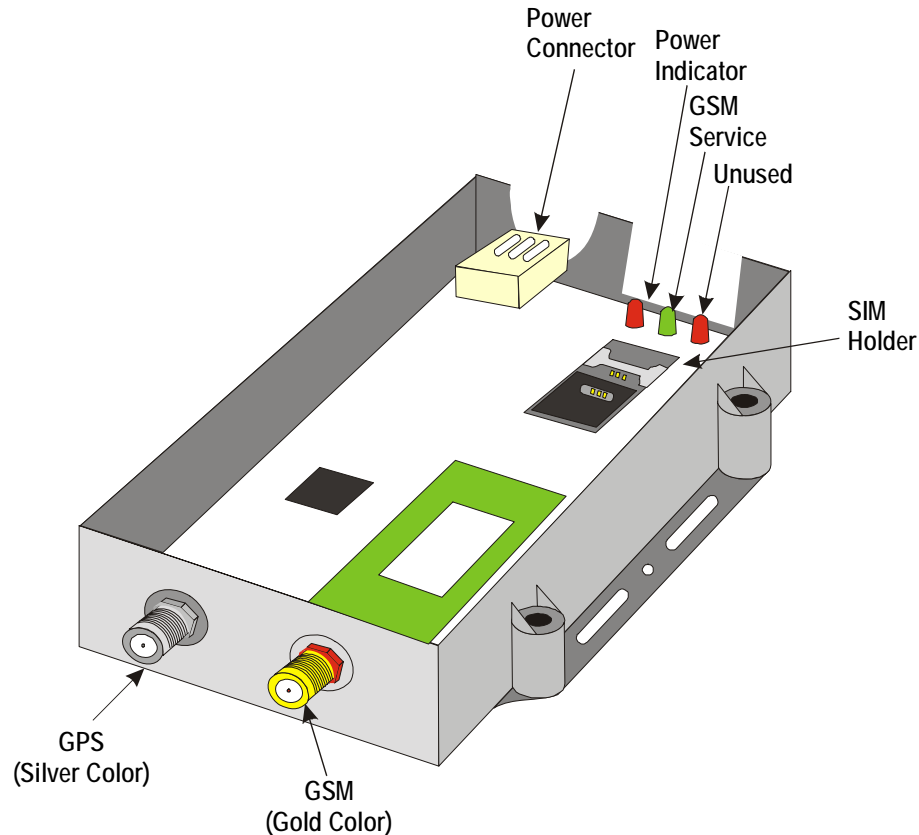


# STAR TRACKER SF3100-1

## Installation Guide



### Pre-installation

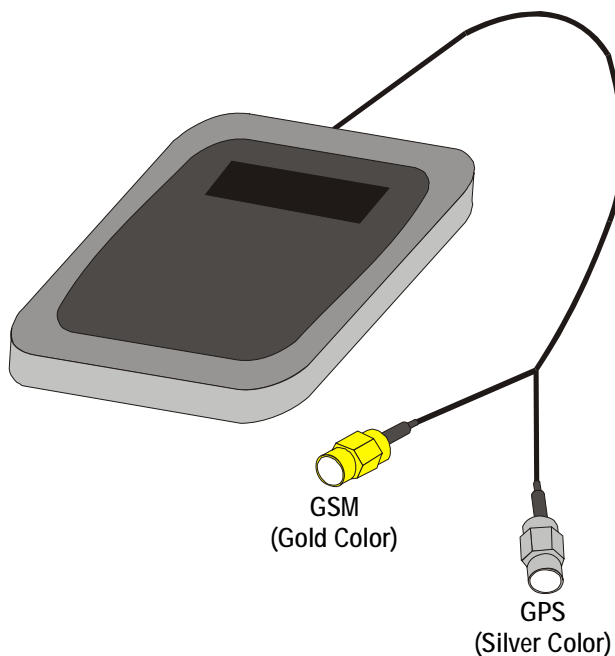
Before you install the device, it is extremely important that you set up the SIM card correctly. Here are some instructions to help you. Insert the card into a GPRS capable phone and follow the procedures below.

