



## T3 Vehicle Security Tracker

### User Guide



**SAFETY-- SECURITY-- SIMPLICITY!™**

911Tracker.com



## **T3 Vehicle Security Tracker**

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## **Introduction**

Thank you for purchasing the T3. 911Tracker has developed a family of safety/security products & services that provide immediate notification to 911 when emergencies occur.

This Guide will introduce you to all of the features of your T3 Tracker. If you have any questions, please contact 911Tracker Customer Support at 1-877-744-3361 or visit our website at [www.911Tracker.com](http://www.911Tracker.com).

In addition to this T3 User Guide, included in your package is a T3 Installation Guide. For more detailed instructions on using your service, please see T3 FAQs and visit [www.911Tracker.com](http://www.911Tracker.com).

Please read this T3 User Guide for information on setting T3 mode and T3 Emergency Contacts. Registration and use of the 911Tracker T3 are subject to 911Tracker's customer agreement, plans, terms and conditions, which can be found at [www.911Tracker.com](http://www.911Tracker.com).

See **T3 Security Information** for further information explaining careful methods used to ensure T3 security.

## Getting Started

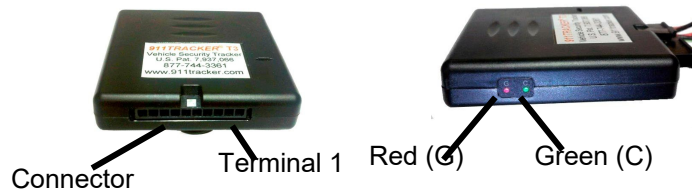
This section addresses two primary areas:

- T3 Features
- T3 Package Contents

### Front / Side View of T3

**T3 Tracker (Front View)**

**T3 Tracker (Side View)**



### Key Functions

- Cellular antenna and GPS antenna are internal to the T3
- Cable connects to the T3 connector
- Green LED indicates status of cellular connection
- Red LED indicates status of GPS receiver

### T3 Package Contents

When you purchase the T3, the package should contain the following:

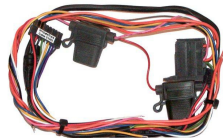
- T3 Vehicle Security Tracker
- Cable C1302
- Battery B1302
- Installation Kit (Velcro set, zip ties, wire connectors)
- T3 User Guide UG1409A
- T3 Installation Guide IG1409A



T3 Tracker



Battery B1302



Cable C1302

If any of these items are missing from your package, please contact

911Tracker Customer Support at 1-877-744-3361

### **Monitoring T3 Status**

T3 may be installed [See T3 Installation Guide] in a **completely hidden location** in the vehicle such as underneath the instrument panel, behind the glove box, under a seat, or under a rear package shelf.

T3 may be installed [See T3 Installation Guide] in a hidden location such as in the glove box or in a console, which is **accessible by the Owner**.

T3 is connected to the vehicle 12-volt power. The T3 has a power saving mode that uses a very small amount of power and is active 24/7. T3 has a backup battery that automatically powers the T3 if vehicle power is removed. T3 does not have an On/Off switch and is completely silent.

T3 has two tiny LED indicators that show status. If the unit is not accessible, it's not a problem, as T3 does not require any maintenance.

If the LED indicators are visible:

- Constant green shows T3 is powered On and has a proper cellular connection (normal condition).
- Blinking green shows T3 is searching for a cellular connection. No green means activation required.
- Constant red shows GPS is powered On and searching for GPS satellite connection.
- Blinking red shows GPS is receiving satellite signal (normal condition).
- No red shows T3 is in power saving mode.

### Using T3

All functions of the T3 are controlled by your mobile phone – either a basic cellphone or smartphone.

When you registered the T3, 911Tracker provided you with the unique phone number of your T3 Tracker. We recommend that you add this T3 number to your mobile phone contact list.

