



## Welcomes you to your satellite tracking experience

**Congratulations** on your acquisition of one of the top GPS technologies for asset tracking.

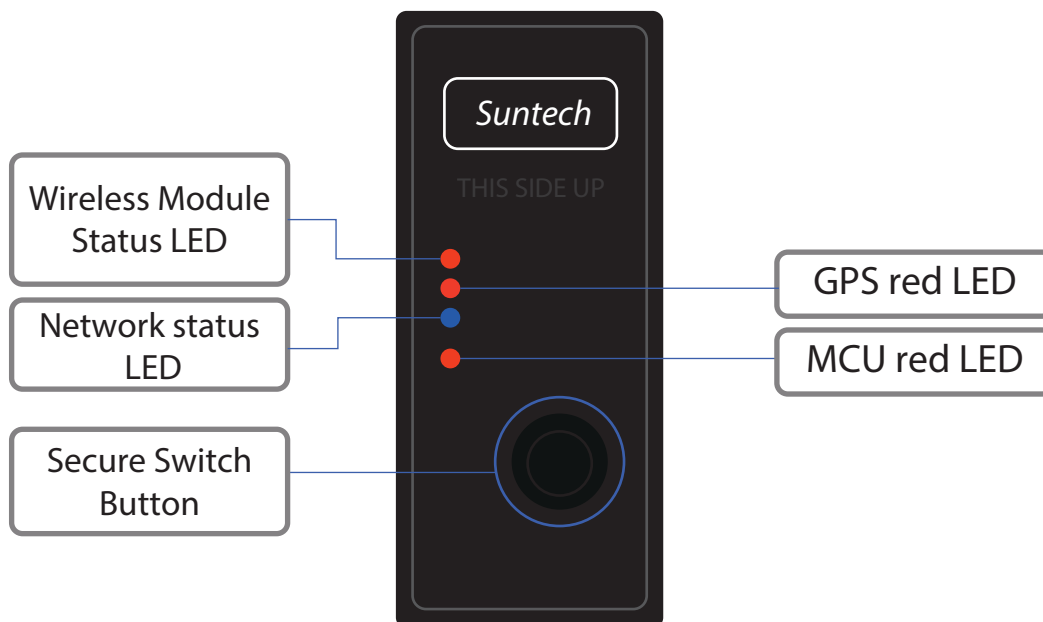
Our **ST4290L** "Non-intensive" GPS tracker is specifically designed to assist in the recovery of stolen or lost assets.


**IMPORTANT:** Your device works in the U.S, Canada, Mexico, and in more than 180 other countries.

If you have any questions, please contact us at **support@americalog.com**. Our helpful, experienced customer service agents are here to answer your questions, explain our services, and help you get the most of your GPS monitoring service. **Your complete satisfaction is our main priority!**

Before using our products or installing a device, carefully read our legal terms which you can find at <https://americalog.com/legal/termsOfService.html>

### Appearance:



 **Power ON:** Press and hold the **secure switch button** for 3 seconds and wait ten seconds for the device to initialize. If the device is in sleep mode, shake it for five seconds to wake it up.

 **Power OFF:** Press and hold the **secure switch button** for 3 seconds.

## Device Activation

- 1 Go to [www.americaloc.com](http://www.americaloc.com), select the US flag, and click the "**Activate**" button.
- 2 Fill in the required information. The IMEI code can be found below the bar code that is printed on the back of your device. Your account will now be ready to use.
- 3 Go to [www.americaloc.com](http://www.americaloc.com) and log in with the username and password established in the previous step.
- 4 Your device includes one year of tracking service. To connect the SIM card to the network, please **turn OFF** the device and then **turn it back ON**. Once connected, you are ready to start using the device.

Please note that the device already comes with a pre-installed SIM card, and it is important **not to remove it**.

