ULTIMATE9®

LIVETRACK STEALTH

This document will help troubleshoot commonly asked questions about the LiveTrack Stealth.

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Q. Why does the iCAR App show a map of Taipei, Taiwan?

A map of Taipei may display as it is the first piece of information recorded when units are turned on & tested.

If the iCAR App does not update to display the correct address on the 'location page' after 5 - 10 minutes, it is likely caused by the GPS tracker not being able to communicate with the iCAR servers.

If you are unsure of the below, we recommend contacting Ultimate9 for further assistance.

The most common cause for this issue will be SIM card related with common examples below.

The SIM card purchased is not suitable for this application.

- Please be aware that some telco providers do not allow SIM cards to operate in low-level data devices such as GPS trackers. Further, SIM cards that previously worked in a tracker may have also been subject to protocol updates by the network provider that now only allows them to work on mobile devices such as phones or tablets.

  We recommend reviewing the terms & conditions section of the SIM card you intend to purchase to see if it suits this type of application.

The SIM card set-up & registration is not complete.

- When registering a new SIM card, the SIM can sometimes take time to become activated. Most providers send email/sms notifications when new SIMs become activated. If you have not received an activation notification, we suggest double-checking your spam folder and that the SIM registration was fully complete.
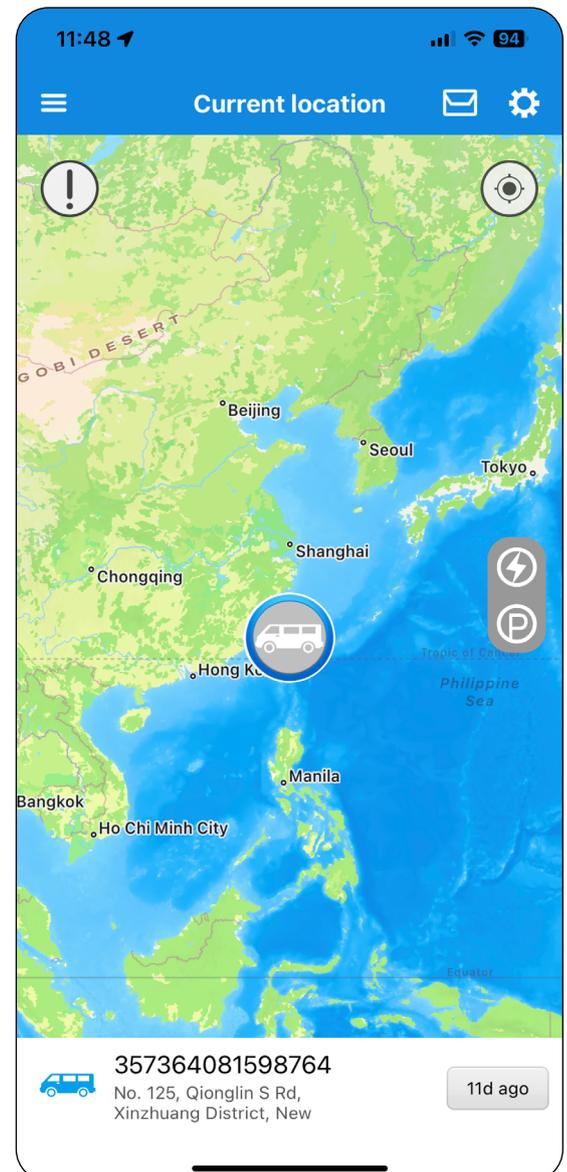
**The SIM card is not fitted into the SIM tray correctly.**

