Smart SOS Tracker

User Manual

TIGERTECH

THE FUTURE OF SMART

Welcome to the TigerTech Family

Welcome to the TigerTech SOS Tracker and Thank you for becoming a member of the TigerTech family. Please take a minute to carefully review these instructions so you can enjoy your product experience.

The TigerTech SOS Tracker is a new generation of personal tracking gadgets which can be used for ensuring the safety of Children, Sr. Citizens, Pets, loved ones working late, Personal Assets and many more things. It is miniature in size, discreet and reliable. With Quad-Band GSM connectivity, the SOS Tracker works anywhere in the world. With the SOS Panic Button and two-way voice calling function, you can have a voice conversation with your loved ones whenever they need your help. It is as small as a set of car keys and can be easily placed inside your pocket, in a handbag, suitcase, backpack etc. It can also be worn as jewelry by ladies. With the TigerTech SOS Tracker, you will enjoy complete piece of mind as you will know exactly where your loved ones or valuable assets are at any point in time and allows them to contact you even if they don't have a cell phone.

The SOS Tracker requires 2 parts to work successfully. One is the hardware and the second is the Mobile App or the Desktop software. Please read the instructions and safety information in this manual before installing and operating the hardware to ensure the safe and correct use of the device. Please also read the App instructions to understand how to install and use the App.

In the box

No.	Items	Quantity
1	TigerTech SOS tracker	1
2	Quick User Guide	1
3	USB cable	1
4	Forceps/Tweezer	1

