



Welcome to AMERICALOC

IMPORTANT: Your complete satisfaction is our first priority! If you have a problem or need assistance please contact us at support@americaloc.com. Rest assured we will find a solution for you. Our friendly, knowledgeable customer service representatives are standing by to explain our services and to assist you in getting the most from your GPS tracking service.

If you plan to use the unit outside of the U.S. please contact *Americaloc support* so we can configure your unit or provide a different SIM card if needed.

Before using our products or installing a device, carefully read our legal terms which you can find at https://us.americaloc.com/legal_info.html

Activate your account and device AMERICALOC ST4500

- 1 Go to www.americaloc.com, select United States and click the Activate Now 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 and log in with the username and password established in the previous step.
- 4 Purchase one of our service plans by clicking on the [Click to pay service](#) button. A window will open to provide you with payment instructions.
- 5 Plug the device into the OBD-II port of your car. On the section "Where to connect your device" you'll find an image with the most common locations of the OBD port. It is usually easy to find it. If you don't find it, please contact us at support@americaloc.com in order to assist you.
- 6 Your device should be active within 15 minutes of payment. This is the time the SIM card takes to activate. Your device already comes with a SIM card installed. **Please do not remove the SIM card.**

Appearance and LED behavior



LED	Device Status	Blink Count (Fast continuous flashing)
CEL (blue)	Connected	1
	Server Communication Error	2
	LTE-M1 Communication Error	3
	No network	4
	SIM PIN Locked	5
	Can not attach to Network	6
	No SIM	7
GPS (red)	Connected	1
	GPS chip is searching GPS info	2
	GPS Chipset Error or GPS Antenna Error	4

Where to connect your device:

Each color and star shows a common place where the OBD - II port is located. It may vary depending on the model of your car:



Frequently asked questions

Dear Customer. This section contains very important information. Please do not skip it.

1. How long does it take to activate my device after processing a payment?

Your device will be active after the payment once you turn it off and turn it back on.

2. 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 and GPS signals to work.

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

No, we ship the device with the SIM card it needs to transmit data. That SIM card only works with this device.

4. Do I need to install the SIM card?

No, the card is already installed. Please do not remove it.

5. I can't see my device's location on the website.

If your device is powered ON, there are 2 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.

6. My device reports a location that is slightly off from the actual location.

Accuracy depends on many factors beyond our control. For example: weather, clouds, tall buildings or trees, bodies of water and device location.

7. 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. Too high temperatures will damage the device or even cause battery explosion.

8. How do I process the payment of my tracking service?

Ten days before the service expires it will pop up a button which says: "Expires soon. Click to renew". Please click on there, choose the tracking plan that you want to pay for and fill in the credit card/ Paypal account information. Please remember we don't do automatic debits.

9. How do I know when my service expires?

Click on "Account options"

Click on "Get info" next to "My services".

Basic Location Instructions:

A. HOW TO LOCATE YOUR DEVICE

Follow these instructions to locate your device:

1. Click on menu **1. Devices**; your list of devices will appear and you will see a group of buttons next to your device.



Show location: Your device updates its location at predefined intervals. The default interval is one minute while moving. You can change the configuration of the device while in motion using the "Settings tool" (wrench). Please contact us in order to change the location update interval while the device is stationary.



Device settings: Click this icon to access and configure your device's settings. You can change the location update interval while the device is in motion and configure email or text messages notifications following these directions:

1. Click on "Notifications"
2. Click on "New notification"
3. Choose the type of notification (most recommended is "Igniton On").
4. Enter your email address or your cellphone number as follows:
1+cell phone number@textmagic.com

B. HOW TO WATCH HISTORY (User interface may change if you are using the website on a desktop or in a mobile phone)

1. Click on "History" tab. Select from the list of pre-determined date and **time ranges** or select **Advanced Search** to perform a historical search.
2. Click **Search** to view the results of the device you selected. Then Click **Watch** to view a map and table of all the actions and paths taken by a given device for the date range selected.
3. Click on each icon in the path or table to display the corresponding details.

To download our app please search by "**Americaloc Viewer**" in the Google Play Store and in the App Store.

For further information please contact us at support@americaloc.com, 8558303390 or watch our video tutorials at our YouTube channel:

<https://www.youtube.com/channel/UC3i6ZrVLBqEvikB7XEobi5g>

Thank you for choosing