- The SIM card only fits into the SIM tray one way. The brass side of the SIM card faces downwards into the tracker, and the corner on a 45 angle sits at the top left of the tracker. Further, when closing the SIM tray, firmly push the latch down (into the tracker) and slide it upwards simultaneously to lock it into place correctly.
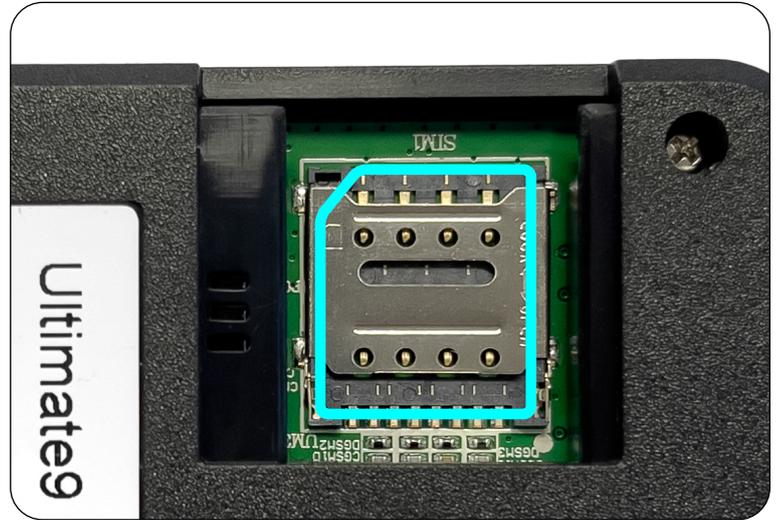
Q. Why does the 'Expiration Date' show a date that has already expired?

The most common reasons for the expiration date being 'out-of-date' are:

- The product is being installed for the first time and is unable to connect to the iCAR servers (refer to the previous FAQ). Once the tracker connects to the iCAR servers, the map will update, as well as the 'Expiration Date' field.

- It has been over 12 months, and the mapping service has expired. After the fee has been paid (and the tracker is no longer in sleep mode), the map will refresh to the correct location.
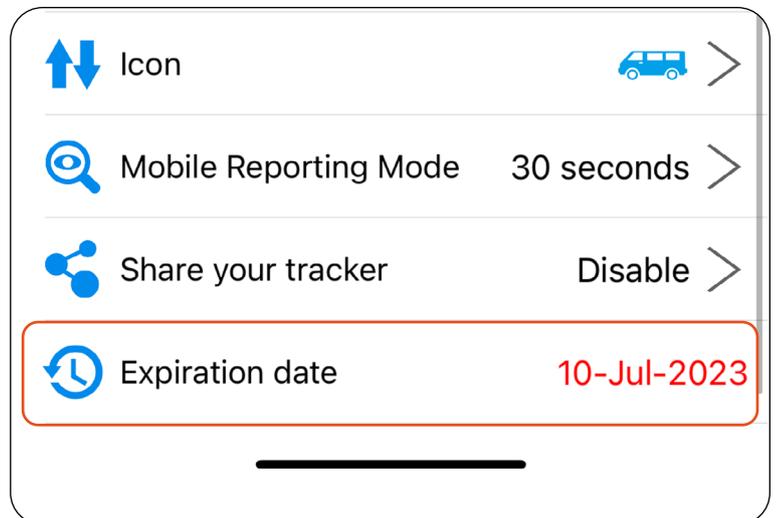
Please note: LiveTrack GPS data, displayed through the free-to-download 'iCar App', utilises Google Maps as its mapping service. For the App to access Google Maps services, LiveTracks incurs a fee that is renewed annually by the user. Ultimate9 includes, with new LiveTrack purchases, the first year of subscription. After the first year, an annual fee of $15 USD allows ongoing Google Maps access per tracker with 7-day tracking history.

Q. My GPS tracker has stopped working. What can cause this to happen?

The most common reason for the iCAR App to stop providing up-to-date information is generally due to two factors that rely on annual maintenance by the user.

• Check to make sure the SIM card has credit.

• Check the mapping service has not expired via the 'Expiration Date' field on the device information page.

If both check out, the following reasons can cause the same symptoms.

The tracker is no longer receiving power from its required power source.

• Check the small in-line fuse has not blown and that the power & earth leads are still connected. The simplest way is to unplug & reconnect the device so it can reboot. If the LEDs on the back of the tracker, next to the SIM card tray, all light up at once, then there is no need to check the lead or installation.