1. Firstly, before you purchase a SIM, check with [www.my-starfish.com](http://www.my-starfish.com) to determine whether this device supports the service provider's SIM. Whereas, all attempts are made to update this list, there can be newer service providers in your country that we do not know about. Please write to us about it and we will add them to the list as soon as possible.

2. Remove the need for a PIN. This can be found in the security menu. In another words, when you turn on the phone, it should not be asking for a PIN.
3. Make sure that your SIM card is GPRS enabled. To do this, you will have to refer to the mobile phone service provider. Some SIM cards are pre-enabled for GPRS; others will require you to make this arrangement by calling the mobile phone company. Test this by surfing the Internet with the SIM in the phone. If you can access any Internet page, then the SIM is GPRS enabled.
4. Prepaid cards can be used in this device but not recommended for two reasons. Firstly, remember that once the device is installed, hidden somewhere in the vehicle. It would not be convenient to access the device in order to reload value into your card. Nonetheless, some mobile service providers provide a remote loading facility. Secondly, GPRS on prepaid card arrangements are often more costly than GPRS on a postpaid account.

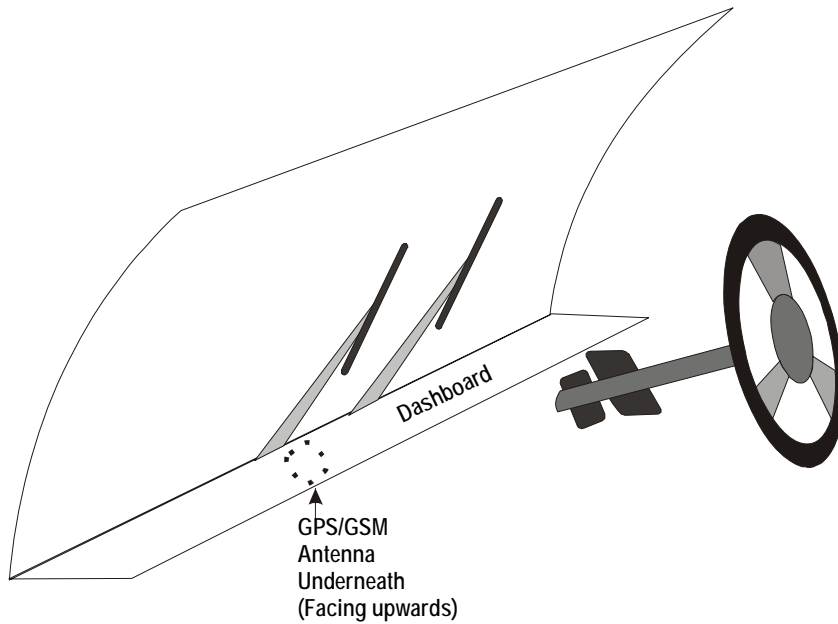
Once you have this ready, the SIM can be inserted into the device. No other configuration is required.

### ***Antenna Installation***



The installation of the antenna is by far the most important. It must face the sky (upwards) as in the drawing. A double-sided sticker is provided to achieve this. It is recommended that it be installed either underneath the dashboard or underneath the back panel of the car.

The connectors are color-coded and they mate with the connectors on the device with the same color on the device. ***Irreversible damage to the antenna and the device will occur if they are wrongly connected.***



## ***Device Installation***

The device can be installed near the antenna. If the antenna is installed underneath the dashboard, then the device must be installed there too. The antenna lead cable is approximately one meter.

The power cable must be installed on a cable where there is **power all the time**, even when the engine is switched off. This would likely be a cable that originates directly from the battery. Ensure that the polarity is correct. The Red cable is the positive cable; the Black cable will be the negative cable. Once installed, the device will work. The Red Power LED will light up. The Green GSM service LED will light up.

The Green LED will begin blinking fast, about once a second. Once GSM communications is established, it will blink slowly, about once every three seconds.

Wait until the Green LED blinks slowly before replacing the dashboards.