## LED behavior:

LED	Device Status	Blink Count (Fast Continuous Flashing)
Wireless Module Status LED (Red)	In Deep Sleep	OFF
	Connected	1
MCU (Red)	In Deep Sleep	OFF
	Connected	1
GPS (Red)	In Deep Sleep	OFF
	Accuiring GPS	2
	GPS Antenna Error	4
	Connected	1
Network (Blue)	In Deep Sleep	OFF
	Communication Error	2
	GPRS Error	3
	No Network	4
	SIM PIN locked	5
	Cannot Attach NW	6
	No SIM	7
	SIM PUK Locked	8

\*During initialization, both the top **Wireless Module Status** and the **bottom MCU** red LEDs will turn on, and then they will turn off after initialization is complete.

## How does the ST4290L work?

The ST4290L GPS device comes preconfigured to transmit its position every 24 hours, and it has two operating modes. This device is a "**Non-intensive**" GPS tracker primarily designed as a tool to assist in recovering stolen or lost assets.

**A. Default Mode:** Activate Default mode to see the device's location a few times a day and get a long battery life. The device updates its position every 24 hours, but it can also be configured to update every 12 or 6 hours through the platform. In this mode, it is optional to enable motion detection from the platform, however, this should only be done if the device is placed on objects that rarely move, otherwise, the battery will drain quickly. This device is not designed for intensive tracking unless it is for emergencies or special situations.

**B. Recovery Mode:** Activate Recovery Mode solely for retrieving lost or stolen assets. Be aware that enabling this mode will substantially decrease battery life, as each location transmission consumes a full day's battery capacity. From the platform you will be able to configure how often the device updates its position when it is stationary (every 6, 3, 2, or 1 hour) and when it is in motion (every 1 hour, 30 minutes, 15 minutes, 10 minutes, or 5 minutes). **In this mode, motion detection is always active.**

**Frequently asked questions. Dear Customer. This section contains very important information. Please do not skip it.**

### 1. How long does it take to view the device's location on the platform after activation?

Once you have activated your device, it will become active immediately. With your purchase, you will have 1 year of service included. However, to ensure that the SIM card establishes a connection with the cellular network, turn the unit off and then back on.

### 2. How to maximize GPS signal reception?

Place the unit with the power button facing outwards.

### 3. How to maximize cellular connection?

Do not fully enclose the unit in metal.

### 4. How can I attach the device to the mounting location?

- a. 3M Velcro tape applied directly between case and surface.
- b. Two zip-ties looped across around device case and mounting location.
- c. Optional (not included): Magnetic cradle onto ferrous metal. Contact customer support for more information about this accessory.

### 5. How does this technology work?

Your device reads data from satellites to find its location. It then uses mobile networks to transmit its location to our servers. Your device needs both mobile network coverage and good GPS signal reception.

## 6. Do I need to purchase or provide a SIM card?

No. We ship the device with the pre-installed SIM card it needs to transmit data. That SIM card only works with this device. Removing the SIM will prevent the tracker from operating properly and may void the warranty. **Please do not remove it.**

## 7. My device reports a location that it slightly off from the actual location.

Accuracy is dependent on many external factors, including but not limited to weather, cloud cover, the presence of tall buildings or trees, bodies of water, and the device's location

## 8. Where should I place the device?

- ✔ **Preferred spots:** The glove compartment, under the windshield, seat pocket, and rear tray are generally good spots for placing the device. We recommend trying these spots and selecting the best one for your specific vehicle.
- ⊘ **Avoid these spots:** Do not place the unit under the hood, as GPS signal levels tend to be poor in those areas. If you cannot place the unit inside the vehicle, we recommend using the magnetic holder underneath or on top of the vehicle.
- ✔ **Other spots:** Trunk placement of the unit can vary based on the vehicle type, and some designs may decrease signal reception. If you decide to place the unit in the trunk, please ensure it functions properly and that you can consistently watch its location in the Americaloc app or web platform before leaving it there permanently.

## 9. Which cellular technology does the ST4290L Series use?

It works on CAT M1 Technology.