Push together & twist to unlock.

The tracker is unable to maintain a GPS signal.

• An unstable GPS signal is commonly due to vehicles being stored undercover. Or, the tracker is not in a position that offers a reasonable line of sight with satellites.


Unplug at the tracker or at the power source.
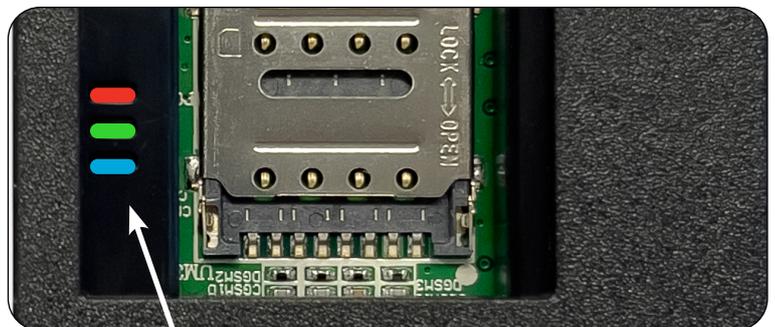
LEDs located next to SIM tray.

Q. What do the LEDs represent on the back of a 4G GPS tracker?

Below are the common LED statuses. If the LEDs on your tracker do not correlate to these statuses, contact Ultimate9 for further assistance.

Charging state

- Solid Red: the internal battery is charging.
- Solid Green: the internal battery has finished charging.

CHARGING

CHARGED
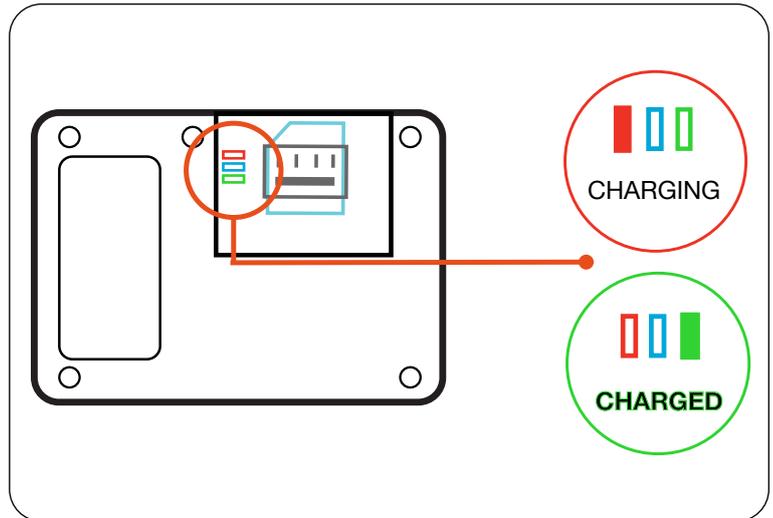
Operation state

- Flashing Green (approx. 1 flash every 10 seconds): The tracker's connected to a GSM (cellular/mobile) network. If the green LED flashes more than once (or not at all), the tracker may not be operating correctly.
- Flashing Blue (approx. 1 flash every 10 seconds): The tracker's connected to satellites. If the blue LED flashes more than once (or not at all), the tracker may not be operating correctly.

