.

5.1.3. Put the SIM card into the holder as picture shows.



5.2 Battery and Charger

Do charge the battery to capacity in 8 -12 hours for first time. Please use the battery and charger provided by the manufacturer. This unit adopts built-in Li-ion battery, and full battery can standby 80 hours. After first use, the battery usually should be charged in 3-5 hours.

a: For it's Li-ion battery, which contains harmful chemicals and may burst, please don't bump, puncture it violently and keep it off fire.

b: Please charge the battery in time to keep it working normally.

5.3 Startup

- Put the SIM card and battery in place.
- Turn on the unit outdoors by pressing the "on/off" button until the indicator is on.
- For first use, please initialize the unit and restore it to default setting. (Please refer to section 5.4 for instruction.)
- In 10 or 40 seconds, the unit will begin to work and acquire the GSM signals as well as the GPS signals. The indicator will keep flashing every 3 seconds when the unit has received the signals.

- When this unit receives GPS signals normally, you can use it and do any setting as the instructions of this manual.

5.4 Initialization

Send SMS command “begin+password” to the unit, it will reply “begin ok” and initialize all the settings. (Default password: 123456)
For example, send SMS “ begin123456” to the tracker, If executed, if will reply” begin ok” .

5.5 Change the password

5.5.1 Send SMS command “password+old password+space+new password” to the unit to change the password.

For example, send SMS “password123456 888888” to tracker, it will reply “password OK” to confirm password has changed. Please remember the password.

5.5.2 Make sure the new password is in 6 digits Arabic numbers, or the tracker cannot recognize the password.

5.5.3 When reading this user manual, you will notice that we have used "+" and "space" between some words;"+" between two words means they should be written together as one word and "space" between two words means you should leave one character space between two words.

5.6 Add and Delete Authorized phone number

5.6.1 You must setup the authorized phone number before using geo-fence alarm, etc. Up to 5 numbers can be authorized.

5.6.2 Call the tracker for 10 times continuously and get its position, then it will save the cell phone number as the authorized number automatically. and reply “add master ok” .

5.6.3 Add authorized phone number: Send SMS “admin+password+space+cell phone number” to set up an authorized number, the other authorized numbers should be set by the first authorized number, if the number is successfully authorized, the unit will reply “ admin OK” .

5.6.4 Delete authorized phone number: Send SMS “noadmin+password+space+authorized number” to delete the authorized number.

5.6.5 If you want to track the target when it enters into another country, you must add the country code before the cell phone number. You should authorize your number in international format as follows: “admin123456 008613322221111” to tracker to set 13322221111 as an authorized number.

5.7 Single Locating

5.7.1 If there aren't any authorized number set-up, it will reply all calls with a location report; if there are authorized numbers set-up, then it will not respond when an unauthorized number calls it.

5.7.2 If you call it from authorized phone number, it will hang up and report a real-time location as below:

5.7.3 When lost fix to satellites, it will track by LBS / CELL-ID. And the SMS will include two positions:

- GPS coordinates of the last known position.
- LAC code. Open web platform and find "manual track" , put code received from tracker in LAC and Cell-ID fields to locate by LBS technology.

5.8 Auto track continuously

5.8.1Track with limited times upon time interval

Send SMS command "fix030s005n+password" to the tracker device, it will report the latitude & longitude at 30s intervals for 5 times. (s:second, m:minute, h:hour). This command setting must be in 3 digits and the maximum value is 255.
e.g. fix030s005n123456

5.8.2Track with unlimited times upon time interval

Send SMS "fix030s***n+password" to the tracker, it will reply the latitude/longitude continuously at 30 seconds intervals.
Note: The interval must not less than 20s.

5.8.3 Smart track upon time and distance interval

5.8.3.1 Please set "track with unlimited times upon time interval" before this function, and send "distance+password+space+distance", tracker will reply "Distance ok", and then tracker will locate upon both the pre-set time and distance.

e.g. Send "distance123456 0050", it means distance is 50 meters; the number must be 4 digits Arabic numbers.

5.8.3.2 Set this function on web platform: Set time interval first and then distance interval, tracker will locate upon the time and distance.

