



USER MANUAL AND INFORMATION GUIDE

Dear Altech Netstar Subscriber

Thank you for subscribing to our service and a warm welcome to our world, where we are totally committed to providing you with the best possible service.

If your vehicle should ever be stolen or hijacked, we will want to recover it as quickly as possible and return it to you, should the circumstances allow this.

Your assistance in this process is very important. You need to understand how your unit functions, how our service operates and what to do in an emergency. So please read this manual and keep it handy (but do not leave it in your vehicle!). If you have any questions or concerns, please contact one of our Customer Service Centres at the telephone numbers provided on the back page.

Safe motoring and best wishes
from the Altech Netstar Team!

EMERGENCY NUMBER
0800 11 22 22

TELESALES NUMBER
0860 12 24 36

CONTENTS



1 AN INTRODUCTION TO OUR PRODUCTS AND NETWORKS	4
2 STOLEN VEHICLE TRACKING AND RECOVERY PRODUCTS	5
2.1 Sleuth	5
2.2 Sleuth Nano	5
2.3 Early Warning	5
2.3.1 Early Warning with remote	5
2.3.2 Early Warning with Central Locking	5
2.3.3 Early Warning with Proximity Tag	5
2.4 Sleuth Plus	6
2.5 Cyber-Sleuth Supreme	6
2.6 Boomerang	6
2.7 Product Warranty	6
3 FLEET MANAGEMENT PRODUCTS	7
3.1 Product Warranty	7
4 ALTECH NETSTAR SERVICE	7
4.1 Stolen Vehicle Tracking And Recovery Service	7
4.1.1 Phone-In Activation	7
4.1.2 Hijack Panic Activation	8
4.1.3 Tow-Away Activation	8
4.1.4 Theft Entry and/or Theft Ignition Activation	8
4.2 Testing Service	8
4.3 Customer Service	8
5 FREQUENTLY ASKED QUESTIONS	8
6 CERTIFICATE OF INSTALLATION	10
7 BRANCH OFFICE CONTACT DETAILS	Back Page



1 AN INTRODUCTION TO OUR PRODUCTS AND NETWORKS

ABOUT ALTECH NETSTAR

Altech Netstar pioneered the stolen vehicle tracking and recovery industry in 1994. We are the market leader in terms of size, product range and an unsurpassed private recovery infrastructure. Altech Netstar's head office is in Midrand, with regional offices in Durban and Cape Town and branches in Port Elizabeth, Rustenburg, Richards Bay, Zululand, Newcastle, Witbank, Bloemfontein, Polokwane, Nelspruit and Mozambique.

Over 12,000 Altech Netstar tracking systems are installed every month, through Altech Netstar's private network of 200 mobile technicians and through a network of 60 approved fitment centres country wide.

Altech Netstar operations extend into Angola, Botswana, DRC, Ghana, Lusaka, Nigeria, Swaziland, Windhoek (Namibia), Zambia.

Get Your Own Back with Altech Netstar!

ABOUT OUR PRODUCTS

There are two primary communication platforms for tracking and recovering vehicles. One is based on radio frequency (RF) and the other is based on a combination of GSM (Global System for Mobile Communication) and GPS (Global Positioning System) technology. RF requires a radio network to transmit and receive signals and GSM requires a GSM network to transmit and receive signals using SMS or GPRS (General Packet Radio Service).

There are advantages and disadvantages to both platforms. For example, GSM/GPS can provide pinpoint accurate positioning, as long as the vehicle has a 'view of the sky' enabling the unit to obtain a GPS position. RF, on the other hand, only provides an approximate position, which is adequate for recovery purposes and we are able to activate and track these units outside of our networks. Thus, if the vehicle is in a remote territory, which may not have any RF or GSM network work coverage, our recovery aircraft can activate the unit and track and recover it.

Altech Netstar markets a wide range of products, which are RF based, GSM based, or a combination of the two. The RF products operate within our proprietary networks, which cover all urban areas, all major towns and most minor towns in South Africa. The networks also cover many highways and rural areas and are also found in countries in Southern Africa such as Namibia, Botswana, Swaziland and Zambia.