Low battery warning

GPS lock signal

GSM tower reception
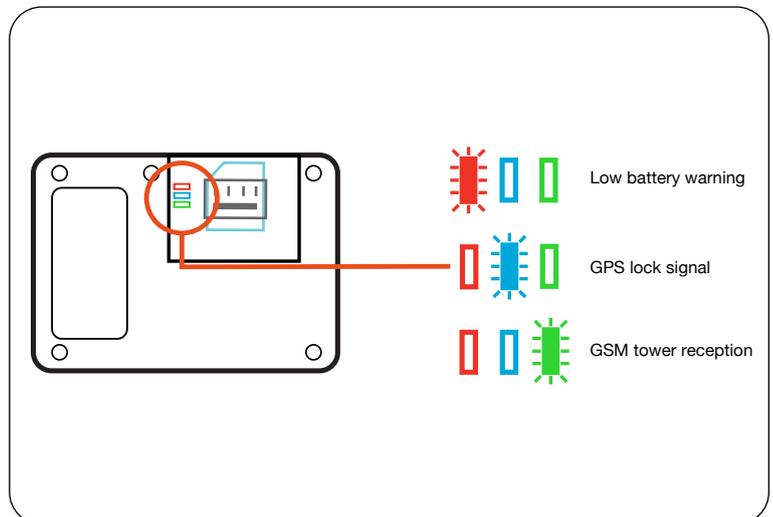
Please note: The blue LED will not flash if the tracker is undercover or if the tracker is not in a position that offers a reasonable line of sight with satellites.

Power Saving

- The LEDs are programmed to turn off after 10 minutes to preserve battery life. To reset the LEDs, unplug & reconnect the device so it can reboot.


Power Saving
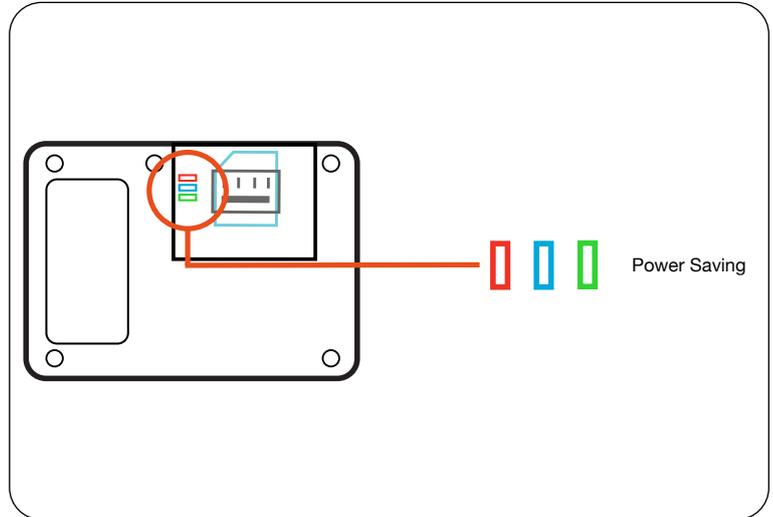
Q. What does the Lightning Symbol mean on the current location page?

The Lightning Symbol represents a function called Rapid Refresh.

Rapid Refresh

- In the event of a stolen vehicle, Rapid Refresh allows the tracker to decrease its reporting time from the default 30 seconds to 3-5 second intervals for more accurate tracking lasting 30 seconds.
- Rapid Refresh is unavailable during Sleep Mode. An error message will prompt when engaging Rapid Refresh during Sleep More.
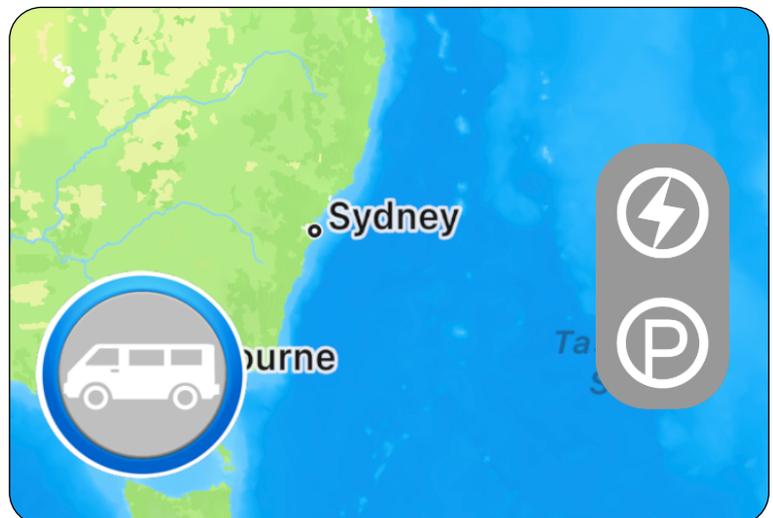
Q. What does the Moon & Z's Symbol mean on the current location page?

