Quick Start Guide

Ctrack ICE

IN CASE OF EMERGENCY

Personal Safety Unit

Inserting the SIM card and battery

❶ To remove the battery, push the release latch outwards and pull the battery away.

❷ Insert the SIM card into the SIM card socket. Make sure that the notched corner is at the top right and the golden contact area on the card is facing downwards.

❸ To insert the battery, apply downward pressure until you hear the fastening mechanism, then lock the battery into position.

Charging the unit (NOTE: You must fully charge the battery before using your unit for the first time)

❶ To insert the charger adaptor into the unit press the buttons on both sides of the connector and insert the adaptor. Plug the adaptor into a standard AC wall outlet.

❷ To remove the adaptor from the unit, press the buttons on both sides of the connector and pull the adaptor out.

Low Battery Indicator

When the battery charge level is low, a text message and an empty battery status icon appears at the top right of the display. When the battery level gets too low, the unit turns off automatically. Watch the battery status icon and make sure your battery is adequately charged.

How to set-up the unit

When you first switch on your C-track ICE unit all settings relating to the numbers on the speed dial keys and the SOS alert will be uploaded. These are managed through a web based platform operated by your service provider. Commands are sent from this platform over the air, which updates the C-track ICE device automatically. To make changes to your settings e.g. the speed dial numbers, you can either access this web based platform using the user name and password issued to you or contact the Support Centre, by using the SOS function.

❶ Your unit will be fully charged once you see the following indicator.

❷ Switch your unit on by pressing and holding the key in for 3 seconds or until the screen illuminates.

❸ To ensure that the setting up of your unit has been successful, please follow the following process:

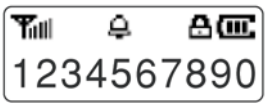
Ⓐ Unlock the keypad as explained below and press each of the keys numbered 1 through 3 in turn, checking that your speed dial numbers are displayed as you press each key, and that key number 4 is linked as the speed dial for number 112;

Ⓑ Next use the SOS key as described below. This will connect you (by means of a voice call) to the Support Centre. Once they answer this call confirm your details, that they have your correct GPS location and when finished terminate the call using the key.

How to make a call

❶ To "unlock" the keypad press the key. If you press a Speed dial key, you will see a Name first, then their corresponding Number.

❷ You can switch between the two by pressing the same Speed Dial key. In the event that there is no Name, the Number will be shown.

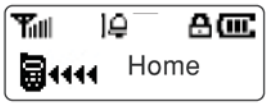


❸ After you have pressed on a Speed Dial you wish to call, press the key to initiate the call. You can also make a call by holding down the chosen Speed Dial key for 3 seconds.

How to receive a call

❶ If your unit receives a call, it is displayed on the screen and the unit will ring or vibrate according to your settings.

Press the key to accept the call.



❷ If the name of the incoming number is stored then it is displayed. If no name is stored, only the unit number is displayed.

❸ If you do not want to answer the call, press the key to reject it.

How to raise a SOS Alert

❶ To make a SOS Emergency Call, press and push the SOS switch upwards, the unit will vibrate to confirm.

❹ When your call to the Support Centre is concluded and if the emergency is over, press the key to conclude the call and slide the SOS switch back down towards the key.

❷ The C-track ICE unit will simultaneously open a 2-way voice call with a Support Centre operator and aquire your current GPS location (Or last known location held on the Platform). This will be transmitted to the operator.

❸ Within a few seconds the call with the Support Centre operator will be connected. Please advise the Support Centre operator of the situation.

Please note: Service is dependent on GSM and GPS service coverage and availability.

How to call for assistance (other than the services provided as part of your contract)

- To make a call directly to 112 for assistance not included under the services provided in terms of your contract, unlock the unit keypad, press and hold key number four until the screen displays that the unit is dialing 112.
- Alternatively, unlock the keypad, press a speed dial number (1,2 or 3) then key number four and then the key.

How to receive a text message

C-track ICE can receive SMS text messages, but cannot send them. Up to 30 messages can be stored and retrieved.

1. On receiving a text message, the C-track ICE will vibrate or ring to notify of a new message and display an unread message icon.

2. Access the main menu by pressing the key. Scroll using the side key to Message, and press the key.

3. Inbox will be highlighted on the screen, press the key. All messages will be displayed in the in box from the newest unopened message first.

4. Scroll to the message you wish to read and press the key.
5. Deleting a message is simply performed by pressing the key while checking the message. This will display the option of Delete? Confirm this by pressing the key again.
6. To return to the main screen press key.

Entering PIN if required to do so

If the device requests that you enter the SIM card's PIN number, the screen will display ten digits namely (1 through 9, 0 and function digits, one being the "Enter" ↵ arrow). Using the side key to scroll, please follow the following procedure:

1. Use side key to select each numeral of the PIN in turn.
2. When you have positioned the box over the required numeral, press the key.
3. Once you have selected and "entered" all the numerals of your PIN, use the side key to scroll to the "Enter" icon and select by pressing the key.

Minimum computer / IT specifications (required for you to access web based software)

- Internet Explorer 6.5 or higher.
- RAM: 512 Mb for application
- CPU: 1GHz
- Operating system: Microsoft Windows XP
- Internet connection: 128 kbps

Contact information

Superior Vehicle Tracking

For technical support on the C-Track ICE unit contact:

0860 CTRACK • www.ctrack.co.za

C-track systems use DigiCore's PATENTED technology

©2009 C-track South Africa

A division of JSE listed DigiCore Holdings Ltd.

Powered by

Available exclusively through