Product details
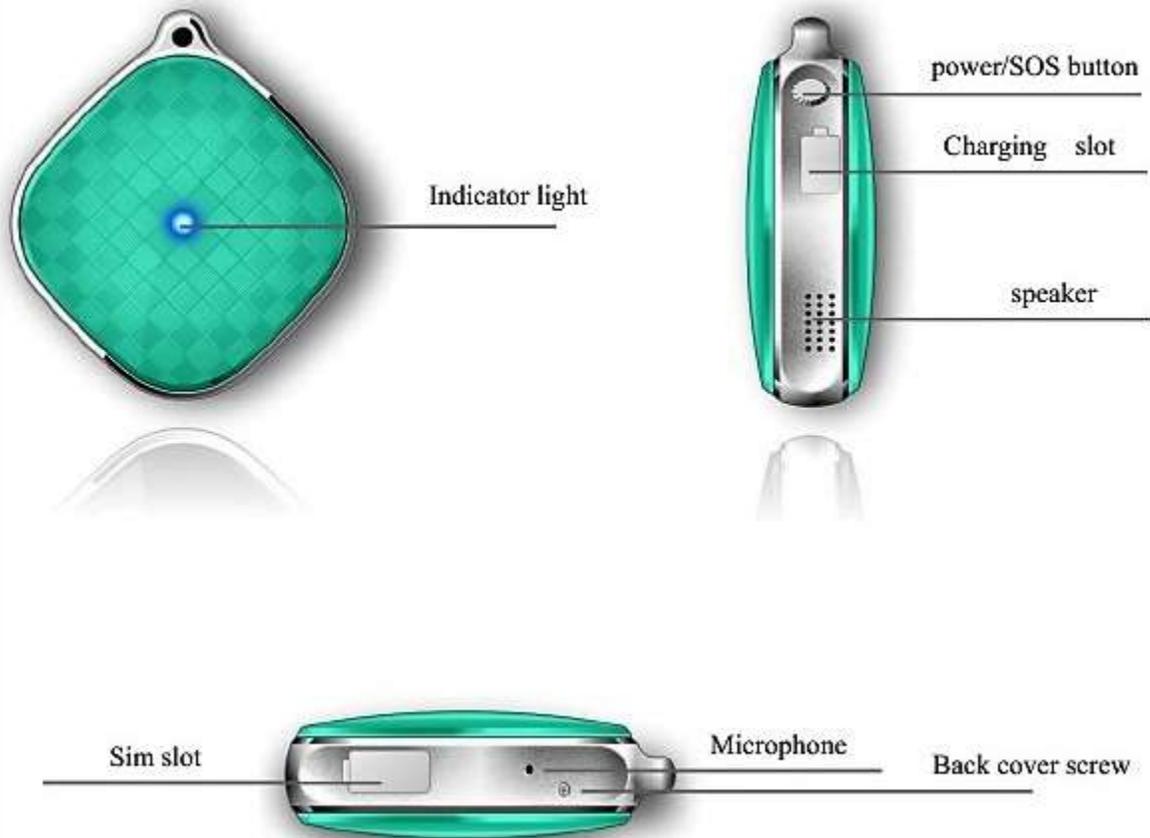
Pre-Installation Notes

1. Please check that the equipment model that you have received is correct and that all the accessories are present.
2. Do not try to disassemble or modify the product to avoid damage to the product.
3. Charging the device: Insert the USB charging cable provided with the device into the charging port and connect it to a 5V – 1A mobile phone adapter. The device takes about 2-3 hours to charge to full capacity.
   NOTE: DO NOT USE ANY OTHER CHARGER TO CHARGE THE DEVICE AS THIS MAY CAUSE DAMAGE TO THE DEVICE AND WILL IMMEDIATELY VOID THE WARRANTY.
4. Shutdown: There are two ways to shutdown the device
   a. Thru mobile phone APP: When the equipment is displayed as online, use the "Remote shutdown" function in the App to turn it off.
   b. When the device is displayed as offline in the mobile APP, please remove the SIM card from the device and long press the Power button for powering the device off.
      NOTE: If the SIM is in the device and the equipment is online then long press on the power button will auto dial emergency numbers.

Installation steps

1. Please make sure that the device is in the "Power off" state.

2. Insert the SIM card into the slot as shown below. Please make sure that the Caller ID function and GPRS function on the SIM card is enabled and that the monthly data plan is a minimum of 30 min/month (or more) depending on your usage.

Use forceps to open the SIM card slot

Insert the SIM card as shown

Use forceps to click the SIM card into place

3. Power on the device: Press the Power button for 3 seconds or more to power the device on.

Setup APN for GSM Network Access (ONLY IF NEEDED)

The SIM card in some countries needs the APN to be setup before the Tracker gets access to the GPRS network. However, in India, most SIM cards work without setting APN setting. In case required, please contact the SIM card operator or check the website of the SIM card for the APN information.

Using the Smart SOS Tracker

Press the Power / SOS key for the device to power up. You will hear a chime when the device switches on. Please note that the device cannot be shut-down manually (using the Power button) when a SIM card is installed and the device is online, and it can only be shut down through the App. However, when the SIM Card is removed and the device is offline, then you can press the Power / SOS key to turn off the device manually.

When the device is online, and if you have set up the list of emergency numbers, a long press on the Power / SOS button, will automatically dial the first emergency call number. If there is no answer from the first number then the device will automatically dial the second number. It will continue to dial emergency numbers twice. The emergency number can receive the call and have a 2-way conversation with the person through the device microphone and speaker. Pressing the SOS key while dialing or during a call will terminate the call.

The Indicator Light on the Tracker will indicate the status of the device as per list below:

Device Status	Light status
Charging	Light on continuously when charging; light off when fully charged;
Normal work	Light off
GSM fault	Light flashes slowly
Emergency help	Light on after pressing SOS button for 3 seconds if SOS number is set successfully.
No power	Light off and no sound when press the power button
Power up	Indicator light on for 3 seconds

SOS Tracker functions

1. Real-time tracking
2. Tracking History
3. Geo-fence
4. Emergency calling
5. Voice monitoring (Listen-in call)
6. Do not disturb mode
7. Work modes: Rapid positioning / Standard positioning / Economy positioning.
8. Multi-platform monitoring: Supports Android, Apple, PC Windows
9. Supports four GSM frequencies
10. Multiple languages and time zone settings

Other features

Positioning technologies used:
- GPS satellite positioning + AGPS / WIFI auxiliary positioning + LBS base station positioning