5.8.3.3 Cancel: Send SMS “nofix+password” to the tracker device to cancel the “auto track” .
e.g. nofix123456

5.9 Turning points update automatically

5.9.1 The tracker will update the positions automatically to web platform once the vehicle changing driving direction over pre set angle value to form a smooth trajectory consistent with the actual road, this function is only effective in GPRS mode.

5.9.2 Send "angle+password+space+angle" to tracker, it will reply" angle ok". e.g. angle123456 040

5.9.3 The angle must be 3 digits Arabic numbers, default angle value is 30 degree.

5.10 GPS drift suppression

5.10.1 This function is deactivated by default, to activate this function, send SMS "suppress+password" to tracker, it will reply" suppress drift ok". The GPS data stop updating if vehicle is not driving and latitude and longitude always keep same, and GPS data updates automatically when vehicle is moving.

5.10.2 Cancel: send "nosuppress+password" to tracker, it will reply “nosuppress ok"

5.11 Exact street address

5.11.1 You must set up the APN of your local GSM network for the SIM card in tracker first before using this function, if there is user name and password for GPRS login, Please refer to section 5.26 to configure the APN, user name and password for GPRS login.

5.11.2 After configure the APN, send "address+password" to device, it will reply SMS including real street/address name. For example: No.113, Guankou 2nd Rd, Nantou, Nanshan district, Shenzhen, Guangdong, china.

5.12 Location based service (LBS) / Cell-ID Locating

If the tracker cannot establish a solid GPS Fix, it will calculate its location using Cell-ID GSM

locating, Location reports will include the GPS coordinates of the last known positions as well as a LAC code, Entering the LAC code to the "Manual Track" menu of web tracking platform www.gpstrackerxy.com will enable you to see the tracker's current location. You can also send command "address+password" to the tracker to request exact address, track will automatically switch to tracking by LBS in GPRS mode. Accuracy of LBS depends on the distance to the nearest GSM Network Cell Tower or Base Station.

Note: This feature can be used normally in most areas according to the signal of GSM network. It may not be available in some areas.

5.13 Monitor

5.13.1 The command to switch between Track mode and Monitor mode are "tracker" and "monitor".The default mode is "track" (Track mode).

5.13.2 Send SMS "monitor+password" to the unit, and it will reply "monitor ok!" and switch to "monitor" mode.

5.13.3 Send SMS "tracker+password" to the unit, and it will reply "track ok!" and switch to "track" mode.

5.14 Data logging

5.15.5 Auto logging：When the tracker device lost GSM signals or fall offline from GPRS, tracker will log the tracking position and alerts automatically in the SD card on the basis of the pre-set condition, when GSM signals get back, all the event alerts will be auto-sent to the authorized numbers or web platform (server), but the logged tracking data should be loaded to the web platform via SMS command.

5.15.6 Logging upon times: Send SMS: "save030s005n+password" to the tracker unit, it will reply "save ok", and will log the Latitude and longitude locations every 30 seconds for 5 times. (S: second, m: minute; h: hour).

5.15.7 Multi-logging：Send SMS:"save030s***n+password" to tracker device, it will reply "save ok".

5.15.8 Cancel logging: Send SMS "nosave+password", e.g. nosave123456

5.15.9 Logging Clearance: send SMS: "clear+password" to tracker device, it will reply "clear ok".

5.15.10 Logging Volume: It depends on the capacity of the SD card inserted in the tracker device.

5.15.11 The logged data in SD card can be copied to computers through card reader, and then the data route can be checked by importing data in the menu "Data Import" of web platform www.gpstrackerxy.com

5.15 Data Load

5.15.1 Current date Load: Send SMS: "load+ password" to tracker device, it will reply: "load ok" if the device is working well under GPRS mode; if not, it will reply "load fail! Please check gprs" that

means device does not work under GPRS mode.

5.15.2 Specified date Load： Send SMS: “load+ password+ space+ year month date” to tracker device, it will reply: “load ok” and load the tracking data to the web platform upon the valid time you choose. For Example: send SMS: “load123456 20110425” to the tracker device, means to load the tracking data of 25th April 2011 to web platform.