The Moon & Z's symbol represents a function called Sleep Mode.

Sleep Mode

- Stealth defaults to sleep mode after a few minutes of inactivity, reducing energy consumption.
- While in Sleep Mode, reporting time adjusts from the default 30-seconds to 2-hour pings. If the tracker moves during Sleep Mode, it'll awaken and revert to its default reporting mode.
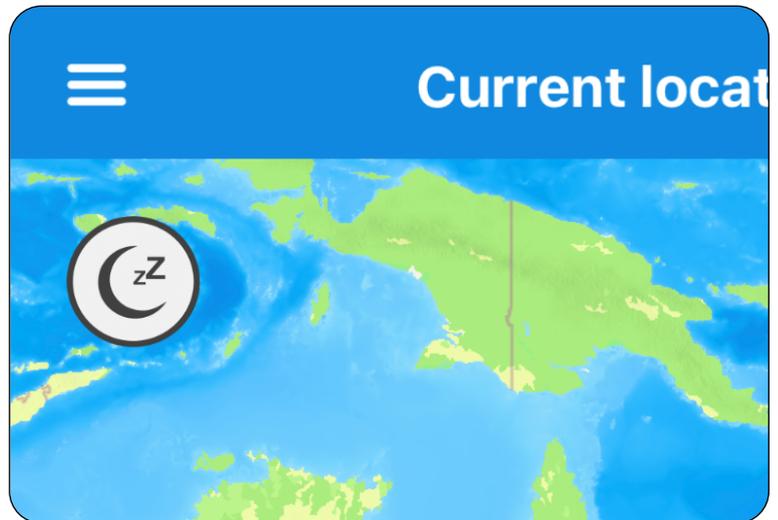

Q. When setting up multiple Geofence 'pre-sets', an error message appears.

Although the iCAR App provides 4 different 'pre-sets' within the Geofence feature, please know it is only possible to set up multiple 'pre-sets' if time periods do not conflict with another existing 'pre-set'.

All Day

- If 'All Day' is selected within the setup procedure, additional pre-sets will become unavailable, and an error message will appear.
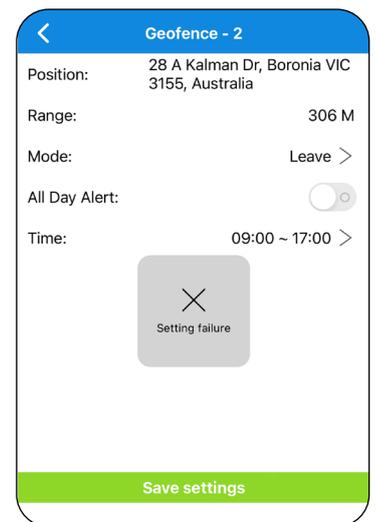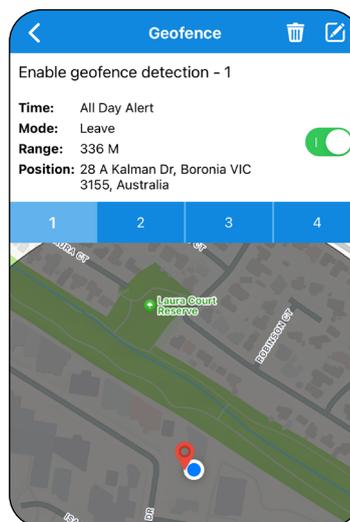
Specific Times

