



S4 Vehicle Security Tracker

User Guide



SAFETY-- SECURITY-- SIMPLICITY!™

911SafeTrack.com



S4 Vehicle Security Tracker

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Introduction

Thank you for purchasing the S4. 911SafeTrack has developed a family of safety/security products & services that provide immediate notification to 911 when emergencies occur.

This Guide will introduce you to all of the features of your S4 Tracker. If you have any questions, please contact 911SafeTrack Customer Support at 1-877-427-7294 or visit our website at www.911SafeTrack.com.

In addition to this S4 User Guide, included in your package is a S4 Installation Guide. For more detailed instructions on using your service, please see S4 FAQs and visit www.911SafeTrack.com.

Please read this S4 User Guide for information on setting S4 mode and S4 Emergency Contacts. Registration and use of the 911SafeTrack S4 are subject to 911SafeTrack's customer agreement, plans, terms and conditions, which can be found at www.911SafeTrack.com.

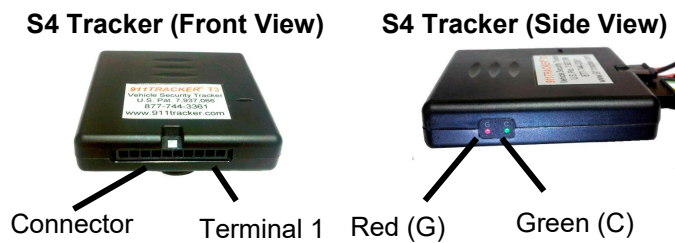
See **S4 Security Information** for further information explaining careful methods used to ensure S4 security.

Getting Started

This section addresses two primary areas:

- S4 Features
- S4 Package Contents

Front / Side View of S4



Key Functions

- Cellular antenna and GPS antenna are internal to the S4
- Cable connects to the S4 connector
- Green LED indicates status of cellular connection
- Red LED indicates status of GPS receiver

S4 Package Contents

When you purchase the S4, the package should contain the following:

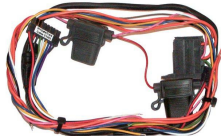
- S4 Vehicle Security Tracker
- Cable C1310
- Battery B1302
- Installation Kit (Velcro set, zip ties, wire connectors)
- S4 User Guide UG1310A
- S4 Installation Guide IG1310A



S4 Tracker



Battery B1302



Cable C1310

If any of these items are missing from your package, please contact

911SafeTrack Customer Support at 1-877-427-7294

Monitoring S4 Status

S4 may be installed [See S4 Installation Guide] in a **completely hidden location** in the vehicle such as underneath the instrument panel, behind the glove box, under a seat, or under a rear package shelf.

S4 may be installed [See S4 Installation Guide] in a hidden location such as in the glove box or in a console, which is **accessible by the Owner**.

S4 is connected to the vehicle 12-volt power. The S4 has a power saving mode that uses a very small amount of power and is active 24/7. S4 has a backup battery that automatically powers the S4 if vehicle power is removed. S4 does not have an On/Off switch and is completely silent.

S4 has two tiny LED indicators that show status. If the unit is not accessible, it's not a problem, as S4 does not require any maintenance.

If the LED indicators are visible:

- Constant green shows S4 is powered On and has a proper cellular connection (normal condition).
- Blinking green shows S4 is searching for a cellular connection. No green means activation required.
- Constant red shows GPS is powered On and searching for GPS satellite connection.
- Blinking red shows GPS is receiving satellite signal (normal condition).
- No red shows S4 is in power saving mode.

Using S4

All functions of the S4 are controlled by your mobile phone – either a basic cellphone or smartphone.

When you registered the S4, 911SafeTrack provided you with the unique phone number of your S4 Tracker. We recommend that you add this S4 number to your mobile phone contact list.

After your S4 is installed (either by you or by an installation shop), you will need to send S4 a text message:

12345 at*user=0,YourMobileNumber,1 [put a space after '12345']. Note that 12345 is the factory default PIN.

S4 will save this number as the Owner phone. S4 will send any notifications to the Owner phone and will respond to SMS (Short Message Service) text messages (provided the message has the Owner's PIN).

S4 uses a 5-digit PIN (personal identification number) for all functions to ensure security. Once S4 is installed, we **highly recommend** that you change S4 PIN to your secret 5-digit PIN number. To do this, select the S4 from your phone contact list and send a text message: **12345 at*pin=YourPIN** (note space after '12345') S4 will respond, **911SafeTrack: at*pin= YourPIN: OK**. S4 will then only respond when you use the new PIN.

See **S4 Security Information** for further information explaining careful methods used to ensure S4 security.