We are also able to activate, track and recover vehicles that are outside of our networks, such as in Mozambique or Lesotho. The GSM products are reliant on the GSM network used by Altech Netstar and cannot operate or be tracked and recovered outside of this network in South Africa.

The SIM cards in the Stolen Vehicle Recovery products have not been enabled for cross border roaming thus cannot be tracked outside of South Africa. The SIM cards in the Fleet Management products are generally roaming enabled and can be tracked in GSM networks outside of South Africa.

Our products and services are divided into three sections -

**Stolen Vehicle Tracking and Recovery (SVR),
Fleet Management and
Stolen Asset Recovery (SAR).**

2 STOLEN VEHICLE TRACKING & RECOVERY (SVR) PRODUCTS

2.1 SLEUTH

Sleuth is an RF "phone-in" system, which means that you have to telephone Altech Netstar in the event of a theft or hijacking. The unit can be activated from our Control Centre, or from a tracking aircraft/response team. Once a theft or hijacking has been reported and verified the unit will be activated and recovery crews dispatched. (Please ensure that all your contact details are correct and up to date).

2.2 SLEUTH NANO

Sleuth Nano is a wireless RF "phone-in" system which has an internal battery life of minimum 3 years. It is an extension of our Sleuth Product Range and is activated from our Control Centre, or from a tracking aircraft / response team. Once a theft or hijacking has been reported and verified the unit will be activated and recovery crews dispatched. (Please ensure that all your contact details are correct and up to date).

2.3 EARLY WARNING SYSTEM (EWS)

Early Warning is an advanced RF product that transmits alert signals to the Control Centre in the event of theft or being towed away, when the vehicle has been parked and the unit armed. It can also operate as a phone-in system. There are different versions providing similar functionality. Please refer to your fitment certificate or contact Customer Services should you not be sure which variant is installed in your vehicle. Please note that some versions may have optional extras, such as panic buttons and internal movement sensors.

2.3.1 Early Warning with remote arming device (key-ring activator) Arming.

When you have parked and locked your vehicle, arm the unit by pressing the activator button. The alarm, hooter, or buzzer will beep once, indicating that the unit is armed.

Disarming.

Before re-entering your vehicle, disarm the unit by pressing the activator button once. The alarm, hooter, or buzzer will beep twice, indicating that the unit has been disarmed.

Activation.

This means that the unit has been activated and will transmit a regular signal to the network and will continue to do so until switched off by the Control Centre. This system can be activated in any of the following ways:

Activation by theft entry - opening a door.

If the system is linked to the doors, then opening the doors with the unit in an armed state will activate

the unit. The alarm will sound and the unit will transmit silent signals to the nearest radio receiver for transmission to the Control Centre. (Please note that the link to the doors of the vehicle is not possible on certain vehicles and certain versions of Early Warning.)

Activation by theft entry - entering the vehicle.

If you have had an Altech Netstar ultrasonic sensor installed with the compatible unit, then the unit will be triggered if someone enters the vehicle without disarming the unit. The ultrasonic sensor detects movement, so the door does not need to physically open. The alarm will sound and the unit will transmit signals to the Control Centre. (Please note that vehicles with OEM sensors cannot have an ultrasonic sensor installed).

Activation by Altech Netstar.

When you telephone your nearest Control Centre following a theft or hijacking, Altech Netstar will activate the unit and dispatch recovery crews. Your identity will be verified. (Please ensure that all details are correct and up to date.)

Activation by panic button.

If you have a panic button installed (in some cases this may be an optional extra) in a secure place on your vehicle, or a "Remote Panic Button" (note that this is only available on specific versions), by pressing the panic button the unit will activate and send silent distress signals to the Control Centre. The siren is not activated.

Activation by tow-away.

If the unit is armed and the vehicle is towed through an Altech Netstar network for a certain distance, the unit will be activated automatically. The alarm will sound and it will commence sending distress signals to the Control Centre.

2.3.2 Early Warning linked to central locking (without key-ring activator).

This system is linked to the central locking system of the vehicle. The unit is armed and disarmed when the central locking is locked or unlocked. All of the activation methods listed in the previous section are also applicable for this unit. (Note that this option is not compatible with all vehicle makes and models).

