



# User Guide



# AppelloGEO Quick Start

**Congratulations on your purchase! You have just acquired the state of the art AppelloGEO theft recovery system. Since 2005, the AppelloGEO has recovered millions of £'s of stolen assets.**

The Quick Start has everything you need to get started, but please do take a few moments to read through the full guide when possible as this contains important information you should be aware of.

## What now?

Your AppelloGEO is a 'fit and forget' system and comes ready to use. Simply secure to your asset and you're protected. A mains charger is available, but the initial charge will provide you with approximately 12 months of protection. Monitor usage with your free software available at [www.AppelloGEO.com](http://www.AppelloGEO.com).

## Installation

The AppelloGEO should ideally be located where it should take significant time to gain access, such as behind panels or in cavity spaces. Remember that the AppelloGEO is only as good in the event of theft as the location you hide it in.

The AppelloGEO can communicate through walls, metal plates and a variety of different materials allowing location even indoors. However please note that airtight metal compartments are not suitable for installation e.g. inside a welded chassis or frame.

You should fix the AppelloGEO in a manner appropriate to the location. Heavy Duty Velcro (R) is suitable for most surfaces, although plastic cable ties over the two indents provide additional support. The AppelloGEO is best mounted horizontally to avoid movement.

## LED Lights

The lights are used to display what the unit is doing. When you first receive the unit, there will likely be no lights displaying as the unit is in its normal sleep mode. Pressing the power button for 10 seconds will test the unit and it will run through a sequence of flashing lights for approximately 1 minute, after which it will go back to sleep and is ready to install.

● Green = Power functions

● Orange = Communications

## Charging

There is no need to charge your unit when you first receive it as the battery will be fully charged and ready for use. However to do a top up, please remove the side rubber panel on the AppelloGEO using the protruding tab.

Insert the USB charger into the socket; the green LED will come on and stay on until the unit is fully charged.

## How do I use the AppelloGEO?

The AppelloGEO is designed to be a very low maintenance unit, and there is nothing further you need to do apart from annual battery charging to keep it ready for use. Apart from the power button on the AppelloGEO, all user functions are accessed via the inclusive software.

We also strongly recommend that you use the inclusive AppelloGEO control panel to check on your units battery level and approximate location on at least a monthly basis.

## Movement Detection

If you are leaving the AppelloGEO in the same place for extended periods, we strongly suggest setting the movement alert through the software Control Panel. For example if you store your caravan or motorbike for winter, setting this alert will allow you to receive a notification to email or SMS the next time you unit wakes after being moved from the area.

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**Thank you for purchasing the AppelloGEO and congratulations on your purchase. Your AppelloGEO should be sent to you fully charged, tested and with an active subscription unless you have alternative arrangements with your appointed agent.**

## What now?

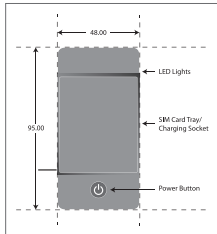
Your AppelloGEO is ready to use. Simply secure to your asset and your protected. A mains charger is available, but the initial charge will provide you with approximately 12 months of protection. Monitor usage with your free software available at [www.AppelloGEO.com](http://www.AppelloGEO.com).

Please do take a few moments to read through the rest of this guide to ensure trouble free usage.

## What is the AppelloGEO?

The AppelloGEO is a tracking system specifically designed to combat theft and the technology thieves have adopted to locate and 'jam' GPS tracking devices.

The AppelloGEO is the successor to the innovative tracking system 'Appello' operated since 2005 with hundreds of £M of assets now protected in the UK alone. It is a combination of mobile (GSM) and homing beacon (RF) technologies which combine to provide the ultimate tool to recover lost or stolen assets.



## Lights

The AppelloGEO has two LED lights on the side of the unit.

### ● Green:

Used to indicate power functions. The green LED flashes three times when the unit is switching on from either a scheduled wake-up or when the power button is pressed.



✱ When plugged into the provided charger, the green LED shows the mode of the built-in intelligent charging which protects the battery:

✧ Initial Charge: 15 flashes indicate the AppelloGEO does not have sufficient charge to start the unit.

✧ Main Charge: A solid green LED indicates the unit is in its main charging mode. It will go out when the unit is fully charged in approximately 6-8 hours.

✧ Trickle Charge: After the solid green LED has gone out, the unit will automatically enter a trickle charge mode to keep the battery fully charged. The AppelloGEO can safely be left in this state for extended periods if desired.