After your T3 is installed (either by you or by an installation shop), you will need to send T3 a text message:

**12345 at\*user=0,YourMobileNumber,1** [put a space after '12345']. Note that 12345 is the factory default PIN.

T3 will save this number as the Owner phone. T3 will send any notifications to the Owner phone and will respond to SMS (Short Message Service) text messages (provided the message has the Owner's PIN).

T3 uses a 5-digit PIN (personal identification number) for all functions to ensure security. Once T3 is installed, we **highly recommend** that you change T3 PIN to your secret 5-digit PIN number. To do this, select the T3 from your phone contact list and send a text message: **12345 at\*pin=YourPIN** (note space after '12345') T3 will respond, **911Tracker: at\*pin= YourPIN: OK**. T3 will then only respond when you use the new PIN.

See **T3 Security Information** for further information explaining careful methods used to ensure T3 security.



### T3 Modes

T3 can be set to four different modes:

- **Guard** – This is the **normal mode** for 24/7 monitoring of your vehicle. T3 monitors ignition of the vehicle, if the key is On, T3 will ignore movement of the vehicle. **If the key is Off**, T3 monitors vehicle alarm and movement of the vehicle and will send the Owner an SMS (text message) with Moving notification. If the vehicle has been stopped for several minutes and starts to move again with the key still Off, T3 will send another Moving notification.
- **Master** – This mode T3 checks for vehicle alarm and any movement. So if your vehicle moves, a Moving notification is sent to the Owner even if a thief has a key to the vehicle. Master is intended for parking the vehicle over a few days or special times such as leaving with a valet.
- **Sleep** – This mode is like Master mode but T3 only wakes up to check for your text using an interval that you set. Sleep mode reduces drain on the vehicle battery and is used for storing the vehicle. See T3 FAQs to set interval.
- **Move** – This mode may be used to temporarily disable T3 movement detection notification. Move mode could be used when the Owner is having the vehicle towed. Note that T3 call and text functions are not affected.

T3 mode is set to **Guard (Auto)** when the Owner sends T3 an SMS (text message) that says: **YourPIN guard** [Note the space after YourPIN]. This mode will remain until you decide to change.

Master mode is set by sending: **YourPIN master** (Note space)

Sleep mode is set by sending: **YourPIN sleep** (Note space)

Move mode is set by sending: **YourPIN move** (Note space)

### **T3 Notifications**

T3 can send the Owner several types of notifications:

- Alarm Sounding – If your vehicle has a vehicle alarm, the T3 monitors the alarm when the key is Off. If the vehicle alarm sounds for more than 8 seconds, T3 sends the Owner a notification: **911Tracker: Alarm Sounding time, date, latitude/longitude, speed in mph, and heading in degrees.**
- Moving – If the vehicle key is Off but the vehicle starts moving [such as being towed], T3 sends the Owner a notification: **911Tracker: Moving! time, date, latitude/longitude, speed in mph, and heading in degrees.**

**IMPORTANT MESSAGE – If the vehicle is being legally towed and T3 sends a Moving notification, the Owner must use best judgement to avoid calling 911.**

The SMS (text message) latitude/longitude is shown in a Google Map format so that if you have a smartphone with Internet access, just touching the underlined portion of the message will display the location on the Google Map™.

Other Notifications:

- 911Tracker: Vehicle battery low [11.0 volts or less]
- 911Tracker: Vehicle battery disconnected
- 911Tracker: Backup battery low

### **T3 Emergency Calling**

If the Owner receives T3 notification SMS (text message) showing either "Alarm Sounding" or "Moving!" the Owner can observe location, speed, and heading to make a decision if the vehicle is being stolen. If not, the Owner just ignores the notification.