S4 Modes

S4 can be set to four different modes:

- **Guard** – This is the **normal mode** for 24/7 monitoring of your vehicle. S4 monitors ignition of the vehicle, if the key is On, S4 will ignore movement of the vehicle. **If the key is Off**, S4 monitors vehicle alarm and movement of the vehicle and will send the Owner an SMS (text message) with Moving notification. If the vehicle has been stopped for several minutes and starts to move again with the key still Off, S4 will send another Moving notification.
- **Master** – This mode S4 checks for vehicle alarm and any movement. So if your vehicle moves, a Moving notification is sent to the Owner even if a thief has a key to the vehicle. Master is intended for parking the vehicle over a few days or special times such as leaving with a valet.
- **Sleep** – This mode is like Master mode but S4 only wakes up to check for your text using an interval that you set. Sleep mode reduces drain on the vehicle battery and is used for storing the vehicle. See S4 FAQs to set interval.
- **Move** – This mode may be used to temporarily disable S4 movement detection notification. Move mode could be used when the Owner is having the vehicle towed. Note that S4 call and text functions are not affected.

S4 mode is set to **Guard (Auto)** when the Owner sends S4 an SMS (text message) that says: **YourPIN guard** [Note the space after YourPIN]. This mode will remain until you decide to change.

Master mode is set by sending: **YourPIN master** (Note space)

Sleep mode is set by sending: **YourPIN sleep** (Note space)

Move mode is set by sending: **YourPIN move** (Note space)

S4 Notifications

S4 can send the Owner several types of notifications:

- Alarm Sounding – If your vehicle has a vehicle alarm, the S4 monitors the alarm when the key is Off. If the vehicle alarm sounds for more than 8 seconds, S4 sends the Owner a notification: **911SafeTrack: Alarm Sounding time, date, latitude/longitude, speed in mph, and heading in degrees.**
- Moving – If the vehicle key is Off but the vehicle starts moving [such as being towed], S4 sends the Owner a notification: **911SafeTrack: Moving! time, date, latitude/longitude, speed in mph, and heading in degrees.**
- Stopped – If S4 has sent the Owner a Moving notification, then S4 will also send Stopped notification after the vehicle has been stopped for 5 minutes.

IMPORTANT MESSAGE – If the vehicle is being legally towed and S4 sends a Moving notification, the Owner must use best judgement to avoid calling 911.

The SMS (text message) latitude/longitude is shown in a Google Map format so that if you have a smartphone with Internet access, just touching the underlined portion of the message will display the location on the Google Map™.

Other Notifications:

- 911SafeTrack: Vehicle battery low [11.0 volts or less]
- 911SafeTrack: Vehicle battery disconnected
- 911SafeTrack: Backup battery low

S4 Emergency Calling

If the Owner receives S4 notification SMS (text message) showing either "Alarm Sounding" or "Moving!" the Owner can observe location, speed, and heading to make a decision if the vehicle is being stolen. If not, the Owner just ignores the notification.

If the Owner determines that a theft is in process, the Owner calls the S4 [using their mobile phone contact list]. S4 answers and speaks the message, "**Tracker connected, press 1 to continue**". If 1 is not pressed within 15 seconds, the S4 hangs up. If the Owner presses 1, the S4 speaks the message, "**Press pound [#] to call Police. Press 3 to voice GPS location**". If the Owner presses #, S4 speaks the message, "**Please hold until connected**". S4 places you on hold and calls 9-1-1 to establish a 3-party call. As soon as the 911-Operator answers, S4 removes the hold and you are now talking to the 911-Operator.

First tell the 911-Operator your name and your telephone number. Then be prepared to provide the year, make, model, color, license number, and VIN. While you are explaining the emergency, you can suggest to the 911-Operator that they can press **3** and you will both hear S4 speak the digits of the latitude and longitude of the current vehicle location. This is a major benefit for 911 as the **S4 GPS location is often more precise than E-911**. You can also press **2** to have S4 send a location SMS to your phone.

S4 Emergency Calling (continued)

When 911 terminates the S4 call, S4 sends you a text message:
911SafeTrack: 911 Call Connected hr:min:sec; Cleared hr:min:sec; Duration hr:min:sec.

If the 911 call is suddenly terminated, S4 will terminate your call so 911 will be able to call back to the S4. We suggest that you wait to call S4 back so 911 can make the call back. If 911 does call back during a prescribed period of time, S4 will speak your phone number so that 911-Operator can call you directly.