## ***Installation Problems***

### **RED LED does not light up**

If the Red LED does not light up, check that the power supply has been connected correctly. The Red Power LED will light up if power is present. If the Red Power LED is not lit up, then, check that power is connected, the polarity is correct and that there is power on the line. If everything is correct but the Red LED does not light up, then there is a failure in the device. Bring the device to any authorized installer for repair or replacement.

### **GREEN LED Continues to blink fast**

If the GREEN LED continues to blink fast, after one minute, then there is a problem with the installation. Check that the antenna is connected correctly, and finger tight. Remove the SIM card and place it into a GPRS enabled mobile phone and go through the pre-installation procedure again.

If it cannot be solved, check with any authorized installer for assistance.

### **GREEN LED does not blink at all**

If the GREEN LED does not blink at all check to make sure that there is power. The RED power LED will light up if there is power. However, if the GREEN LED still refuses to blink even when there is power to the device, then, there is a failure in the device. Bring the device to any authorized installer for repair or replacement.

## ***Account Activation***

Before the device can be tracked on the web, the account activation procedure needs to be performed. Stuck onto this manual on a security sticker is the starfish identification number and activation key. The starfish identification number is a 12-digit number whereas the activation key is a 16-character string.

**Warning:** The starfish identification number and the activation key should be kept secret at all times. Without these two pieces of information, you will not be able to activate or rectify problems with your account. If you have lost them, please surf to [www.my-starfish.com](http://www.my-starfish.com) and locate the “lost/change activation key” link and follow the instructions given on that page.

Should the ownership of the device be transferred, ensure that the new owner is given this manual together with the starfish identification number and the activation key.

## **First time activation**

On the Internet, surf to [www.my-starfish.com](http://www.my-starfish.com). Locate the “account activation” link and click on it. A page will be shown requesting for the starfish identification number and the activation key. If everything is ok, you will be shown the administration page.

On this page, you will be required to fill in some information about yourself and also choose your ID and PASSWORD. We guarantee your privacy and will not divulge this information except with your consent or by operation of law.

When choosing your ID, you may wish to consider using the vehicle registration number. This is only a suggestion. You can use any ID of your choice so long as the system determines that it is unique. Otherwise, you will be asked to choose a different ID.

For the PASSWORD, we recommend that you use something you can remember and something random in the formation of the PASSWORD. For example, if your name was DIANA, you may choose AdianaB as your PASSWORD. The ID and PASSWORD is case sensitive. This means that ABCD is different from abcd.

## **Forgotten password**

If you forget your ID and PASSWORD, you will have to go account activation, to get to the administration page. There, you will be able to change the PASSWORD to one that you can remember.

## **Account Locked**

The account can be locked if there had been 3 unsuccessful attempts to log in into your ID. To unlock the account, you will have to go to account activation and into the administrative page to unlock the password.

Unless you know the circumstances that led to the account being locked (for example, you forgot the password), we recommend that you change the PASSWORD (and even the ID) to your account. If you suspect that someone is trying to get into your account, then change the password to be a longer password. The longer the password, the more difficult it is to break the password. Use the recommended password scheme above. Do not write down your password anywhere.

## **Lost activation key / Change activation key**

If you have lost the activation key or wish to change the activation key, you must be able to prove that you are the owner of the device. When the account is set up, there is an identification phrase that only you should know. You can change this phrase at anytime but it is not shown anywhere in the administrative page.

You should go to the [www.my-starfish.com](http://www.my-starfish.com) and locate the account activation link and follow the instructions there.

## **Need Further Assistance**

If you need further assistance, you can drop us a note about your problems from the [www.my-starfish.com](http://www.my-starfish.com) website. Click on contact us and fill up a form and we will come back to you as soon as possible.

Another avenue where you can get assistance is to go to any of our authorized distributors, resellers or installers. If you suspect that the device requires some servicing, then go to any of our installers for a check up.

Thank you for being a Star Tracker.

The Starfish Team

[www.my-starfish.com](http://www.my-starfish.com)