Positioning accuracy:
- GPS - 5 to 15m, WIFI - 15-100m, LBS - 100-1000m
- IT IS IMPORTANT TO CHECK IF YOU ARE RECEIVING A GOOD GPS SIGNAL TO GET GOOD ACCURACY)

Device size:
- 38 X 38 X 12 mm

Battery capacity:
- 500mAh with a Maximum standby time of 5 days

Install the App

1. Download the "AIBEILE" App on your phone for Android and IOS.

Android

IOS

2. For PC：http://en.i365gps.com/

3. For Android, you can download the app from Google Playstore by searching for "AIBEILE"

4. For iPhone, you can download the app from App Store by searching for "AIBEILE"

5. During the installation process, if the phone prompts you "whether to trust this program OR whether to allow access to mobile phone location" please choose "Trust" or "Allow".

App Log in

1. Open the AIBELE APP
2. Type Device ID number (10-digit number you will find on the Tracker box)
3. Password: The default password is 123456
4. Click login to go to the Main Menu (After logging in for the first time, please change and remember the password)
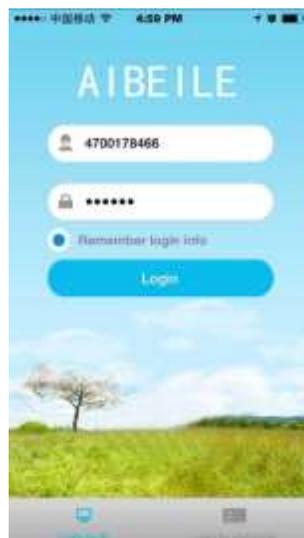
Using The App

Live tracking

As soon as you log into the App, you will be taken to the "Live Tracking" screen to see a Map View of the current position of the Tracker. The Live tracking function can be used to track the position of the Tracker as well as of the Smartphone. The 2 icons on the bottom left of the screen allow you to toggle between the Tracker location and your Phone location. You can "+" and "-" to zoom in and zoom out of the map.
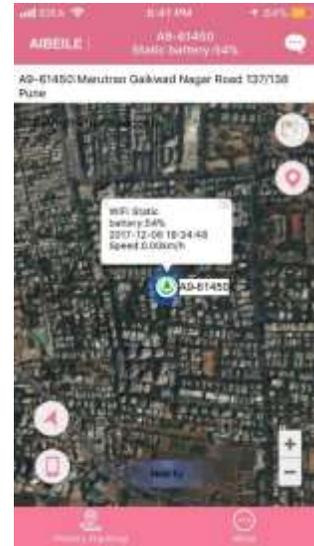

History Tracking

Your Tracker keeps an archive of routes travelled by the Tracker for the past 3 months. The "History Tracking" function allows you to play back history of routes for any specific dates over the past three months. Tap the "History Tracking" option at the bottom left of the screen and choose the beginning and ending period. It will playback the route taken (Progress Bar) and you can choose the speed of playback as well.
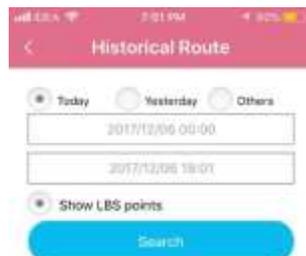
Geo-Fence

Users can choose the Geo-Fence function in the App to set a virtual fence around any particular area on a map. If the device moves outside the set Geo-Fence, the mobile phone APP will display an alarm notification.