Important Note: In some U. S. regions the S4 call may only link the S4 and 911 and will not add you to the call. If this occurs, the S4 has an automatic dual-mode that will speak the message to 911 saying, **“911, This is a stolen vehicle tracking device. Please call vehicle owner at ‘1-111-111-1111’ to talk to vehicle owner. Press 3 to hear vehicle GPS location. Press 4 to mute this message. Press 5 to repeat message.”** The ‘1-111-111-1111’ would be the number of the phone that called the S4. At the same time, S4 will terminate your call. This permits the 911-Operator to call you back to get the details of your emergency.

When 911 terminates the S4 call, S4 sends you a text message:
911SafeTrack: 911 Call Connected hr:min:sec; Cleared hr:min:sec; Duration hr:min:sec.

If your Installer has installed the Out #1 Engine starter disable, you can disable by sending SMS: **YourPIN relay on** (note space after Pin and space after relay). To enable the starter, send SMS: **YourPIN relay off** (note space after Pin and space after relay).

S4 SMS (text message) for GPS Location

Whenever the Owner wishes to know the location of the vehicle, just send the S4 this SMS: **YourPIN gps** (note space after YourPIN). S4 will respond with an SMS: **911SafeTrack - Current Fix at time, date: speed in mph; heading in degrees; latitude/longitude, Guard=Auto.**

If the S4 is in a location that does not have a strong enough GPS signal at the moment, then S4 will respond with an SMS: **911SafeTrack - Last Known Fix at time, date: speed in mph; heading in degrees; latitude/longitude, Guard=Auto.**

The SMS latitude/longitude is shown in a Google Map format so that if you have a smartphone with Internet access, just touching that part of the message will display the location on the Google Map.

Note: **During** an emergency 3-party 911 call, the **Owner** or the **911-Operator** can press **2** to have the S4 send the Owner an SMS with GPS location. If the Owner has a G4/LTE smart phone with active Internet access, the Google Map will display, however, if the Owner has a G3 or older phone, the map will **not display** since the cellular carrier cannot support simultaneous voice and Internet.

When S4 is on a voice call, S4 does have the capability to voice latitude / longitude location when you press **3** on your phone. However, this feature is only used when you have called 911 to report an emergency.

S4 Emergency Contacts

If the Owner wishes to have S4 answer phone calls from their emergency contacts, the Owner can add the phone numbers (**landline or mobile**) of those people as follows.

The Owner sends the S4 this SMS:

YourPIN at*user=1,EmerContactPhone,1

Where the EmerContactPhone is the 10-digit phone number of Emergency Contact #1. [Note: No dashes and place a space after YourPIN.]

The '1' following the phone number **enables** S4 to send text notifications to this number. If you place '0' after the phone number, S4 will **not send** notifications to this phone number, but S4 will be able to receive text messages or phone calls from this phone number. S4 will respond with SMS: **YourPIN at*user=1,EmerContactPhone,1: OK**

If you wish to **remove** Emergency Contact #1, the Owner sends: **YourPIN at*user=1,0,0** [Note: Space after PIN]

The Owner may add (or modify or delete) up to 2 Emergency Contact phone numbers by sending SMS messages:

YourPIN at*user=1, EmerContactPhone,1

YourPIN at*user=2, EmerContactPhone,1

Important Note – If the Owner has added emergency contacts, they become “authorized users”. An authorized user can call the S4 and perform all the functions of an Owner such as, pressing **#** to make a **3-party call** to 911 or pressing **3** to hear S4 speak the vehicle latitude / longitude during a 3-party call to 911.

S4 FAQs

- If my vehicle does not have an alarm or if the alarm is not connected to the S4, is the vehicle protected?

Yes. If you set the S4 to Guard (Auto) mode [**YourPIN guard**] or Sleep mode, S4 will send you a Moving notification if the key is off and the vehicle starts moving.

- When my vehicle is parked, will I be alerted even if a key is used and the vehicle moves?

Yes. If you set the S4 to Master mode [**YourPIN master**], S4 will send you a Moving notification when the vehicle starts moving.

- If I need to have my vehicle towed, what should I do?

You should set the S4 to Move mode [**YourPIN move**]. S4 will ignore any movement. When the vehicle reaches its destination, send S4 the SMS: **YourPIN guard** to return to normal Guard (Auto) mode.

- If I call S4 and decide not to proceed, what do I do?

If you have pressed **#** and are on hold, you need to remain online until 911-Operator answers and explain that there is no emergency. If you haven't pressed **#**, you can just hang up.

- If S4 has conferenced me with 911, can I press **3** to have S4 speak location?

Yes. Either the 911-Operator or you can press **3** and you will both hear the real-time location.