- Multiple 'pre-sets' can be applied provided time periods do not overlap or conflict with an existing 'pre-set'. An example of utilising two 'pre-sets' would be to set one for work hours (i.e. 9 am - 5 pm) and one for home hours (6 pm - 8 am).
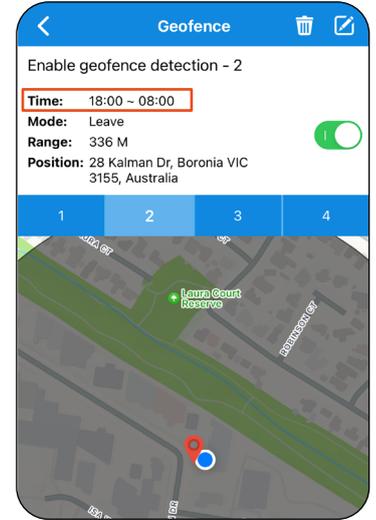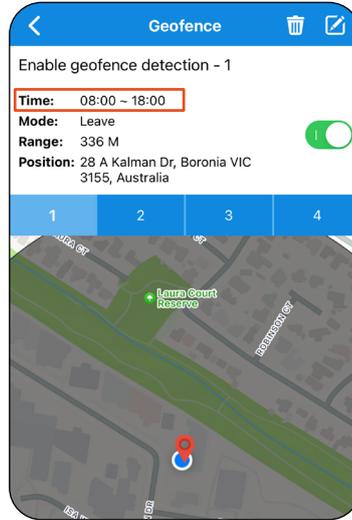
Conflicting Times

- When unable to set up a 'pre-set' due to conflicting hours, an easy solution is to adjust the location of a 'pre-set' with the conflict time. Alternatively, if it is for a short period, utilise the Park Mode feature on the current location page represented as a 'P'.
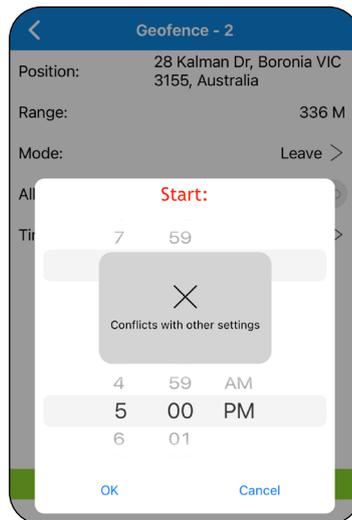
Q. The map suggests my vehicle is next door or down the street when it's parked.

The 'LBS assist' (Location-Based Service) feature can cause fluctuation with the tracker positioning and may be on as a default option.

LBS assist

- LBS assist enables cell towers to triangulate the tracker position when there is poor GPS signal. Leaving this feature on may cause the tracker to appear up to a few hundred meters from its actual location.

- We generally recommend only using LBS assist while in the city, for example, with tall sky risers, as the buildings can prevent (reflect) GPS signals from reaching the tracker, causing LBS to become more accurate.
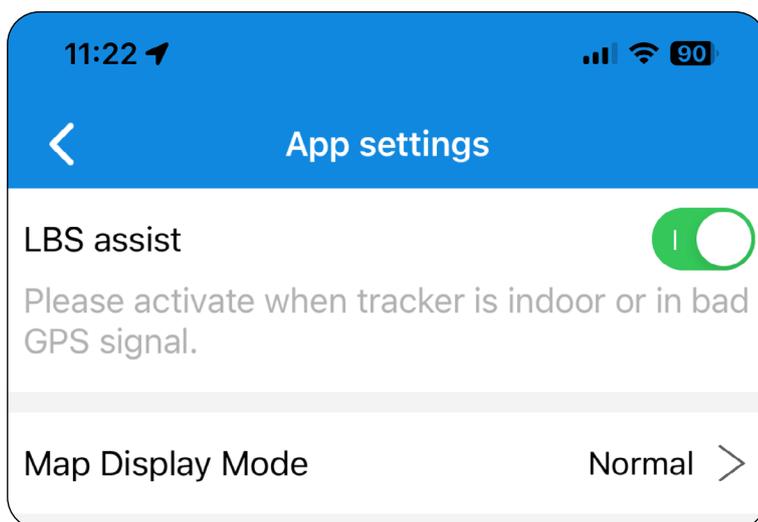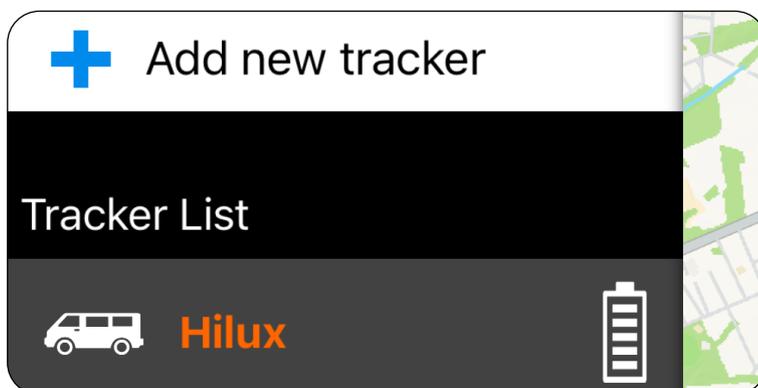
Q. I've re-logged into the iCAR App, and the tracker isn't showing up. If I try 'Add new tracker', it suggests it's registered to another account.