2.3.3 Early Warning with key-ring activator supplied.

This unit does not have an arming device. It is supplied with a proximity tag, which has to be attached to the key-ring. Should this tag not be inside the vehicle or within a few meters of the vehicle, then the unit will activate when the ignition is started and send a violation signal to the Control Centre. (Please ensure that all details are correct and up to date.)

Activation

This system can be activated in any of the following ways: Activation by Altech Netstar. Telephone the Control Centre following a theft or hijacking, who will activate the unit and dispatch recovery crews.

Activation by panic button.

If you have a panic button installed in a secure place on your vehicle, or a "Remote Panic Button" (note that this is only available on specific versions), by pressing the panic button the unit will activate and send silent distress signals to the Control Centre.

Activation by tow-away.

If the unit is armed and the vehicle is towed through an Altech Netstar network for a certain distance, the unit is automatically activated. Silent distress signals are transmitted to the Control Centre.

2.4 SLEUTH PLUS

Sleuth Plus is a compact, low cost GPS device and is an extension to the Sleuth product. Sleuth Plus operates on phone-in and will be activated by Altech Netstar's emergency control centre once the vehicle has been reported stolen or hijacked.

There is an automatic health test feature with failure reporting on the unit. International roaming is not available on this product.

2.5 CYBER-SLEUTH SUPREME

This product is a unique combination of GSM and GPS. It is a "phone-in" system, which means that you have to telephone the Altech Netstar Emergency Call Centre in the event of a theft or hijacking. The unit will transmit a distress signal in the following cases:

Activation of the hijack panic button (if this has been installed as an optional extra).

On receipt of a hijack panic signal, the Control Centre will contact the registered driver/owner of the vehicle telephonically.

Authentication will take place, so always ensure that your contact details are correct and current.

Activation of the Geo-Fence Tow-Away violation.

This function is only available on some versions of this product. It is similar to the tow-away activation on the Early Warning System, but relies on the GPS to trigger the violation. Once the violation has been received, the Control Centre contacts the owner/driver of the vehicle and responds accordingly.

Cyber-Sleuth Supreme provides various functions through its dedicated website
www.cybersleuthsupreme.co.za.
Kindly proceed to this website for registration.

2.6 BOOMERANG

Boomerang is an extremely compact mobile GSM/GPS product in the Asset Tracking category that allows you to monitor your assets whenever you want via an easy-to-use website. You are also able to attain activity reports, configure No-Go Zones, set reporting intervals and many more features. Boomerang operates on phone-in and will be activated by Altech Netstar's emergency control centre once the asset has been reported stolen.

The Boomerang User Manual is available once you have successfully registered and logged into the dedicated Boomerang website.

Kindly proceed to <http://boomerang.netstaronline.net> for registration.

2.7 PRODUCT WARRANTY

The unit installed in your vehicle is covered under the Altech Netstar warranty for:

- 12 months from date of installation, if purchased on a cash basis.
- 24 months from date of installation, if purchased on a 24-month rental basis.
- 36 months from date of installation, if purchased on 36-month rental basis

The installation of your unit has been undertaken by trained and qualified technicians and this installation carries a warranty period of 12 months by the Fitment Centre.



3 FLEET MANAGEMENT PRODUCTS

The following products provide Fleet Management functions, in addition to Stolen Vehicle Tracking and Recovery:

- Vigil+
- Vigil+ Web
- Vigil+ Video
- Vigil+ Smart
- Vigil+ Bureau
- Vigil+ Dispatch
- Vigil+ CabComms
- Vigil+ Forklift
- Vigil+ Sat
- Vigil+ Trailer

These products all have tailored, advanced functions and services and include Altech Netstar's stolen vehicle tracking and recovery service. Please go to www.anfs.co.za for more information on fleet management products.

3.1 PRODUCT WARRANTY

All fleet management products and installations carry a standard 12-month warranty. Any malicious or third party damage or interference to the tracking unit or any of its components will not be covered under the product warranty.