### ● Amber

Used to indicate when the AppelloGEO is communicating with our servers.

✱ Flashing amber light indicates the unit is currently communicating. Under normal operation it will flash for approximately 1 minute before switching off and no lights are present. The unit is now in sleep mode.

✱ Solid amber light indicates the unit is either out of range of the GSM network, or has an incorrectly installed SIM card. Check your subscription is active on the control software.

✱ **Important:** It is normal operation for the amber light to stay solid for a few seconds when switched on and first establishing communications. It should start flashing within 30 seconds.

## How is it used?

The AppelloGEO is designed to be simple to use out of the box. It should be provided to you fully charged, with a live subscription, and ready to deploy on your asset.

You must take a note of the serial number of your AppelloGEO and what asset you have attached it to. You will need this information in the event of a theft. The serial number can be found on the rear of the unit highlighted in white. You can also store this information on your software panel.

To test the unit is operational, hold the power button for 15-30 seconds until the green LED starts to flash. After the green and amber lights have gone off, the unit is in sleep mode and ready to use.

If you need to transport the unit by air, or put into storage, please contact Custodia Systems to deactivate the unit. There is no charge for this service.

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## Installation

The AppelloGEO is sealed to the IP67 standard, and has been designed to cope with a wide variety of environments from dusty and humid, to extremes of temperature. It will also cope with brief exposure to water, although it should be wiped dry if this occurs. Please see the Appendix for additional technical data and certifications.

The AppelloGEO should ideally be located where it should take significant time to gain access, such as behind panels or in cavity spaces. Remember that the AppelloGEO is only as good in the event of theft as the location you hide it in. Thieves actively look for tracking devices after theft.

The AppelloGEO can communicate through walls, from within metal areas and a variety of different materials allowing location even indoors. However please note that airtight metal compartments are not suitable for installation e.g. inside a welded chassis or frame.

You should fix the AppelloGEO in a manner appropriate to the location. Heavy Duty Velcro

(R) is suitable for most surfaces, although plastic cable ties over the two indents provide additional support. The AppelloGEO is best mounted horizontally to avoid movement.

When choosing an installation location, the AppelloGEO has significant advantages over satellite tracking systems. Use this to your advantage when selecting:

- The AppelloGEO does not have aerials that need to 'see the sky'. Install away from the top of the asset, and not near windows. E.g. in a caravan think of locations behind panels lower down the walls, or inside the floor cavity.
- The AppelloGEO doesn't need a power supply. Install away from wiring circuits, power points or any other general wiring.
- Unless there is no other suitable location do not install the AppelloGEO in passenger areas such as the cab of a truck, or behind instrument panels. If it must be installed in these areas, try to keep it away from wiring, power sources or easy to reach areas.

Once you have installed your AppelloGEO, test it can communicate successfully using your on-line control panel (see AppelloGEO Control Panel). Perform either a location check (please allow up to four hours for a response) or await your weekly / monthly automated checks (depending on subscription level).

**IMPORTANT:** The battery life of the AppelloGEO may be affected by long term exposure to temperatures in excess of 55c and -20c.

**IMPORTANT:** In the interests of security, we have refrained from giving specific installation locations as installation is one of the most important parts in successful theft recovery. Thieves are adept at searching your asset for any potential security devices, particularly with vehicles. Please take time to think of a good location to conceal the unit which is not easy to access or visible.



**WARNING:** Do not place the AppelloGEO directly inside the engine compartment of a motor vehicle, or where it will come into contact with high temperatures. The AppelloGEO should not be installed submerged in liquid and should not be in contact with chemicals or oil based products which could damage the case and / or seal. The AppelloGEO should not be installed where it is directly exposed to the weather elements.

## Charging

Please note the description of the green LED on Page 2 showing charge state. It is fully charged once the green LED has gone out. It will then go automatically into a trickle charge mode.

It is important you monitor the AppelloGEO battery level through the control panel software and re-charge the unit when it's running low. Please remember that the AppelloGEO requires battery power to recover in the event of theft, so the unit should be re-charged when it gets lower than 12% remaining. When a unit has reached this level, it will be highlighted in red on your unit list.

Gently remove the charging seal on side of the unit using the protruding tab. The USB style charging socket is directly underneath the word 'USB' on the seal. The AppelloGEO will take 6-8 hours to fully charge (green LED goes out).

When the AppelloGEO is charged, remove the charging lead and replace the seal ensuring it is flush with the case to protect the internal components.