To set the Geo-Fence, Click on the "More" option on bottom right of the "Live Tracking" screen. Then Click on "Geo-Fence" and then click on "+" on the upper right corner, to setup your Geo-Fence. By default, your current position will be taken the center point of the Geo-Fence by the App. If you need any other location as your center point, you can move the map so that your preferred location appears at the center point of the screen. Once the center point is fixed on the map, move the slider to increase the radius of the fence to your required limit (default radius is 100m). Once the Geo-Fence is set, give a "Name" to the Geo-Fence and press "Save". The Geo-Fence will now be saved by the App and will start giving you alerts whenever the tracker moves outside the Geo-Fence area.
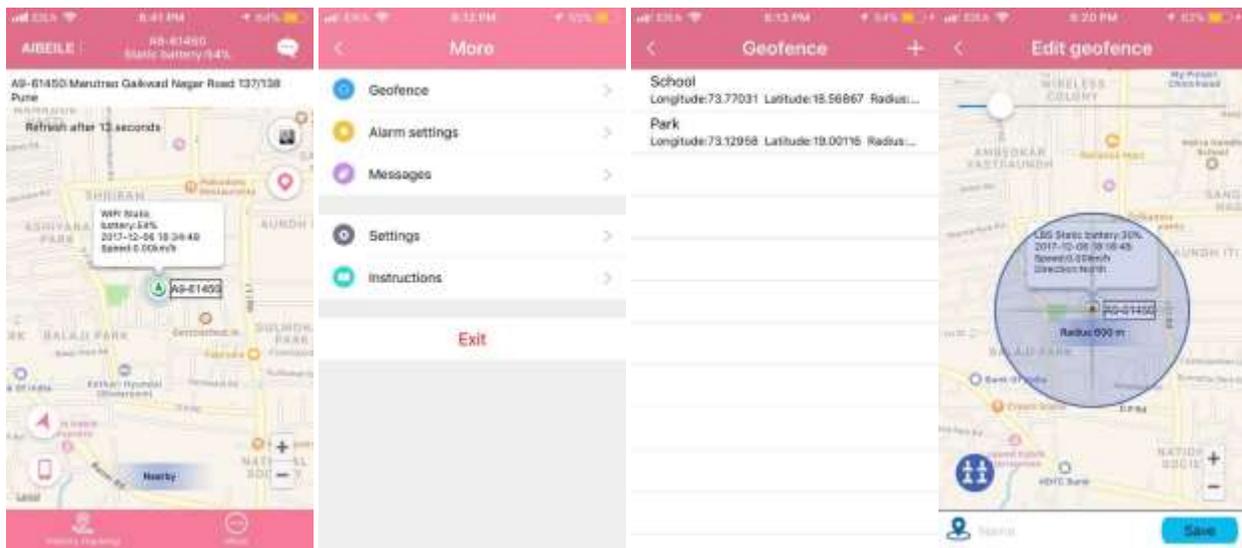
Note: The Geo-Fence Alarm notification will be sent by the Tracker based on the working mode setting mentioned below. If the working mode is set to 'Rapid positioning' then the notification will be sent as soon as the device updates its location or within 1 minute. If the working mode is set to 'Economy positioning' then the notification will be sent as soon as the device updates its location or within the next 1 hour. Hence when using Geo-Fence, it is advised to choose the appropriate working mode.

Message

All messages and alarms received from the Tracker are shown here. This includes the device number, the kind of message (emergency calls, alarm, low power alarm, Geo-fence alarm etc.) and the time stamp on the message. Click on the "Message" option on the top right of the "Live Tracking" screen.
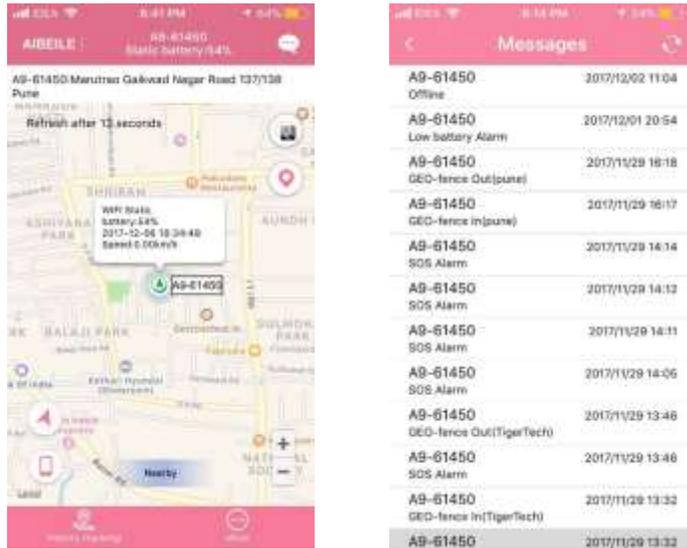
Settings