5.16 Forward the third parties’ message

5.16.1 Send SMS "forward+password+space+third parties phone number" from authorized phone number, tracker will reply"forward ok", and supports 1 third parties phone numbers at most.

5.16.2 For example, set the phone number of the service provider of the SIM card in the tracker, when charge remind message coming in, tracker will forward it to authorized phone number.

5.16.3 Cancel: Send SMS command "noforward+password".

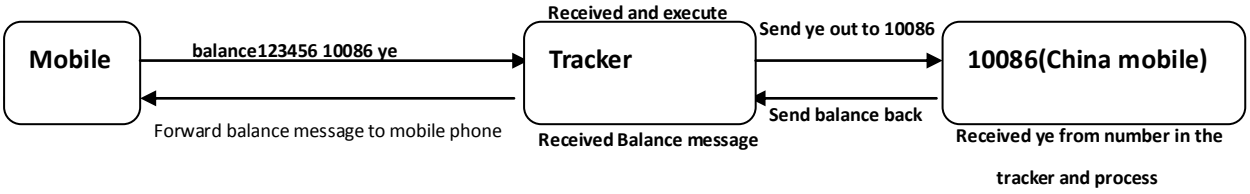
5.17 SIM card Balance Inquiry

5.17.1 Send SMS command "balance+password+space+carrier’s phone number+space+code" to tracker, it will forward the code to carrier’s phone number and return the balance message received from carrier’s phone number.

5.17.2 How it works: After accept balance command, tracker will remember the “mobile phone number”, carrier’s phone number and the code;

5.17.3 And then send the code to carrier’s phone number, and forward the message from carrier to mobile phone number.

Take china mobile for example, mobile users can send “ye” to china mobile number 10086, and 10086 will send user’s balance message to tracker, and then tracker forward the balance message to mobile phone number , following is an illustration how this function works.



5.18 Decide how many times of alarm message

You can decide how many times of the alarm message to be sent, For those alarm message sent in cycle, you can limit the times the alarm message to be sent. send SMS “ xtime+password+005 “ to tracker, alarm message will be sent 5 times once alarms are triggered .

Alarm SMS will be sent 5 times by default.

5.19 Alarms

5.19.1 Low battery alarm

5.19.1.1 Send SMS “lowbattery+password+space+on”, it will send SMS “low battery+latitude/longitude” to authorized numbers 2 times in total **in 15 minutes interval** when voltage of battery is going to be about 3.55V.

5.19.1.2 This function activates by default, send SMS “lowbattery+password+space+off” to deactivate.

5.19.2 GPS blind Spot alert

5.19.2.1 This function deactivates by default, send SMS “gpssignal+password+space+on”, it will send alert SMS “no gps+last valid latitude/longitude before lost signal” to authorized phone numbers.

5.19.2.2 5.21.2 Send SMS “gpssignal+password+space+off” to deactivate.

5.19.3 SOS

Press the SOS for 3 seconds, it will send “help me!+ latitude/longitude” to all the authorized numbers every 3 minutes. It will stop sending such a SMS when any authorized number reply SMS “help me!” to the tracker.

5.19.4 Geo-fence

5.19.4.1 Set up a geo-fence for the unit to restrict its movements within a district. The unit will send the message to the authorized numbers when it breaches the district.

5.19.4.2 Set up: When the unit stays immobile in a place for 3-10 minutes, the user can Send SMS: “stockade+password+space+latitude,longitude; latitude,longitude” to unit to set the restricted district. In case of breach, it will send SMS “stockade!+geo-info” to the authorized numbers every 3 minutes.

Remark: The first latitude&longitude is coordinate of the top left corner of the Geo-fence, while the second latitude&longitude is the coordinate of the bottom right corner.

5.19.4.3 Cancel: Send SMS:” nostockade+password” to deactivate this function.

5.19.5 Multi-area management

5.19.5.1 Set Area

Send SMS command "area+password+space+latitude,longitude+space+areaname,distance M" to tracker(distance unit: M for meter, K for kilometer), it will reply "area01 ok".

Example: Send "area123456 22.353648,113.543678 school,800M".

Note: 5 areas at most and the distance between two points can't be less than the total distance in the 2 commands, and different areas can't cover each other.