S4 FAQs (continued #1)

- If S4 has conferenced me with 911 and I have explained the emergency, can I hang up?
Yes. However, if the 911-Operator requests that you stay on the call, please do. After you hang up, the 911-Operator will still be online with S4 so they can continue to request real-time location.
- How do I change the Owner's phone number?
Send: **YourPIN at*user=0,YourMobileNumber,1**
- When sending SMS (text message) to S4 does lower or upper case matter?
No. Use of lower or upper case is fine.
- If I receive a notification from S4 do I have to respond?
No. If this is not an emergency, you can ignore. If you wish to verify, send SMS: **YourPIN gps** to check location, speed, and heading.
- If I wish to move the S4 to a different vehicle, what do I do?
You will need to buy a S4 Cable Kit and have it installed [See S4 Installation Guide] in the second vehicle. Unplug S4 from the first vehicle and plug into the new S4 Cable.
- If I wish to remove power from S4, what do I do?
To remove power, unplug the S4 from the Cable by carefully holding the 10-pin connector and squeezing the retaining tab in the middle.

S4 FAQs (continued #2)

- If I want to place my own SIM card in the S4, is that OK?

No. S4 will only operate with the special SIM card that is installed by 911SafeTrack.

- Is it possible for the police to contact my S4 and find out my location?

No. S4 will not answer a phone call from the police unless you just initiated a S4 3-party call to 911.

- Can I test the police 3-party call by pressing # to be sure the S4 is functioning properly?

No. You can only call the police in an emergency situation such as a stolen vehicle event in progress. However, you can call S4 and **press the number 9 button** on your phone to conference with a 911SafeTrack recording to verify that 3-party calling is functioning properly. This 3-party call will only last for 30 seconds and then will end automatically.

- If my vehicle is stolen and S4 doesn't answer a call, what do I do?

Send S4 the message: **YourPIN call** (note space)
As soon as S4 is back in cellular coverage, S4 will call your phone so you can press # to conference with 911.

- Is there any maintenance that is required for S4?

S4 does not need maintenance. The backup Battery is designed to last for years. The backup Battery includes a special charging and protection circuit. See 911SafeTrack.com for replacement if required.

S4 FAQs (continued #3)

- If I make an emergency call to 911, is there a charge for the number of minutes that I am talking to the 911-Operator?
911SafeTrack will not charge you for an emergency call when S4 calls 911.
- How can I disable the starter?
If your Installer has installed the Out #1 Engine starter disable, you can disable by sending SMS: **YourPIN relay on** (note space after Pin and space after relay). As backup, S4 will automatically return to enable after 24 hrs. To enable the starter, send SMS: **YourPIN relay off** (note space after Pin and space after relay).
- How can I operate other vehicle functions?
If your Installer has installed the Out #2 function (door unlock, door lock, flash headlights, sound horn, etc.), you can activate that function by sending SMS: **YourPIN pulse** (note space after Pin).
- How can I change the Sleep Mode time interval?
Send SMS as you wish using the table below. (note space after Pin and space after timsleep) --

No Sleep	YourPIN sleep=0 [default]
15 Min	YourPIN sleep=900
30 Min	YourPIN sleep=1800
1 Hr	YourPIN sleep=3600
2 Hr	YourPIN sleep=7200
4 Hr	YourPIN sleep=14400
6 Hr	YourPIN sleep=21600
8 Hr	YourPIN sleep=28800
12 Hr	YourPIN sleep=43200
24 Hr	YourPIN sleep=86400

S4 Security Information

S4 factory default will permit S4 to answer an incoming call from any phone. This is to permit best flexibility so that the Owner may install the S4 or the Owner may arrange for an installation shop to do the installation.

In default state [factory default PIN is 12345], the Installer can use any mobile phone to control S4 using text message (SMS) or by calling S4. When basic installation and basic S4 operations have been verified, then the Installer or the Owner sends a text message that sets the Owner's mobile phone in the S4. Once this is done, S4 will only respond to incoming phone calls from the Owner's mobile phone.

Then the Owner sends a text message that changes the PIN number to a secret PIN that is chosen by the Owner. Once this is done, S4 will only respond to text messages with the Owner PIN.

There are two exceptions –

- If the Owner sends S4 a text message instructing S4 to 'authorize' a particular phone number, S4 will accept certain commands from that phone number (provided the message has the Owner's PIN). This permits the Owner to authorize up to two emergency contact numbers.
- If the Owner (or authorized phone) has commanded S4 to call 911 and the 911 call should be suddenly terminated, S4 permits 911 to call back to S4 and S4 will answer for a prescribed period time. Otherwise S4 will not accept a call from 911 or any other non-authorized number.