This is to set up all the important information for your Tracker like Admin number, Emergency numbers, White-list numbers and more. Click on the "More" button on the bottom right of the "Live Tracking" screen to see More Menu Options.
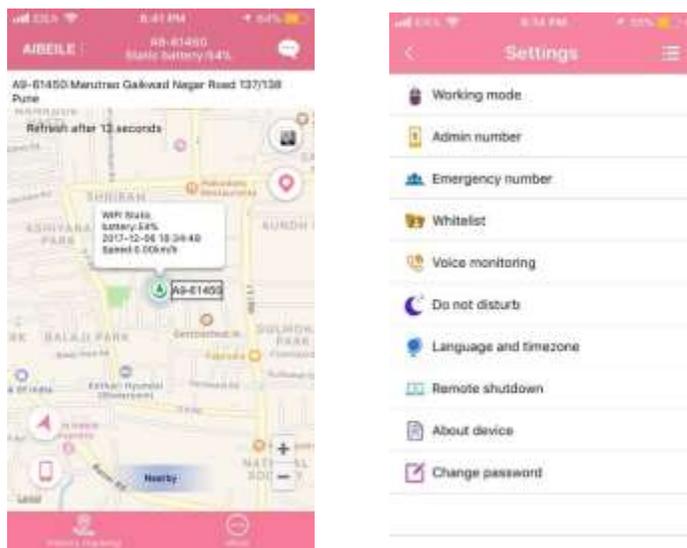
Working mode setting

This is to set the frequency with which the Tracker uploads its position information. The higher the frequency of update, the more accurate the positioning data which also leads to higher battery consumption.

There are three standard working modes. These can be set by the user through the settings menu in the App:

1. Rapid positioning: The device will update location information at 60 second intervals. This setting will use up the battery quickly. Expected Standby time in this mode is 36 hours.
2. Standard positioning: The device will update location information at 10-minute (600 second) intervals. Expected Standby time in this mode is 72 hours.
3. Economy Power positioning: The device will update location information at 1-hour (3600 second) intervals. This power saving mode allows the battery to run for maximum duration. Expected Standby time in this mode is 120 hours.

Other than these, you can set any other upload frequency (in seconds) you want by directly sending an SMS command from your Phone to the Tracker. The details of the various SMS Commands can be found at the end of this manual.
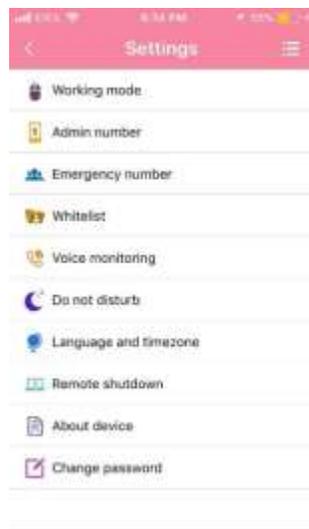
Admin Number

Click "Admin Number" to enter Admin Phone Number for the Tracker. The Tracker will use this number as the Primary number to send all the Alarm information and notifications. This includes low power alarm, Geo-fence alarm and other alarm. The Admin number of the device can issue specific commands to the device through the App or directly through SMS commands.

Emergency number

This is where you would set up 2 emergency numbers for receiving Emergency SOS calls from the Tracker. The device will automatically dial these numbers when the SOS key is pressed. It will call the first number and if it is busy then it will automatically dial the second, and cycle continuously. You can also set up a third SOS number if required through an SMS Command.

Whitelist

This is a list of 5 numbers that will be allowed to call the Tracker directly. Only the numbers specified in this whitelist can call the tracker.

Voice Monitoring (1-way Voice monitoring)

This is a special feature that provides a 1-way calling option that allows you to connect to the device through your Smartphone and "listen-in" remotely to the voices near the device. If you have received an emergency alert from the device, you can use this feature to first "listen-in" to all the voices near the device without alarming anybody.

To set up this feature, Tap "Voice Monitoring" and enter your mobile phone number. After a few seconds, the SOS Tracker will call your number. You should now be able to "listen-in" to all the voices around the device. However, any voices or noises from your side will not be heard on the device speaker.