4 ALTECH NETSTAR SERVICE

As a subscriber, you will experience service from two different parts of Altech Netstar. The first is our Stolen Vehicle Tracking and Recovery Service, co-ordinated from the 24/7 Control Centre, where Agents are on standby to direct the recovery of your vehicle.

The second service area is our Customer Service call centre. This call centre operates during normal business hours and is there to assist you with non-operational queries, such as changes of personal details or account queries

4.1 STOLEN VEHICLE TRACKING AND RECOVERY SERVICE

Altech Netstar has a dedicated, private, stolen vehicle recovery infrastructure throughout Southern Africa. To maximise our recovery ability, we dispatch air recovery crews on every reported case, weather permitting. Our tracking aircraft are based at 12 airfields around the country. These air response teams are supported by well-trained, armed ground response teams. The Stolen Vehicle Recovery Service is co-ordinated through one

centralised call centre in Southern Africa. Our response teams work closely with the SAPS and often a team of SAPS members is present during a vehicle recovery. However, we do not rely on the SAPS to recover stolen or hijacked vehicles.

Once a vehicle has been recovered, arrangements for the convenient hand-over of the vehicle to the owner are made. Typically, the owner would meet the recovery team at the recovery scene and take possession of the vehicle.

Alternatively the vehicle may be driven or towed to the offices of Altech Netstar. Please note that when a vehicle has been damaged, towing may be necessary. We will arrange for this free service, but it is undertaken at the risk of the owner. In cases where the vehicle must be handed over to the SAPS, the owner is kept informed during the process.

The national emergency number for the Stolen Vehicle Recovery Service is:

0800-11-22-22

Dial this number from anywhere in South Africa and you will be connected to the Control Centre. Please record this number in a safe place, or preferably memorise it. Should you require the service whilst in Namibia, Botswana, Swaziland or Zambia, please contact the Altech Netstar Control Centre in that country, using the contact details on the back page of this booklet. The different ways in which a recovery service can be initiated are explained in the following sections.

4.1.1 Phone-In Activation

If your vehicle has been stolen or hijacked, telephone the emergency number and an Agent will request certain information from you regarding the incident. Please be patient during this brief process, as it is important that the Agent verifies the identity of the caller and the circumstances of the incident. We do not require unique passwords (although you can elect to have one linked to your vehicle). For your own peace of mind, all calls are voice-logged.

Ground and air recovery crews will be dispatched immediately. You will be kept updated during the recovery process. Once your vehicle has been recovered, you will be contacted to make arrangements for collection of the vehicle from Altech Netstar.

Please note that if the vehicle has been used in a crime, the SAPS may require it for forensic purposes, but we will assist where possible to ensure a quick release from the SAPS. In the unlikely event of your vehicle not being recovered, you will receive a detailed case report the following working day, containing all information relevant to the search operation.

4.1.2 Hijack Panic Activation

Most Early Warning systems have a panic button as a standard feature. To activate this, press the concealed button and the unit will start to transmit a coded signal, identified as a panic signal, to the Control Centre. An Agent will attempt to make telephonic contact with the registered owner/driver of the vehicle transmitting this signal.

If no telephonic contact can be made or correct authentication cannot be established (it is imperative to update your contact details regularly), a response to track and recover the vehicle will be initiated and the recovery crews will be alerted to the fact that a victim may be inside the vehicle. These highly trained and experienced recovery officers will undertake the recovery with extreme caution.

What if the hijackers are in the vehicle with the victim? Our experience responding to emergencies involving panic signals has shown that it is far better to telephone a possible victim on receipt of a panic signal, than to simply respond without attempting to make contact. If you think you may have accidentally pressed the panic button, simply telephone the Control Centre and inform the operator, who will ask you a few detailed authentication questions to confirm that all is in order.

4.1.3 Tow-Away Activation

This is a feature of both the Early Warning and Cyber-Sleuth Supreme units that sends a violation signal to the Control Room as soon as the vehicle is towed away. On receipt of a tow-away signal, the Control Centre Agent will attempt to contact the registered driver/owner. If no contact can be made, a response will be initiated.

4.1.4 Theft Entry and/or Theft Ignition Activation

This is a feature only available with the Early Warning system. On receipt of an 'unlawful activity' signal, the Control Centre Agent will attempt to contact the registered driver/owner. If no contact can be made, a response will be initiated.