5.19.5.2 Delete areas

Send SMS command:"noarea+password+space+area name", tracker will reply:"noarea ok".

5.19.5.3 Rename and set distance

Send SMS command "rename+password+space+old name;new name,distanceM" to tracker, if name is not repeated and area doesn't cover others, it will reply "rename ok!" for successful configuration.

Example: Send"rename123456 area01;school,800M", it means the new area name is "school", and covers area of a radius of 800 meters.

5.19.5.4 Activate multi-area management

Send SMS command "area+password+space+on" to tracker, it will reply "Area on ok!", when tracker enter the pre set area, it will send SMS "area name+latitude & longitude" to all the authorized phone number, and send same SMS when goes out of the area.

5.19.5.5 Deactivate Multi-area management

Send SMS command "area+password+space+off" to tracker, it will reply"area off ok!"

5.19.6 Movement alert

5.19.6.1 Set up: when the unit stays immobile in a place for 3-10 minutes with GPS signal reception, the user can send SMS“move+password+space+0200” to the tracker (Suppose area of a radius of 200 meters, it supports 4 digits at most. Unit: Meter). It will reply “move OK”. In case of such a movement (the default distance is 200m), it will send SMS “Move+latitude & longitude” to the authorized numbers.

5.19.6.2 Cancel: Send SMS “nomove+password” to deactivate the movement alarm.

5.19.7 Overspeed alert

5.19.7.1 Set up: Send SMS: “speed+password+space+080” to the unit (suppose the speed is 80km/h), and it will reply “speed ok!”. When the target moves exceeding 80 km/h, the unit will send SMS: “speed+080!+Geo-info” to the authorized numbers, overspeed alert will send only one time in 3 minutes in SMS mode.

5.19.7.2 Cancel: Send SMS “nospeed+password” to deactivate the overspeed alert.

Remark: The recommended speed should be not less than 50km/h. For below that rate, it will be effected the accuracy by gps signals drift etc.

5.19.8 Built in Acceleration Sensor Alarm

The tracker is built in 3-axis acceleration sensor; the tracker can detect it when the vehicle moves, tilt or shock.

Activate shock alarm: Send SMS “shock+password” to tracker, it will reply “shock is activated!”, that means shock alarm function activates successfully. Tracker will send “sensor alarm+latitude/longtitude” to authorized phone numbers when it detect shock.

5.19.8.2 Cancel: send SMS “noshock+password” to tracker to cancel this function.

5.19.8.3 Sensitivity configuration (First level is the default level)

First level: Alarm will be triggered after detect slight vibration, send command" sensitivity+password+space+1" .

Second level: Alarm will be triggered after detect medium vibration in 2 seconds, send command" sensitivity+password+space+2".

Third level: Alarm will be triggered after detect heavy vibration in 5 seconds, send command" sensitivity+password+space+3".

5.20 Sleep Mode

Sleep Mode	SMS mode	GPRS mode	Set Less GPRS Traffic in GPRS Mode
No sleep	Always working	Always online	No vibration and no other triggered alarm, GPRS offline and switch to “sleep by shock”, and GPRS will back to online if there is vibration or any triggered alarm.
Sleep by time	SMS, calling or any other triggered alarm (Vibration excluded) tracker works for 5 minutes after wake up, and then back to sleep, GPS module shut off, GSM module works in low consumption. SMS, calling or any other triggered alarm (Vibration excluded) can awake the tracker.	Always online	No vibration and no other triggered alarm, GPRS offline and switch to “sleep by shock”, and GPRS will back to online if there is vibration or any triggered alarm.
Sleep by shock	No vibration and other triggered alarm, tracker will works in “sleep by shock” mode, GPS shut off, GSM works in low consumption. Vibration, SMS, calling or any other triggered alarm (include vibration) can awake the tracker.	Always online	No vibration and no other triggered alarm, GPRS offline and switch to “sleep by shock”, and GPRS will back to online if there is vibration or any triggered alarm.