If the Owner determines that a theft is in process, the Owner calls the T3 [using their mobile phone contact list]. T3 answers and speaks the message, "**Tracker connected, press 1 to continue**". If 1 is not pressed within 15 seconds, the T3 hangs up. If the Owner presses 1, the T3 speaks the message, "**Press pound [#] to call Police. Press 3 to voice GPS location**". If the Owner presses #, T3 speaks the message, "**Please hold until connected**". T3 places you on hold and calls 9-1-1 to establish a 3-party call. As soon as the 911-Operator answers, T3 removes the hold and you are now talking to the 911-Operator.

First tell the 911-Operator your name and your telephone number. Then be prepared to provide the year, make, model, color, license number, and VIN. While you are explaining the emergency, you can suggest to the 911-Operator that they can press **3** and you will both hear T3 speak the digits of the latitude and longitude of the current vehicle location. This is a major benefit for 911 as the **T3 GPS location is often more precise than E-911**. You can also press **2** to have T3 send a location SMS to your phone.

### **T3 Emergency Calling (continued)**

When 911 terminates the T3 call, T3 sends you a text message:  
**911Tracker: 911 Call Connected hr:min:sec; Cleared hr:min:sec; Duration hr:min:sec.**

If the 911 call is suddenly terminated, T3 will terminate your call so 911 will be able to call back to the T3. We suggest that you wait to call T3 back so 911 can make the call back. If 911 does call back during a prescribed period of time, T3 will speak your phone number so that 911-Operator can call you directly.

**Important Note:** In some U. S. regions the T3 call may only link the T3 and 911 and will not add you to the call. If this occurs, the T3 has an automatic dual-mode that will speak the message to 911 saying, **“911, This is a stolen vehicle tracking device. Please call vehicle owner at ‘1-nnn-nnn-nnnn’ to talk to vehicle owner. Press 3 to hear vehicle GPS location. Press 4 to mute this message. Press 5 to repeat message.”** The ‘1-nnn-nnn-nnnn’ would be the number of the phone that called the T3. At the same time, T3 will terminate your call. This permits the 911-Operator to call you back to get the details of your emergency.

When 911 terminates the T3 call, T3 sends you a text message:  
**911Tracker: 911 Call Connected hr:min:sec; Cleared hr:min:sec; Duration hr:min:sec.**

If your Installer has installed the Out #1 Engine starter disable, you can disable by sending SMS: **YourPIN relay on** (note space after Pin and space after relay). As backup, T3 will automatically return to enable after 24 hrs. To enable the starter, send SMS: **YourPIN relay off** (note space after Pin and space after relay).

### **T3 SMS (text message) for GPS Location**

Whenever the Owner wishes to know the location of the vehicle, just send the T3 this SMS: **YourPIN gps** (note space after YourPIN). T3 will respond with an SMS: **911Tracker - Current Fix at time, date: speed in mph; heading in degrees; latitude/longitude, Guard=Auto.**

If the T3 is in a location that does not have a strong enough GPS signal at the moment, then T3 will respond with an SMS: **911Tracker - Last Known Fix at time, date: speed in mph; heading in degrees; latitude/longitude, Guard=Auto.**

The SMS latitude/longitude is shown in a Google Map format so that if you have a smartphone with Internet access, just touching that part of the message will display the location on the Google Map.

Note: **During** an emergency 3-party 911 call, the **Owner** or the **911-Operator** can press **2** to have the T3 send the Owner an SMS with GPS location. If the Owner has a G4/LTE smart phone with active Internet access, the Google Map will display, however, if the Owner has a G3 or older phone, the map will **not display** since the cellular carrier cannot support simultaneous voice and Internet.

When T3 is on a voice call, T3 does have the capability to voice latitude / longitude location when you press **3** on your phone. However, this feature is only used when you have called 911 to report an emergency.

### **T3 Emergency Contacts**

If the Owner wishes to have T3 answer phone calls from their emergency contacts, the Owner can add the phone numbers (**landline or mobile**) of those people as follows.

The Owner sends the T3 this SMS:

**YourPIN at\*user=1,EmerContactPhone,1**

Where the EmerContactPhone is the 10-digit phone number of Emergency Contact #1. [Note: No dashes and place a space after YourPIN.]