FCC Regulations

S4 Tracker complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This Tracker may not cause harmful interference and (2) this Tracker must accept any interference received, including interference that may cause undesired operation.

This Tracker has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

Reduction of Hazardous Materials

S4 Tracker does not contain lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyl (PBB) or polybrominated diphenyl ether (PBDE).

Specific Absorption Rate (SAR)

S4 Tracker is a radio transmitter and receiver. It does not exceed exposure limits set by the Federal Communications Commission (FCC) and international guidelines established by the independent scientific organization ICNIRP.

The exposure standard for wireless devices uses a unit of measure called Specific Absorption Rate (SAR). The SAR limit set by the FCC is 1.6 W/kg. The SAR limit set by ICNIRP is 2.0 W/kg averaged over 10 grams of tissue. Tests for SAR are conducted at standard operating positions with the Tracker transmitting at its highest power level over all frequency bands. The actual SAR level of an operating Tracker can be below the maximum value because the Tracker is designed to only use the power level required to reach the network.

Warranty Information

911SafeTrack, Inc. warrants to the original purchaser that the Tracker shall be free from defects in material and workmanship for a period of 12 months from date of registration. If a defect covered by this warranty occurs during the warranty period, 911SafeTrack will repair or replace your Tracker product or component free of charge. If your Tracker is replaced for a defect covered under warranty, you may receive a refurbished Tracker in exchange for your original Tracker. The replaced unit will carry the remaining warranty period from the original Tracker.

Service After Expiration of Warranty

Please visit our website at www.911SafeTrack.com or call our Customer Support Center at 1-877-427-7294, 8:00am to 6:00pm Pacific, Monday - Saturday, for troubleshooting information and repair or replacement options. In some cases, it will be necessary to ship the product to 911SafeTrack Repair Center. Please do not send any products to 911SafeTrack without first contacting Customer Support in order to receive an RMA number.

Warranty Limitations

THIS WARRANTY SHALL BE NULL AND VOID IF THIS PRODUCT: (a) IS MODIFIED, OPENED OR TAMPERED WITH; (b) IS CONNECTED TO WRONG POLARITY POWER OR VOLTAGE OUTSIDE OF SPECIFIED RANGE OR; (c) IS DAMAGED BY NEGLIGENCE, ACCIDENT, UNREASONABLE USE OR OTHER CAUSES UNRELATED TO DEFECT IN MATERIAL OR WORKMANSHIP.

Water Resistance

The S4 Tracker is to be placed inside of the vehicle in a location that is not exposed to precipitation. S4 Tracker is not waterproof and will not function when exposed to water.

Battery Caution

The Li-ion backup battery has been custom made; it includes a protection and charging circuit. **Do not** try to use any third-party battery with the S4.

- Do not put the battery in a charger or equipment with wrong terminals connected.
- Avoid shorting the battery
- Do not immerse in water.
- Keep out of the reach of children.
- Dispose in accordance with local regulations

Contacting Customer Support

Need help with operating your S4 Tracker?

Contact 911SafeTrack Customer Support via the Internet at www.911SafeTrack.com, or call toll free 1-877-427-7294, 8:00am to 6:00pm Pacific, Monday – Saturday, to speak to a Customer Support representative.

Certifications

- FCC Part 15B, 22H & 24E certification
- PTCRB certification
- CE (R&TTE directive)
- e mark
- ROHS

Coverage Information

Our coverage maps provide high-level estimates of our coverage area when using your device outdoors under optimal conditions. Coverage isn't available everywhere. Estimating wireless coverage and signal strength is not an exact science.

These are gaps in coverage within our estimated coverage areas that along with other factors (network problems, software, signal strength, your wireless device structures, buildings, weather, geography topography, etc.) will result in dropped and blocked connections, slower data speeds, or otherwise impact the quality of services.

Services that rely on location information depend on your device's ability to acquire satellite signals (often not available indoors) and network coverage. Estimated future coverage subject to change. See www.911SafeTrack.com for coverage map and details.

S4 Specifications

Feature	Specifications
Size (L,W,H)	2.25"x2.25"x0.5" (59x59x13 mm)
Weight	1.6 oz (45g)
Shock & Vibe	SAE J1211 compliant
Frequency	GSM 850 824 – 849 MHz (Tx) 869 – 894 MHz (Rx) GSM 1900 1850 – 1910 MHz (Tx) 1930 – 1990 MHz (Rx)
Transmit Power	Up to 2W
Operating Temp.	-30° C to +75° C
DC Input voltage range	6 v – 15 v