Deep sleep by shock	No vibration and other triggered alarm, tracker will sleep, GPS module and GSM module both shut off, tracker works in minimum power consumption, SMS and calling won't be available. Vibration, and other hardware triggered alarm (like SOS) can awake the tracker to work.	Always online	No vibration and no other hardware triggered alarm, GPRS offline and switch to "Deep sleep by shock", and GPRS will back to online if there is vibration or any hardware triggered alarm, SMS and calling cannot awake it.
Awake according to schedule	After activate this mode, GSM module and GPS module both shut off, SMS and calling is not available, tracker works in minimum power consumption, and it will awake and send awake report automatically at specific time and work for 5 minutes. During non-working time, SOS alarm can awake the tracker till SOS alarm is canceled. If Shock alarm activated, tracker will awake to work after detect Shock alarm until Shock alarm deactivated.	Working online according to the schedule, during non-working time, tracker will be offline and ready to awake according to schedule.	Working online according to the schedule, during non-working time, tracker will be offline and ready to awake according to schedule.

5.20.1 Sleep by time

Send "sleep+password+space+time", tracker will reply "sleep time ok" if you didn't activate any alarm and no operations in 5 minutes, tracker will fall asleep, GPS module shut off, and LED will be off too. Calling or SMS can awake the tracker. If you have activated any alarm, tracker will enter sleep by detecting vibration. The default sleep mode is "sleep by time". e.g sleep123456 time.

5.20.2 Sleep by shock/vibration

Send "sleep+password+space+shock", tracker will reply "sleep shock ok", it will enter sleep if doesn't detect any vibration, GPS module shut off, and LED will be off too. Vibration or any operations can awake it.

5.20.3 Deep Sleep by Shock/vibration

Send "sleep+password+space+deepshock", tracker will reply " sleep deepshock ok!" it will enter deep sleep if no vibration, GPS & GSM module shut off, and LED will be off too. Only vibration can awake the tracker, it will send wake up message automatically after wake up.

5.20.4 Awake according to schedule

Send "schedule+password+space+1h ", It will awake every one hour, automatically send location message after wake up (m: minute; h: hour; d: day). The maximum time interval is set to three digits, and not more than 30 days. After sending this message, GPS & GSM module shut off, tracker works in super lowest power consumption, Calling or SMS cannot awake it. Triggered alarm can awake the tracker to work normally, after alarm canceled, tracker come back to awake according to schedule mode again.

Cancel: After the tracker wake up, send “noschedule+password” to deactivate the function.

5.20.5 No sleep mode

Send SMS “sleep+password+space+off”, it will reply “sleep off ok”. Tracker won’t sleep and GSM, GPS, LED always work.

5.21 Check the Vehicle State

Send SMS command “check+password” to the tracker in the vehicle, It will reply SMS including battery, GPS signal, GSM signal, GPRS status, APN, UP, IP and port etc.
E.g, send “check123456” to tracker, it will reply message as following after execute the command:

Battery: 100%
GPRS: ON/OFF
GPS: OK/NO GPS
GSM Signal: 1-32 the higher, the better.
APN: cmnet
IP: 104.250.138.146
PORT: 9000

5.22 Check IMEI

Send SMS command "imei+password" to the tracker. E.g: Send SMS command "imei123456" to the tracker, it will reply an IMEI number in 15 digits.

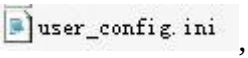
5.23 Terminal (local) Time Setting

Send SMS “time+space+zone+password+space+local time zone”, it will reply “ time ok!” after execute the command.
For example, Send SMS “time zone123456 8” (time zone of China).
If the local time zone is negative as “-8”, then it should set as SMS:
“time zone123456 -8”.

5.24 Reset Hardware

Send SMS “reset+password” to tracker device to reset the GSM module and GPS module of the tracker device, it will reply “reset ok”.

5.25 Configure parameters by USB

Find the USB cable in the package to connect tracker with computer, open the memory of the tracker, find and open the initial configuration file with notepad 

, operate according the instructions.

Note: Correct password is need every time you configure the tracker.

5.26 GPRS configuration

User must send SMS command via cell phone to set up APN, IP and port before starting tracking by GPRS.

5.26.1 Configure APN

APN standards for Access Point Name and differs from country to country. For more information about your local APN, please inquire with your local GPRS network operator.