The '1' following the phone number **enables** T3 to send text notifications to this number. If you place '0' after the phone number, T3 will **not send** notifications to this phone number, but T3 will be able to receive text messages or phone calls from this phone number. T3 will respond with SMS: **YourPIN at\*user=1,EmerContactPhone,1: OK**

If you wish to **remove** Emergency Contact #1, the Owner sends: **YourPIN at\*user=1,0,0** [Note: Space after PIN]

The Owner may add (or modify or delete) up to 2 Emergency Contact phone numbers by sending SMS messages:

**YourPIN at\*user=1, EmerContactPhone,1**

**YourPIN at\*user=2, EmerContactPhone,1**

**Important Note** – If the Owner has added emergency contacts, they become “authorized users”. An authorized user can call the T3 and perform all the functions of an Owner such as, pressing **#** to make a **3-party call** to 911 or pressing **3** to hear T3 speak the vehicle latitude / longitude during a 3-party call to 911.

### T3 FAQs

- If my vehicle does not have an alarm or if the alarm is not connected to the T3, is the vehicle protected?

Yes. If you set the T3 to Guard (Auto) mode [**YourPIN guard**] or Sleep mode, T3 will send you a Moving notification if the key is off and the vehicle starts moving.

- When my vehicle is parked, will I be alerted even if a key is used and the vehicle moves?

Yes. If you set the T3 to Master mode [**YourPIN master**] or Sleep mode, T3 will send you a Moving notification when the vehicle starts moving.

- If I need to have my vehicle towed, what should I do?

You should set the T3 to Move mode [**YourPIN move**]. T3 will ignore any movement. When the vehicle reaches its destination, send T3 the SMS: **YourPIN guard** to return to normal Guard (Auto) mode.

- If I call T3 and decide not to proceed, what do I do?

If you have pressed **#** and are on hold, you need to remain online until 911-Operator answers and explain that there is no emergency. If you haven't pressed **#**, you can just hang up.

- If T3 has conferenced me with 911, can I press **3** to have T3 speak location?

Yes. Either the 911-Operator or you can press **3** and you will both hear the real-time location.

### **T3 FAQs (continued #1)**

- If T3 has conferenced me with 911 and I have explained the emergency, can I hang up?  
Yes. However, if the 911-Operator requests that you stay on the call, please do. After you hang up, the 911-Operator will still be online with T3 so they can continue to request real-time location.
- How do I change the Owner's phone number?  
Send: **YourPIN at\*user=0,YourMobileNumber,1**
- When sending SMS (text message) to T3 does lower or upper case matter?  
No. Use of lower or upper case is fine.
- If I receive a notification from T3 do I have to respond?  
No. If this is not an emergency, you can ignore. If you wish to verify, send SMS: **YourPIN gps** to check location, speed, and heading.
- If I wish to move the T3 to a different vehicle, what do I do?  
You will need to buy a T3 Cable Kit and have it installed [See T3 Installation Guide] in the second vehicle. Unplug T3 from the first vehicle and plug into the new T3 Cable.
- If I wish to remove power from T3, what do I do?  
To remove power, unplug the T3 from the Cable by carefully holding the 10-pin connector and squeezing the retaining tab in the middle.



### **T3 FAQs (continued #2)**

- If I want to place my own SIM card in the T3, is that OK?  
No. T3 will only operate with the special SIM card that is installed by 911Tracker.

- Is it possible for the police to contact my T3 and find out my location?

No. T3 will not answer a phone call from the police unless you just initiated a T3 3-party call to 911.

- Can I test the police 3-party call by pressing # to be sure the T3 is functioning properly?

No. You can only call the police in an emergency situation such as a stolen vehicle event in progress. However, you can call T3 and **press the number 9 button** on your phone to conference with a 911Tracker recording to verify that 3-party calling is functioning properly. This 3-party call will only last for 20 seconds and then will end automatically. T3 will confirm with SMS.