When the tracker is first added (or the IMEI) to the iCAR App, it is binding to your email login details (not to the phone or App).

Tracker List

- If you log into the iCAR App and cannot see the IMEI number underneath the tracker list in the main menu, check you have logged in with the correct email.
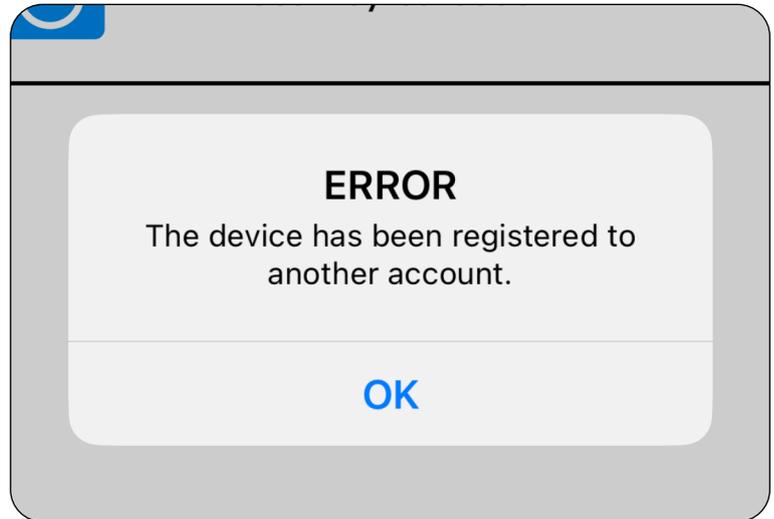
Device Registered

- If you try to add the tracker (or IMEI) to the iCAR App again, you get a message saying:

  "This device is already registered to a different account".

  This message is likely because you have logged into the iCAR app using an incorrect email address.

Email Login

- If you are an Apple user, consider 'sign in with Apple' may have been your preferred login method at the time (rather than Gmail, for example).

- To fix the issue, log out (at the top of the main menu) and log back into the iCAR App with a different email address. Your tracker will appear when you log back in using the correct email address.
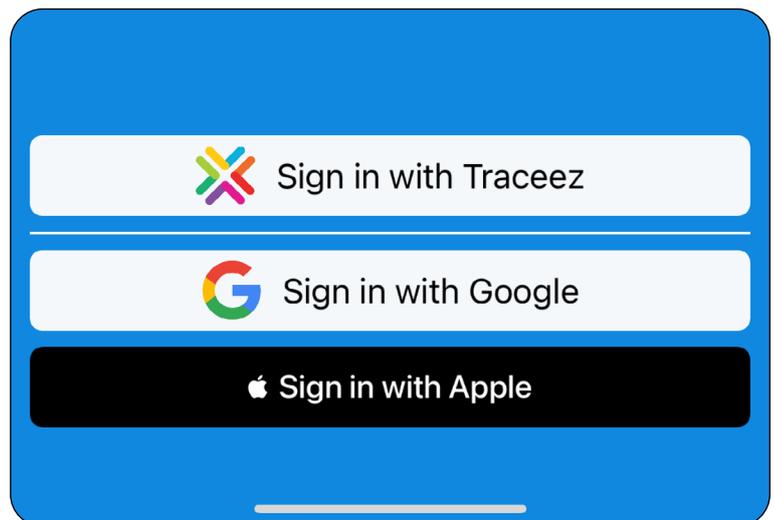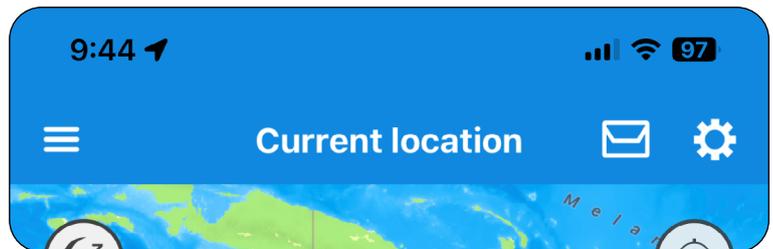

