



Welcomes you to your satellite tracking experience

IMPORTANT:

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

If you have any questions or need help, please contact us at **support@americoloc.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 http://us.americoloc.com/legal_info.html

Appearance and included accessories:



**The MagKey (3) is a small piece. Please keep it in a safe place. You'll need it to turn off and back on the device.*

1. Wall charger



2. Magnetic holder



3. MagKey



Device Activation **ST4950 GPS Tracker**

- 1** Go to www.americoloc.com, select the U.S 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.americoloc.com and log in with the username and password established in the previous step.
- 4** Purchase one of our service plans by clicking the **Click to pay service** button. A window will open to provide you with payment instructions.

-Turn the device OFF and then ON again after making the initial service payment.

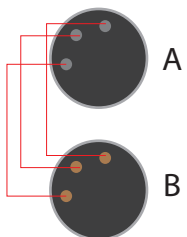
-Your device already comes with a SIM card installed. **Please do not remove it.**

How to start using your GPS tracker:

1. The ST4950 ships with a minimal battery charge. To ensure uninterrupted operation, it is recommended to charge the device for 24 hours before use. Please follow these steps to charge your device with the power cables provided:



1.1 Remove the black rubber cover from the charging port.



1.2 Take note that the cable end that connects to the device's charging port is a female connector (Image A), while the device's charging port is a male connector (Image B). Carefully plug the power cable into the device's charging port, ensuring a proper connection without bending any of the 3 wires.



1.3 Secure the cable by screwing in the cable lock nut located at the end of the charging cable, fastening it around the device's charging port.

2. Turn off and back on the device using the provided MagKey. 



2.1 LED flash pattern when using MagKey:

Action	MagKey in position	LED flash pattern
Turn device ON	3 seconds or longer	3 red, blue: blinks, green: blinks
Turn device OFF	3 seconds or longer	3 blue, 15 red
Check status	~ 1 second	2 red = OFF 2 blue = ON

3. Place the GPS tracker in the equipment, vehicle, or asset with the frontal face facing upwards. Please remember the device includes a magnetic holder. In case you want to use it, just snap the cradle onto the bottom of the ST4950 as shown in the following image:



LED behavior:

	Device Status	Blink Count (Fast continuous flashing)
LED CEL (blue)	Connected	1
	No network	4
	No SIM card	7
LED GPS (Green)	GPS OK	1
	Acquiring signal	2
	No GPS signal	4

**All LEDs will be off when the unit is in sleep mode. The unit will exit sleep mode at the preconfigured reporting time intervals or when it detects motion.*

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 making a payment and restarting the unit.

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 coverage and good GPS signal reception.

3. 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 only works with this device. Removing the SIM will prevent the tracker from operating properly, and may void the warranty.

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

If your device is powered ON, there are 2 reasons for this problem:

- X 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.
- X 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.

5. My device reports a location that is 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

6. Which cellular technology does the ST4950 Tracker use?

It works on CAT M1 Technology.

7. I'm using the magnetic holder and charging the device with the solar panel.

Where should I place it?

If you are using the solar panel to constantly charge the device, please ensure it is directly exposed to sunlight. In this situation, we advise placing the magnetic holder on top of the asset, object, or vehicle you are tracking. Secure the magnetic cradle firmly to a flat metal surface.

8. Does weather affect my device?

Yes, weather conditions can impact your device. Atmospheric conditions like rain or snow can weaken the signals, resulting in lower accuracy levels. If your car or case is covered with a thick coating of snow, it may further affect the device's performance. In addition, extreme temperatures can also have an impact on the device's battery life and overall functionality. The recommended temperature range for optimal device operation is from -4°F ~ +140°F (-20°C ~ +60°C).

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

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.

10. I don't want to use the magnetic holder. 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.

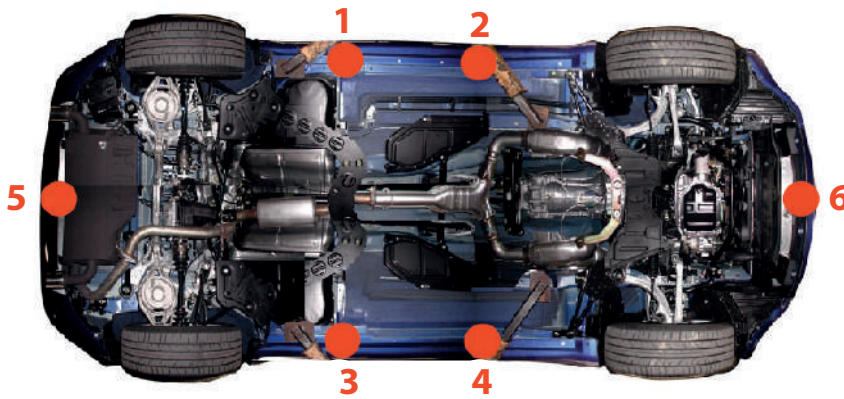
⊘ **Avoid these spots:** Do not place the unit under the hood, as GPS signal levels tend to be poor in those areas. If you cannot place the unit inside the vehicle, we recommend using the magnetic holder underneath or on top of the vehicle.

✓ **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.

11. Is it mandatory to use the solar panel?

No, it is not. The device can also be charged using a wall charger. Additionally, for added convenience, the unit can be hardwired (please note that the hardwire kit is not included). If you choose to place the unit underneath the vehicle using the magnetic cradle, it is recommended to place it as close to the edge as possible for better GPS signal reception.

Ensure that the magnetic cradle is firmly secure to a flat metal surface for a stable attachment.



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:




Display last location: The device updates its location at predefined intervals. Default interval is 80 seconds on movement and every 6 hours while idle. You can change these intervals in your account settings at no additional cost.



Device settings: Access and configure your device settings by clicking this icon.

B. VIEW HISTORY

1. On the desktop version, click the "**2.History**" tab in the menu. 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.
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.

Battery Use Information

- Storage

- 1) Before storing the device, and every 3 months, check that the voltage is higher than 3.0V. It is recommended to keep the voltage level within the range of 3.7V to 3.95V (not at full capacity). You can check the voltage using the Americaloc APP.
- 2) Ensure that the battery is stored away from corrosive materials, fire, or heat. Additionally, the storage environment should be clean and dry.
- 3) Ensure that the device is stored in a location with a temperature range between -4°F ~ 113°F (-20°C ~ 45°C) and maintain humidity levels below 75% during storage.

- Handling and Use

- 1) Avoid placing or using batteries on hot surfaces, near conductive/flammable materials, water, strong oxidizers, and acids.
- 2) If you notice that the battery is deformed, immediately disconnect it from the device and stop using it. This includes cases of swelling or odor caused by heating.
- 3) If batteries are leaking or emitting an odor, they may present a fire risk and should be handled with caution.

- Disposal

- 1) Please take the damaged or worn-out batteries to household hazardous waste collection points.
- 2) To check the general condition of your batteries, charge them, let them rest for an hour, then measure the voltage. If your battery's voltage is close to 3.9V, the battery is in good condition.

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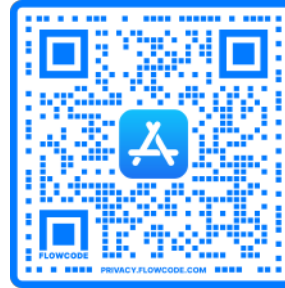
Mobile App:

After activation, you can track your units from any web browser or using our mobile app: **“Americoloc 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: Americoloc 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 or call **(855) 8302290**.

Thank you for choosing (((Americoloc)))