Send SMS command to tracker “APN+password+Space+your local APN” via a cell phone and if executed, the tracker will reply “APN OK”.

For example: Send SMS command “APN123456 CMNET”. If executed, the tracker will reply “APN OK”.

Notes: 123456 refer to password of tracker and CMNET is the APN of Network Operator of china (China mobile).

5.26.2 Configure user, password for GPRS login

In most countries, the user name and password involving GPRS login are not

compulsorily necessary, therefore, the entry can be skipped. For those countries requiring user name and password, please configure as following:
Send SMS “up+password+space+user+space+password”, If executed, tracker will reply “user, password ok!”, for example: send SMS “up123456 jonnes 666666”
Note: 123456 is password of tracker, jonnes is the user name for GPRS login, 666666 is the password for GPRS login.

5.26.3 Configure IP and port

Send SMS “adminip+password+space+IP+space+port”, tracker will reply “adminip ok” if executed.

For example: send SMS “adminip123456 104.250.138.146 9000”, tracker will reply “adminip ok” if executed. (123456 is the password of tracker, and 104.250.138.146 is the ip, 9000 is the port.)

5.26.4 Switch to GPRS mode

5.26.4.1 Send SMS command “GPRS+password” to tracker, it will reply “GPRS ok!”, that means tracker have switched to work in GPRS mode.

5.26.4.2 TCP/UDP Switch

SMS command: “GPRS+password,0,0” is used to switch to TCP mode, TCP is the default mode.

SMS command: “GPRS+password,1,1” is used to switch to UDP mode.

5.26.4.3 Send SMS command: “SMS+password” to tracker, it will reply “SMS OK!”, and switch back to SMS mode.

5.27 Less GPRS traffic

5.27.1 Tracker will change to less GPRS traffic mode after parking 5 minutes, GPRS disconnect, and connect again when alarm being triggered or vehicle starts driving.

5.27.2 Activate this function: Send "less gprs123456 on", tracker will reply "less gprs on ok".

5.27.3 Deactivate this function: Send "less gprs123456 off", tracker will reply" less gprs off ok".

Note: 123456 is the password of tracker, and replace it with the new if you have changed.

5.28 Set up monitor center number

5.28.1 Setup: send command “centernum+password+space+phone number” to tracker, it will reply“centernum ok”. After setup monitor center number, the messages of auto track by sms will be set to this center number, if all alarms need to be sent to this number too, then this center number must be setup as authorized number.

5.28.2 Cancel monitor center number

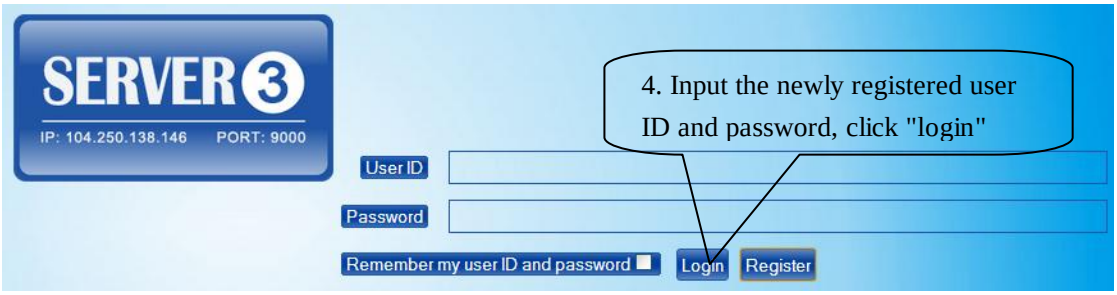
Send “nocenternum+password” to tracker, it will reply “no center num ok”.