- If my vehicle is stolen and T3 doesn't answer a call, what do I do?

Send T3 the message: **YourPIN call** (note space)  
As soon as T3 is back in cellular coverage, T3 will call your phone so you can press # to conference with 911.

- Is there any maintenance that is required for T3?

T3 does not need maintenance. The backup Battery is designed to last for years. The backup Battery includes a special charging and protection circuit. See 911Tracker.com for replacement if required.

### T3 FAQs (continued #3)

- If I make an emergency call to 911, is there a charge for the number of minutes that I am talking to the 911-Operator?  
911Tracker will not charge you for an emergency call when T3 calls 911.
- How can I disable the starter?  
If your Installer has installed the Out #1 Engine starter disable, you can disable by sending SMS: **YourPIN relay on** (note space after Pin and space after relay). As backup, T3 will automatically return to enable after 24 hrs. To enable the starter, send SMS: **YourPIN relay off** (note space after Pin and space after relay).
- How can I operate other vehicle functions?  
If your Installer has installed the Out #2 function (door unlock, door lock, flash headlights, sound horn, etc.), you can activate that function by sending SMS: **YourPIN pulse** (note space after Pin).
- How can I change the Sleep Mode time interval?  
Send SMS as you wish using the table below. (note space after Pin) --

No Sleep	<b>YourPIN sleep=0</b> [default]
15 Min	<b>YourPIN sleep=900</b>
30 Min	<b>YourPIN sleep=1800</b>
1 Hr	<b>YourPIN sleep=3600</b>
2 Hr	<b>YourPIN sleep=7200</b>
4 Hr	<b>YourPIN sleep=14400</b>
6 Hr	<b>YourPIN sleep=21600</b>
8 Hr	<b>YourPIN sleep=28800</b>
12 Hr	<b>YourPIN sleep=43200</b>
24 Hr	<b>YourPIN sleep=86400</b>

### **T3 Security Information**

T3 factory default will permit T3 to answer an incoming call from any phone. This is to permit best flexibility so that the Owner may install the T3 or the Owner may arrange for an installation shop to do the installation.

In default state [factory default PIN is 12345], the Installer can use any mobile phone to control T3 using text message (SMS) or by calling T3. When basic installation and basic T3 operations have been verified, then the Installer or the Owner sends a text message that sets the Owner's mobile phone in the T3. Once this is done, T3 will only respond to incoming phone calls from the Owner's mobile phone.

Then the Owner sends a text message that changes the PIN number to a secret PIN that is chosen by the Owner. Once this is done, T3 will only respond to text messages with the Owner PIN.

There are two exceptions –

- If the Owner sends T3 a text message instructing T3 to 'authorize' a particular phone number, T3 will accept certain commands from that phone number (provided the message has the Owner's PIN). This permits the Owner to authorize up to two emergency contact numbers.
- If the Owner (or authorized phone) has commanded T3 to call 911 and the 911 call should be suddenly terminated, T3 permits 911 to call back to T3 and T3 will answer for a prescribed period time. Otherwise T3 will not accept a call from 911 or any other non-authorized number.

## **FCC Regulations**

T3 Tracker complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This Tracker may not cause harmful interference and (2) this Tracker must accept any interference received, including interference that may cause undesired operation.

This Tracker has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

### **Reduction of Hazardous Materials**

T3 Tracker does not contain lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyl (PBB) or polybrominated diphenyl ether (PBDE).

### **Specific Absorption Rate (SAR)**

T3 Tracker is a radio transmitter and receiver. It does not exceed exposure limits set by the Federal Communications Commission (FCC) and international guidelines established by the independent scientific organization ICNIRP.