4.2 TESTING SERVICE

The GSM/GPS based units automatically transmit health checks at pre-determined intervals. However, we strongly advise subscribers with both RF and GSM/GPS units to contact the Control Centre every few months and request a free test. Not only does this provide the subscriber with peace of mind but, it engenders confidence in how to contact us and use the system and very importantly, provides us with an opportunity to update your contact details, which may have changed.

The test procedure is quite simple. Telephone the emergency number (0800-11-22-22), identify yourself

and ask for a test. The Agent will request that you get into your vehicle and drive around for about 10 to 15 minutes, as this enhances the quality of the test. The Agent will then contact you and inform you of the result.

Please remember that only the GSM/GPS products can provide an accurate description of the vehicle location. There are times when the Control Centre may be focused on multiple live recoveries, in which case you may be requested to delay the test for a short time.

4.3 CUSTOMER SERVICE

Please contact our Customer Service Call Centre and you will be assisted by a trained agent (this excludes recovery or testing matters).

Tel: 011 207-5006

Email: cs@netstar.altech.co.za

We encourage you to log onto our website www.netstar.altech.co.za and visit the Customer Zone, through which you can update your personal details or request changes to your personal information, without having to telephone the Call Centre.

5 FREQUENTLY ASKED QUESTIONS

Why can't I arm my Early-Warning System?

- You may be standing too far away from your vehicle.
- The batteries in your remote activator may need replacing.
- Check that all the doors are properly closed.
- Your unit might be in hijack panic mode.
- There may be some other form of radio interference in the area in which you are parked.
- Your remote activator may be faulty. Test this by using your spare remote activator.

Will you recover my vehicle outside of your networks?

Yes. Altech Netstar recovery crews transport a mobile network unit on every recovery operation. This enables them to track and recover vehicles outside our RF networks. If your vehicle is stolen or hijacked outside our networks, telephone your nearest control centre without delay and we will send an air recovery service to the area in which your vehicle was stolen and commence the search.

If your unit is in transmission mode and it enters one of our RF networks, we will intercept the signal and initiate a response. It is however not possible to recover a GSM unit outside the GSM network. The GSM network we use is comprehensive, covering most areas of the country.



What happens after you recover my vehicle?

The Control Centre will keep you updated during the recovery process and every effort will be made to hand the vehicle back to you once it has been recovered.

What happens if you do not recover my vehicle?

Even though we have a very good recovery rate (up to 9 out of 10) and a very fast average recovery time (around 48 minutes), we are not always successful. In such cases, we keep looking for the vehicle, both within and outside South Africa.

There have been cases when a vehicle is recovered some time after the theft. One of the main reasons for not recovering the vehicle is the delay in reporting the theft or hijacking. It is thus very important to immediately notify Altech Netstar once you are aware that your vehicle has been stolen. In the unlikely event of the vehicle not being recovered immediately Altech Netstar would contact you the next working day to supply you with a detailed case report on the recovery activity.

My Early-Warning alarm went off and you did not inform me. Why not?

There are three possible reasons for this.

- Firstly, if you deactivated your alarm shortly after the alarm sounded, the unit would not have started transmitting, as there is a short delay between the time of the alarm going off and the time of it starting to transmit a distress signal.
- Secondly, the Control Centre may not have received a signal. If we do not receive signals from your vehicle whilst it is stationary, then it is probably due to some form of interference, or limited coverage. In some small areas of our networks, coverage can

be restricted due to buildings or physical terrain. However, once the thief starts the vehicle and drives off, the cause of the interference should be eliminated and the Control Centre will receive the signals and respond accordingly.

Please note that the Early-Warning system is not designed to protect the contents of your vehicle, but rather to inform Altech Netstar that your vehicle has been stolen.

- A third reason is that the Control Centre may not have your latest contact details. It is very important to always inform Altech Netstar the moment you change any contact details.

Are there any additional costs to the Altech Netstar service?

No. Your monthly subscription covers free tracking and recovery within SA and within other countries where we offer this service.