5.29 Instructions for web platform and mobile APP

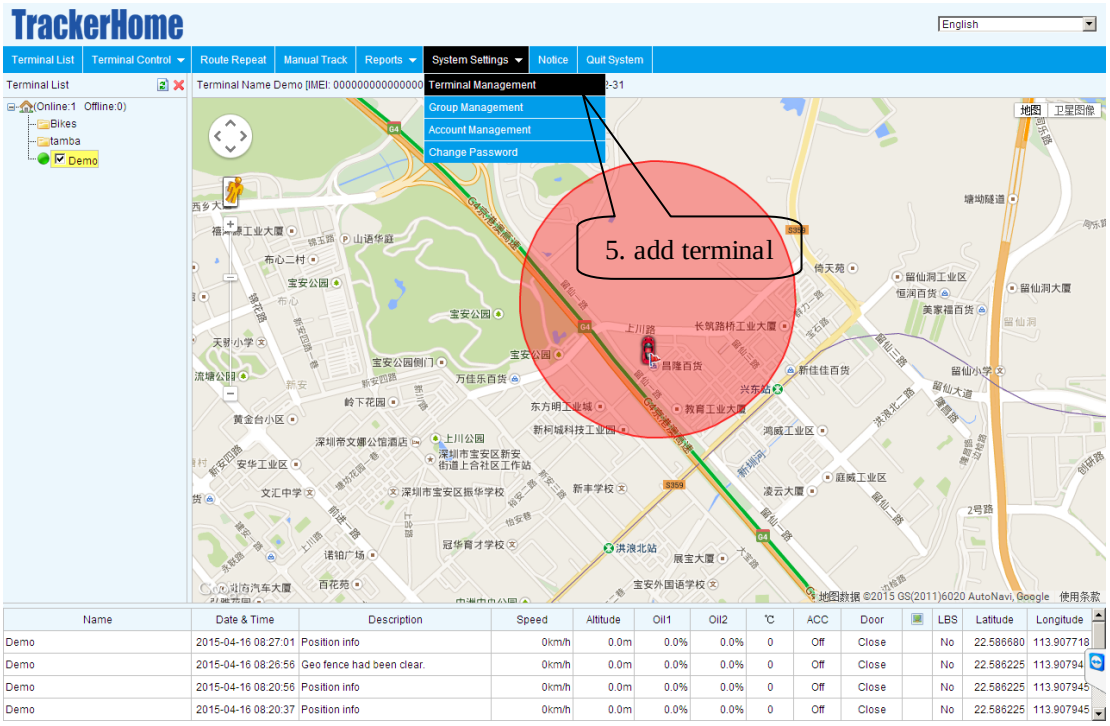
Users need to register an account on www.gpstrackerxy.com before use web or APP platform, account name and password is the same on web/APP platform.