Do not disturb mode

You can set the DND on the device to prevent anybody from calling the device. You can set up to four groups where, within that time interval, nobody will be able to call the device.

Language and time zone setting

Users can also set up their own language and Time zone setting.

Remote Shutdown

This is the only way you can shut down the Tracker when there is a SIM card installed and the Tracker is online. Choose this option and confirm shutdown to power off the Tracker.

About Device

All device information can be found here

Change Password

Choose this option to change your password as soon as you log in the first time.

Quick Troubleshooting Guide

Issue faced	Probable Cause
Device is not enabled on app	Please check if: 1. SIM card is not enabled 2. APN is not setup
Device is offline on APP	Please check if: 1. SIM card connects to a network 2. GPRS is enabled 3. SIM card may have exceeded monthly data/voice plan
Positioning is not accurate	Device may be indoors where the accuracy for LBS positioning is around 200-500 meters.

SMS SETTING COMMAND LIST FOR THE TIGERTECH SOS TRACKER

	Function	Command Format	Example	Expected Response
1	Current Version	pw,password,verno#	pw,123456,verno#	verno:G19F_V1.40_2016.04.12_14.26.38.
2	Reset device	pw,password,reset#	pw,123456,reset#	reset..
3	Restore factory settings	pw,password,factory#	pw,123456,factory#	factory ok,reset..
4	Set password	pw,password#	pw,666999#	[pw,666999#] ok!
5	Change Upload time	pw,password,upload,time#	pw,123456,upload,300#	[upload,300#] ok!
6	IP and Port	pw,password,ip,x.x.x.x,y#	pw,123456,ip,a6.gps18.com,7755#	[surl,a6.gps18.com,port,7755#] ok!
7	Language and Time Zone	pw,password,lz,x,x#	pw,123456,lz,1,8#	[lang,1,zone,8#] ok!
8	APN	pw,password,apn,APN name,user name,user password,MCCMNC# （Don't have to input user name and user password）	pw,123456,apn,cmnet,,,4600#	apn:cmnet;user:;passwork:;userdata:46000.
9	Check Location	pw,password,url#	pw,123456,apn,cmnet,,,4600#	url:[No Locate] http://maps.google.com/maps?q=N0.000000,E0.000000 Locate date:2016-5-5 Locate time:11:37:39
10	Specifications	pw,password,ts#	pw,123456,ts#	ver:G19C_BASE_V1.0_2014.05.19_09.38.29; ID:7893267577; imei:000078932675770; ip:121.37.43.203; port:8711; center:1252013640927062; slave:13530024214; sos1:664214; sos2:666134; sos3:; upload:300S; workmode:2; bat level:3; language:1; zone:8.00; GPS:NO(0); GPRS:OK(90); LED:ON; pw:123456;

	Function	Command Format	Example	Expected Response
11	Center number	pw,password,center,phone number#	pw,123456,center,18320880 333#	center:18320880332.ok!
12	Voice Monitor number	pw,password,monitor,phon e number#	pw,123456,monitor,667062 #	monitor ok!
13	3 SOS number	pw,123456,sos,number1,nu mber2,number3#	pw,123456,sos,667062,6661 34,664214#	[sos,667062,667063,667064#] ok!
14	SOS1 number	pw,password,sos1,phone number#	pw,123456,sos1,667062#	[sos1,667062#] ok!
15	SOS2 number	pw,password,sos2,phone number#	pw,123456,sos2,666134#	[sos2,666134#] ok!
16	SOS3 number	pw,password,sos3,phone number#	pw,123456,sos3,664214#	[sos3,664214#] ok!
17	Delete SOS Number	pw,password,sos No.#	pw,123456,sos1#	[sos1,#] ok!