The exposure standard for wireless devices uses a unit of measure called Specific Absorption Rate (SAR). The SAR limit set by the FCC is 1.6 W/kg. The SAR limit set by ICNIRP is 2.0 W/kg averaged over 10 grams of tissue. Tests for SAR are conducted at standard operating positions with the Tracker transmitting at its highest power level over all frequency bands. The actual SAR level of an operating Tracker can be below the maximum value because the Tracker is designed to only use the power level required to reach the network.

**Warranty Information**

911Tracker, Inc. warrants to the original purchaser that the Tracker shall be free from defects in material and workmanship for a period of 12 months from date of registration. If a defect covered by this warranty occurs during the warranty period, 911Tracker will repair or replace your Tracker product or component free of charge. If your Tracker is replaced for a defect covered under warranty, you may receive a refurbished Tracker in exchange for your original Tracker. The replaced unit will carry the remaining warranty period from the original Tracker.

**Service After Expiration of Warranty**

Please visit our website at [www.911Tracker.com](http://www.911Tracker.com) or call our Customer Support Center at 1-877-744-3361, 8:00am to 6:00pm Pacific, Monday - Saturday, for troubleshooting information and repair or replacement options. In some cases, it will be necessary to ship the product to 911Tracker Repair Center. Please do not send any products to 911Tracker without first contacting Customer Support in order to receive an RMA number.

**Warranty Limitations**

THIS WARRANTY SHALL BE NULL AND VOID IF THIS PRODUCT: (a) IS MODIFIED, OPENED OR TAMPERED WITH; (b) IS CONNECTED TO WRONG POLARITY POWER OR VOLTAGE OUTSIDE OF SPECIFIED RANGE OR; (c) IS DAMAGED BY NEGLIGENCE, ACCIDENT, UNREASONABLE USE OR OTHER CAUSES UNRELATED TO DEFECT IN MATERIAL OR WORKMANSHIP.

**Water Resistance**

The T3 Tracker is to be placed inside of the vehicle in a location that is not exposed to precipitation. T3 Tracker is not waterproof and will not function when exposed to water.

**Battery Caution**

The Li-ion backup battery has been custom made; it includes a protection and charging circuit. **Do not** try to use any third-party battery with the T3.

- Do not put the battery in a charger or equipment with wrong terminals connected.
- Avoid shorting the battery
- Do not immerse in water.
- Keep out of the reach of children.
- Dispose in accordance with local regulations

**Contacting Customer Support**

Need help with operating your T3 Tracker?

Contact 911Tracker Customer Support via the Internet at [www.911Tracker.com](http://www.911Tracker.com), or call toll free 1-877-744-3361, 8:00am to 6:00pm Pacific, Monday – Saturday, to speak to a Customer Support representative.

**Certifications**

- FCC Part 15B, 22H & 24E certification
- PTCRB certification
- CE (R&TTE directive)
- e mark
- ROHS

**Coverage Information**

Our coverage maps provide high-level estimates of our coverage area when using your device outdoors under optimal conditions. Coverage isn't available everywhere. Estimating wireless coverage and signal strength is not an exact science.

These are gaps in coverage within our estimated coverage areas that along with other factors (network problems, software, signal strength, your wireless device structures, buildings, weather, geography topography, etc.) will result in dropped and blocked connections, slower data speeds, or otherwise impact the quality of services.

Services that rely on location information depend on your device's ability to acquire satellite signals (often not available indoors) and network coverage. Estimated future coverage subject to change. See [www.911Tracker.com](http://www.911Tracker.com) for coverage map and details.



### T3 Specifications

Feature	Specifications
Size (L,W,H)	2.25"x2.25"x0.5" (59x59x13 mm)
Weight	1.6 oz (45g)
Shock & Vibe	SAE J1211 compliant
Frequency	GSM 850 824 – 849 MHz (Tx) 869 – 894 MHz (Rx)  GSM 1900 1850 – 1910 MHz (Tx) 1930 – 1990 MHz (Rx)
Transmit Power	Up to 2W
Operating Temp.	-30° C to +75° C
DC Input voltage range	6 v – 15 v