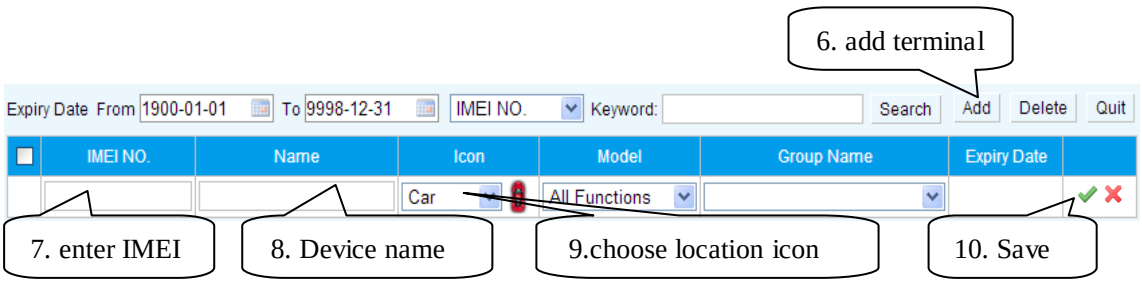
5.29.1 Register an account

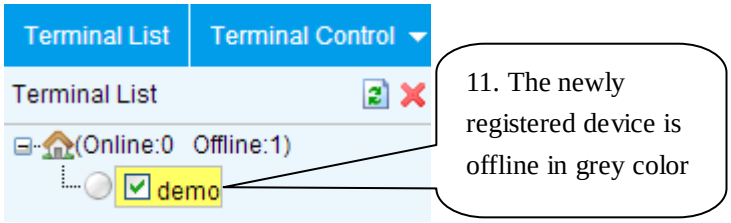
5.29.2 Login



5.29.3 Add **a terminal**







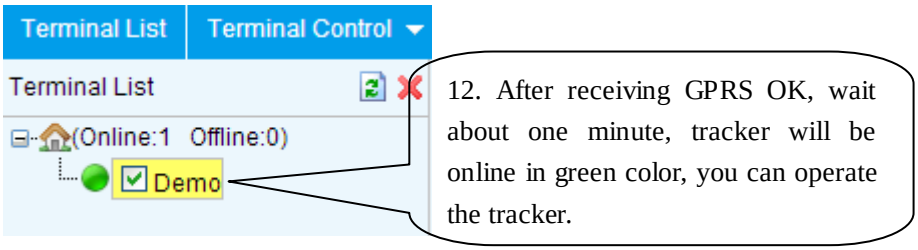
5.29.4 Configure your tracker to web platform to track it online

Step 1：set APN，refer to 5.26.1

Step 2：set GPRS user name and password，refer to 5.26.2

Step 3：set IP and port, please use the corresponding IP and port of the server you choose, refer to 5.26.3

Step 4：switch to GPRS mode，refer to 5.26.4



5.29.5 If the tracker is always offline (grey color), make sure the SIM card subscribe the GPRS service, and have money to surf the Internet, you can use phone to test the SIM card can surf the Internet or not.

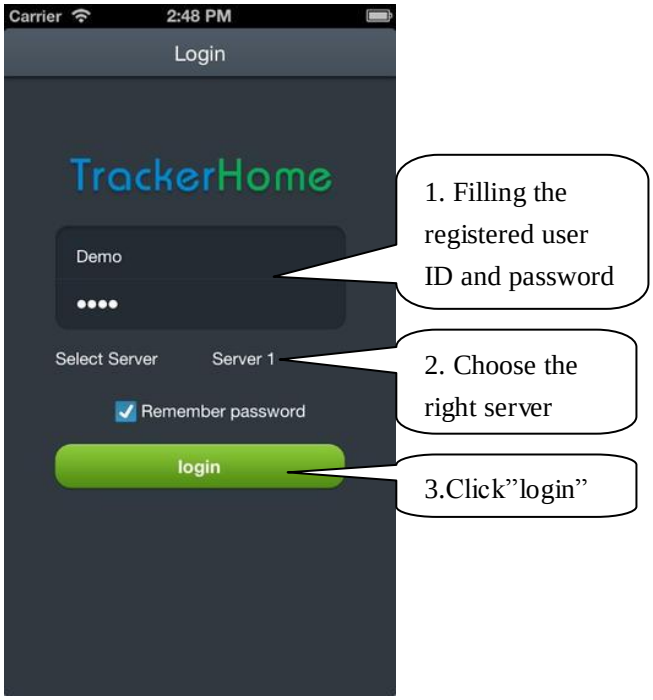
please check the APN, user name, password, IP, port settings are correct, refer to 5.21.

5.29.6 IOS &Android mobile APP

5.29.6.1 Download and install the mobile APP software

According to your phone type, download and install mobile app below the home page on web tracking platform.

5.29.6.2 login in and use the mobile APP



6. Cautions

1. Don’t put the unit in overheated or overcooled places.
2. Handle carefully. Don’t vibrate or shake it violently.
3. Please use a dry cloth to clear and don’t use chemicals and cleaners.
4. Please don’t paint the device, this may lead to internal circuit failure.
5. Please don’t disassemble the device.
6. Please read the user manual carefully before installation and operation, learn something more about the voltage range. Otherwise, it won’t work properly or destroy the product.

7. Faults & the Solutions

Faults	Possible reason	Solution
Can’t turn it on	Backup battery is low	Plug charger
No GSM signal	Please check if SIM card load well and confirm the network is GSM network.	1. Make sure that there is no call transfer and call display is on, and PIN code off. 2. Change another SIM card.
Hang off fail / monitor fail	Authorized phone number setup, and calling from non-authorized phone number	Please delete the authorized phone number or send command to initialize the settings to factory default settings.
GPRS fail to be online	1. APN， IP and port is not correct. 2.No GPRS subscription 3.Balance is not enough	1. Re-configure it 2. Subscribe GPRS service 3. Charge