

SMART TRACKING SYSTEM

USER GUIDE



THANK YOU FOR CHOOSING THE SMART TRACKING SYSTEM TO ENSURE THE SAFETY AND TRUST OF YOUR DELIVERIES. THIS USER GUIDE WILL HELP YOU SET UP AND OPERATE YOUR DEVICE EFFECTIVELY.

NOTE : READ CAREFULLY BEFORE USING THE DEVICE AND KEEP IT FOR SUBSEQUENT USE

1

BASIC INSTRUCTIONS

1. CHARGING: CONNECT A 12V, 1A POWER SUPPLY TO THE DEVICE. ENSURE THAT THE DEVICE IS KEPT OUT OF THE WATER TO PREVENT ANY SHORT CIRCUITS. (CHARGING IS RECOMMENDED FOR 8 HOURS).

2. POSITIONING: PLACE THE DEVICE ALONGSIDE THE WIRE, ENSURING THAT THE WIRE COVERS THE AREA YOU WANT TO PROTECT.

3. ON/OFF: THE DEVICE COMES WITH AN ON/OFF SWITCH BY DEFAULT. IF THE LOCK IS SET, THE DEVICE WILL AUTOMATICALLY POWER ON.

8

SETUP INSTRUCTIONS

THE SMART TRACKING SYSTEM IS DESIGNED FOR EASE OF USE, FEATURING LOCATION TRACKING, MOBILE APP INTEGRATION, AND SMS ALERT NOTIFICATIONS.

USING THE DEVICE FOLLOWS THREE MAIN STEPS:

1. SETTING THE LOCK: ENSURE THE LOCK IS SECURELY SET.
2. WAITING FOR THE INITIAL SMS MESSAGE: WAIT FOR THE INITIAL SMS MESSAGE TO CONFIRM WHETHER THE LOCK WAS SET CORRECTLY.
3. RECEIVING NOTIFICATIONS: RECEIVE NOTIFICATIONS IF THE DEVICE IS UNLOCKED (INDICATING THE SEAL IS BROKEN).

2

CHECKING THE SIDE LED: USERS CAN GAIN INSIGHT INTO THE STATUS OF THE DEVICE BY OBSERVING THE SIDE LED. INITIALLY, THE LED IS SWITCHED ON. AFTER 10 SECONDS HAVE PASSED, THE LED WILL BEGIN TO BLINK THREE TIMES, INDICATING THAT THE DEVICE IS READY TO USE.

FOLLOWING THE THREE BLINKS:

- IF THE LOCK IS LOCKED, THE LED WILL TURN OFF.
- IF THE LOCK IS NOT PROPERLY LOCKED, THE LED WILL REMAIN ON UNTIL THE LOCK IS CORRECTLY SET.
- IN THE EVENT OF A BROKEN LOCK, THE LED WILL START TO CONTINUOUSLY BLINK WITH A ONE-SECOND DELAY.

7

TROUBLESHOOTING

COMMON ISSUES AND SOLUTIONS:

- **LOCATION NOT SHOWING IN THE APP:** THIS ISSUE OFTEN OCCURS WHEN THE GPS IS NOT CONNECTED WITH SATELLITES. FOR A PROPER GPS CONNECTION, THE DEVICE MAY REQUIRE AN OPEN AREA.
- **NO NOTIFICATION FROM THE APP:** THE MAIN ISSUE FOR THIS IS THE PERMISSIONS GRANTED ON YOUR MOBILE PHONE AND ALSO REQUIRES AN ACTIVE INTERNET CONNECTION TO RECEIVE NOTIFICATIONS.

3

- **NOT SENDING ALERT SMS NOTIFICATION:** CHECK IF THE GSM MODULE IS CONNECTED OR NOT; IT MAY REQUIRE SOME TIME TO CONNECT TO THE NETWORK. IF IT DOES NOT, REPLACE THE SIM CARD WITH ANOTHER SERVICE PROVIDER'S SIM.
- **DEVICE IS NOT RESPONDING TO ANY ALERTS:** REPLACE THE BATTERIES. TO REPLACE THE BATTERIES, YOU MAY REQUIRE ASSISTANCE FROM OUR SUPPORT TEAM.

6

DATABASE ACCESS



NOTE: YOU NEED TO OBTAIN ACCESS PERMISSION TO LOG IN TO THE DATABASE

4



IF YOU ENCOUNTER ANY ISSUES OR HAVE QUESTIONS ABOUT THE "SMART TRACKING SYSTEM," PLEASE DO NOT HESITATE TO CONTACT OUR CUSTOMER SUPPORT TEAM. WE ARE HERE TO ASSIST YOU.

5