## 10. How do I know when my service expires?

- Click "Account options"
- Click "Get info" next to "My services and renewals"

## 11. I can't see my device's location on the website. If your device is powered ON, there are two reasons for this problem:

- ✗ **Poor mobile network signal:** Your device may be in a zone with poor mobile data coverage. It will start transmitting again as soon as it gets into a better coverage zone. The device has an internal memory to store locations in those cases. That information will be transmitted as soon as the device can connect to the network again.
- ✗ **Poor GPS signal:** Your device may have lost GPS signal. That may happen when your GPS tracker is covered by a thick surface or if your device is inside a building, underground or near tall buildings.

Please keep in mind that this asset tracking device is configured to locate at regular intervals of 24 hours, or as per the configuration you have set in default mode or recovery mode. The device is not designed to transmit location data at short intervals.

## **12. Does weather affect my device?**

Atmospheric conditions, such as rain or snow, can weaken signals. Extreme temperatures can also affect battery operated devices and cause signal degradation which may result in lower accuracy or communication failures. Please do not put the device on a very hot or humid place, avoid exposure to direct sunlight. Excessive heat will damage the device or perhaps trigger a battery fire. Your device has an operating temperature range: 14° F to 140° F (-10° C to 60° C). Your ST4290L has IP67 weather rating.

## **13. Is the battery fully charged?**


The battery of your device comes fully charged, allowing you to use it right away. Please note that this device's battery is non rechargeable. If you need to replace the battery with a new one please contact us.


## **14. How long does the battery of this device last?**

The battery life of this device can last up to 3 years when transmitting once a day. However, please note that altering the usage modes or intervals may impact the battery life, potentially draining it more quickly.

## **15. Can I lock my device to prevent it from being accidentally powered off?**

Yes, you have the option to lock your device to avoid any unintended power-offs.

 **To Lock your device:** Press the secure switch button five times. Once it is locked, the MCU LED will blink once.

 **To Unlock the device:** Press the secure switch button five times. When it is unlocked, the MCU LED will blink twice.

*\* This function only works when the device is turned ON.*

## **16. How do I process the payment of my tracking service after my one year included?**

Ten days before your service expires the "Expires soon. Click to renew" button will pop up. Please click it, select the tracking plan you want to purchase and enter your credit card information.

## **Basic Location Instructions:**

### **A. HOW TO LOCATE YOUR DEVICE**

On the desktop version, click the "**1.Devices**" tab in the menu. On the mobile app, tap on . Your list of devices will be displayed along with the following buttons next to each device:




**Show location:** When in **default mode**, your device updates its position every 24 hours, but it can also be configured to report every 12 or 6 hours through the platform. In **recovery mode**, when it is stationary you will be able to configure every 6, 3, 2, or 1 hour and when it is in motion every 1 hour, 30 minutes, 15 minutes, 10 minutes, or 5 minutes.

**\*Remember:** Activate Recovery Mode solely for retrieving lost or stolen assets. Be aware that enabling this mode will substantially decrease battery life.



**Device settings:** Click this icon to access and configure your device settings.

## B. VIEW HISTORY:

1. On the desktop version, click on the **"2.History"** tab. On the mobile app, tap on . Select from the list of predefined date and time ranges or choose **"Advanced Search"** for a customized historical search. Please note that the ST4290L updates in default mode every 24 hours, so it's recommended to select a wide range of days, as it will display one location per day with this configuration.
2. Click **"Search"** to view the results on the map for the selected device. Then click **"Watch"** to center the search on the map and display a table with all the device events during the specified date range.
3. Click **each icon** in the route or table to view corresponding details.

## Optional Accessory:



There is an **optional magnetic mount** for quick and convenient installation. If you are interested in this accessory, please email us at [support@americoloc.com](mailto:support@americoloc.com).

## Mobile App:

After activation, you can track your units from any web browser or using our mobile App: **Americaloc Viewer**.

Android Devices



iPhone / iPad devices



## Help:

You can find additional information about our devices and services in the **“Help section”** of your account and also visit our YouTube channel: **Americaloc** for video tutorials. Please note that functions may vary by model.

YouTube Channel



Help Section



For further information, please contact us at [support@americoloc.com](mailto:support@americoloc.com) or call (855) 8302290.

Thank you for choosing ((( Americoloc )))