Please note: If these solutions do not help, contact Ultimate9 for further assistance.

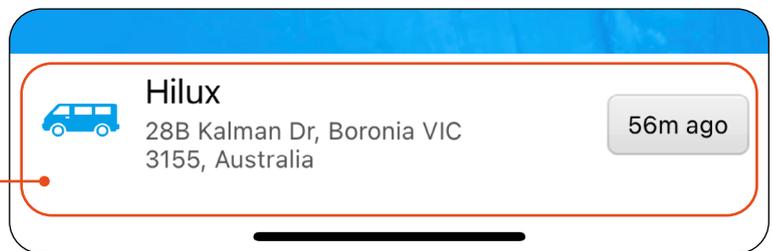## Q. How do I share my tracker with a family member or co-worker?

Below are steps on how to share a tracker.

Tracker Sharing

1. Open the 'device information page' by pressing the on trackers location at the bottom of the 'current location' page.
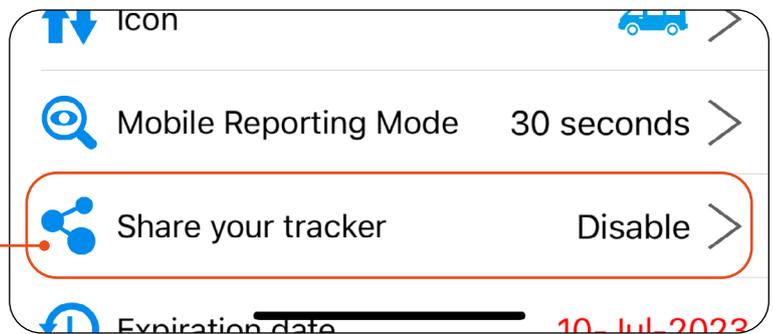
Tap here to open device information.

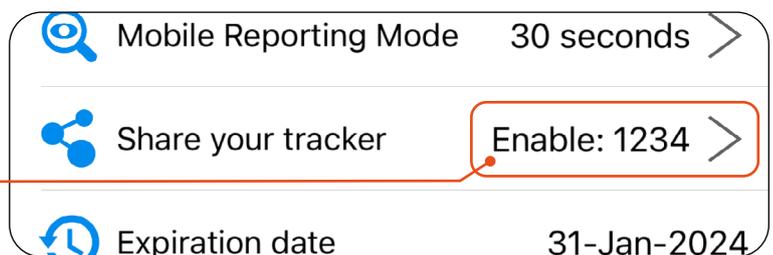2. Press 'Share your tracker' towards the bottom of the screen.

Tap here to open Share Tracker options.

3. Once enabled, the App will prompt you to create a 4-digit password.

Selected code will disaply for reference.

4. The new user/s downloads the iCAR App and logs in using their own email account.

5. They select 'Add new tracker' and enter the IMEI number of the tracker you wish to share.

6. When asked to enter the security number, they enter the 4-pin code created when the share feature was enabled.