However, should your vehicle be recovered in another country, there may be costs involved in transporting it back to you. These costs will be negotiated with you and your insurer, in the event of your vehicle being recovered outside of South Africa.

What happens if I sell my vehicle?

As an existing subscriber, you will qualify for a special price on a unit for your new vehicle. We would prefer that you do not transfer your unit from your existing vehicle to the replacement vehicle.

To encourage this, we will provide you with a new unit at a discounted fee. Please contact the Customer Service call centre for more information on this and to confirm any contractual commitments that you may have.

6 CERTIFICATE OF INSTALLATION

FITMENT CENTRE _____ FITMENT DATE _____

CONTACT PERSON _____ TEL NO _____

VEHICLE TYPE _____ REG. NO _____

OWNER _____

ALTECH NETSTAR ACCOUNT NUMBER _____

ALTECH NETSTAR CUSTOMER SERVICE _____

TEL NO _____ FAX NO _____

☐ SLEUTH ☐ CYBER-SLEUTH SUPREME

☐ SLEUTH NANO ☐ PERMANENT REGISTRATION

☐ EARLY WARNING ☐ TEMPORARY REGISTRATION

☐ SLEUTH PLUS

ACCESSORIES FITTED _____ OTHER _____

THIS IS TO CERTIFY THAT THE ABOVE VEHICLE HAS BEEN FITTED
WITH A TRACKING AND RECOVERY SYSTEM FROM



THANK YOU FOR CHOOSING ALTECH NETSTAR

At Altech Netstar we are proud of the high level of service that we deliver to all our clients. To ensure that we continue to offer service of the highest quality, we would like some feedback from you, our valued customer. It will only take a moment of your time to complete the following questionnaire. Please mark the appropriate box with a cross X

Were you assisted in A HELPFUL AND FRIENDLY manner? ☐ YES ☐ NO

Did the fitment centre clearly EXPLAIN HOW YOU OPERATE YOUR ALTECH NETSTAR SYSTEM? ☐ YES ☐ NO

Were you told WHAT STEPS TO TAKE IF YOUR VEHICLE IS HIJACKED OR STOLEN? ☐ YES ☐ NO

Were all your queries about Altech Netstar ANSWERED TO YOUR SATISFACTION? ☐ YES ☐ NO

WILL YOU RECOMMEND ALTECH NETSTAR to your friends/family/colleagues? ☐ YES ☐ NO

Do you have any comments?

NAME _____ COMPANY _____

CONTACT TEL _____ FITMENT CENTRE USED _____

E-MAIL _____ VEHICLE REG NO _____

DATE OF INSTALLATION _____

Please scan and e-mail the completed form to: svrbookings@netstar.altech.co.za

7 BRANCH OFFICES CONTACT DETAILS

LOCATION	EMERGENCY NUMBERS	CUSTOMER SERVICE NUMBERS
Midrand, Gauteng	0800-11-22-22	011-207-5006
Cape Town	0800-11-22-22	021-528-2900
Port Elizabeth	0800-11-22-22	041-395-3100
East London	0800-11-22-22	043-783-5700
George	0800-11-22-22	044-874-7019
Durban	0800-11-22-22	031-569-9500
Zululand	0800-11-22-22	035-780-0200
Pietermaritzburg	0800-11-22-22	033-345-0637
Newcastle	0800-11-22-22	034-312-2128
Nelspruit	0800-11-22-22	013-753-3792
Bloemfontein	0800-11-22-22	051-400-0100
Polokwane	0800-11-22-22	015-292-8000
Witbank	0800-11-22-22	013-690-1997
Rustenburg	0800-11-22-22	014-537-3189
Windhoek, Namibia	(00) 264-6122-2329	(00) 264-6122-2329
Gaborone, Botswana	(00) 267-395-6502	(00) 267-395-6502
Lusaka, Zambia	(00) 260-211-231076	(00) 260-211-231076
Mbabane, Swaziland	(00) 268-240-40946	(00) 268-2404-0946
Ghana	(00) 233 (21) 770 428	(00) 233 (21) 770 428
Mozambique	(00) 258 23 357 053	(00) 258 23 357 053