PRODUCT SPECIFICATIONS

Category	Specifications
Dimensions	38.5X38.5X17mm
Weight	22g without package, 130g with package box
Colors	White, Red, Blue
SOS Button	One button for Power & SOS calling
GPS antenna	Highly Sensitive ceramic active antenna
GSM antenna	FPC antenna
Battery	450mAh
SIM card slot	1 pc
G-sensor	Supported for speed display
I/O port	USB charger port
CPU	MTK MT6261
GPS chip	MTK3337
GPRS	Class12
GPS signal	L1,1575.42MHz C/A
GPS channel number	22 channels
GPS chip receive sensitivity	Tracking sensitivity - 165dBm, Cpture sensitivity:-148dBm
GPS location accuracy	5~15M
LBS location accuracy	100-1000M
Minimum standby current	less than 0.5 mA
Average standby current	less than 2.5 mA
Average working current	around 55mA
Working temperature	-20℃ to 50℃
Working humidity	5% to 95% non-congealable
Test and certification	Approved by 3C, CE & ROSH
GPS antenna	Built-in high sensitivity FPC antenna
GSM antenna	Built-in four frequency antenna
Bluetooth	Bluetooth 3.0(Normal closed)
G-sensor	Supported
MIC	Built-in
Operating Platforms	Android 2.3 and above, IOS5.0 and above.
Calling function	2 way talking, Remote 1 way voice monitoring
Language support	English
GSM+GPRS+GPS	GPS+LBS+WIFI Multi-modal positioning
Support AGPS	Cold start - 26 seconds positioning time
Calling functions	SOS call, Voice monitoring, Whitelist for do-not-distured
Power management	Ultra-low power consumption, Smart sleep with Auto wake-up on motion
One key emergency	SOS button for one key emergency calling, autodialing function
Smart Geo-fence	Auto alarm, when device steps outside the set range
Route History`	Can check route history for past three months

Personal Information Security & Declarations

- Please install and use this product correctly.
- In order to guarantee the safe use of the products, please ensure that your product is not used to track people without their permission.
- **We adopt technology and management measures to ensure the safety of network information. TigerTech will not responsible for any illegal use of this product. The user bears complete and comprehensive responsibility for his or her actions.**

Please note that removal of, or any damage to the product shell will void the warranty.

Please use the original factory provided charging cables and accessories. Please note that the device comes with a special microUSB charging cable which is the ONLY cable to be used for charging the device. Using any other standard microUSB cable will NOT WORK and will cause damage and warranty will be voided.

If you do not use this product correctly or connect any incompatible cables, this will cause product damage, cause the warranty to be immediately voided, and may even endanger the safety of the user.

TigerTech Smart Living Pvt. Ltd. does not undertake any responsibility or liability whatsoever for the customers or user's safety at any time, in any way, shape or form.

The successful functioning of this product depends on the available GPS network, GSM (GPRS) network system, GIS (geographic information) system and the computer system, etc. You need to install the SIM card in the device and ensure that the Internet function is working and that you have a good network availability. Please note that the positioning function will not work when you are out of network service zone. TigerTech does not undertake any responsibility for any losses of any kind and / or service disruption due to network failure or any other causes including force majeure causes.

Important Safety and Handling Information
To avoid injury, read all operating instructions and the following safety information before using your device.

Warning: Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to the device or other property.

The TigerTech device was built to withstand traditional wear and tear. Do not Disassemble, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint the device or insert foreign objects into the device. Do not use or attempt to install your device if it has been damaged.

Water and Wet Locations. Your device is not waterproof. Take care not to spill any food or liquid on the device. Try to install your device in a dry location, protected from rain and adverse weather conditions.

DO NOT ATTEMPT TO INSTALL YOUR DEVICE IF YOU OR THE DWELLING ONTO WHICH YOU ARE ATTEMTPING TO INSTALL THE DEVICE, ARE WET. USE THE CIRCUIT BREAKER, OR TURN OFF THE POWER PRIOR TO INSTALLING THE DEVICE.

Repairing or Modifying the device. Never attempt to repair or modify your device. Doing so will automatically void your warranty.

Child Hazards. Keep the device and its accessories out of the reach of small children.
Keeping the device Within Acceptable Temperatures. The TigerTech device is designed to be operated in regular temperatures in India (-20C to 50C). Extreme Low-or high-temperature conditions might cause the Device to stop working properly. Please keep the device out of direct sunlight.

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