You should ensure the unit is switched On after charging. Hold the power button for 15-30 seconds until the green LED starts to flash. After the green and amber lights have gone off, the unit is in sleep mode and ready to use.

**IMPORTANT:** Only units with an active Gold or Platinum subscription will provide automated updates of battery and location. Silver subscription users will need to purchase credits through the control software to perform status checks.



**WARNING:** Use only the charger supplied for use with the AppelloGEO otherwise damage to the unit or battery may occur. Wipe the unit clean with a damp cloth and dry before charging.

## Battery Life

Battery life depends on the conditions in which the AppelloGEO is used. Extremes of temperature and strength of the GSM (mobile network) are the biggest factors affecting the length of operation between charges and longevity of the battery.

Environmental conditions and default settings will give a range of 9-18 months of use, although 12 months is typical. In extreme cases where there is no GSM mobile signal at any point, the battery may only last 3 months. The AppelloGEO control panel should be looked at at least once a month to monitor battery state.

## AppelloGEO Control Panel

All levels of AppelloGEO subscriptions come with a free on-line management panel. The free control panel allows you to manage your AppelloGEO from a single unit to thousands at a time. You can manage all aspects of the account and the units from any internet connected computer.



Use the panel to see your AppelloGEO's approximate location, set-up alerts and manage your subscriptions and units.

Go to [www.AppelloGEO.com](http://www.AppelloGEO.com) to login into the control panel using the details provided by your authorised agent. The software contains on-line help to get you started.

## What do I do in the event of theft?

Contact your emergency Police telephone number as soon as possible. Obtain a reference number for the crime, and contact your authorised agent for further assistance.

They will co-ordinate the recovery with the Police and your assigned recovery agent.

## Troubleshooting

Your AppelloGEO should provide years of trouble free operation when following this User Guide, but please see some common problems and resolutions below.

### Q My unit doesn't look like it is on.

A The unit is designed to automatically enter sleep mode and only wakes every few hours under normal conditions. Please test by switching the unit on as described in Charging.

### Q Why does the software show the wrong location of the AppelloGEO?

A The software is only able to give an approximate location, it just shows your unit is nearby. This doesn't indicate any problem with the unit. When a theft occurs, we take this location as our starting point, and then turn on the radio homing beacon to find the precise location.

### Q My unit does not update its location or battery status on the control panel / the amber light stays solid when I test the unit.

A The unit may not be in a location where it can communicate with the GSM (mobile) network. Try moving it to a new location. Check the date of the last status update, if the battery level was low the unit might have run out of power. Remove the AppelloGEO and re-charge. Ensure the units subscription is active on the control panel.

### Q When I plug the charger in, the green light keeps flashing.

A If the unit has completely discharged the battery, the intelligent charger will not allow the unit to be switched on until it has received a minimum charge. A green LED repeatedly flashing 15 times indicates it is in the Basic charge phase. It will proceed to the main charge phase (solid green) after approximately 1 hour.

### Q How do I know when the unit is charged?

A When plugged into the charger, the green light will go out to indicate charging is complete.

### Q How do I clean the unit?

A Use a cloth damp with water. If dirty, use a gentle soap solution and wipe clean. Dry thoroughly. Ensure the rubber seal is well seated and flush with the case before cleaning.

### Q Who do I contact for further help?

A Contact your authorised dealer for further help or troubleshooting. If you are unsure who your dealer is, please contact Custodia Systems on +44 (0)1908 330 385 and we will be pleased to provide your dealers contact details.

## Appendix

### Technical Data

- Dimensions: 95mm (L) x 48mm (W) x 23mm (H)
- Weight: 113g
- Battery: 2400mAh Li-ion re-chargeable battery
- Operating Temperature: -20c to +50c
- Storage Temperature: -30c to +70c
- Communication: GSM Module, dual band (900MHz / 1800MHz)
- Environmental protection: IP67 (up to 30 minutes at 1 meter under water)
- Full range of environmental tests by SGS including Shock, Vibration, Drop, Cyclical Temperature and Humidity and IP rating all to British Standards.
- Diamond Sold Secure Insurance Approval (Subject to test December 2011)

**Write your serial number below for reference:**

## Theft Checklist

In case of theft, please keep this User Guide handy for reference.

1. Inform the local Police (call 101 from anywhere in the UK) that your unit has been stolen. If it was taken forcibly do not hesitate to call the emergency number (112 from anywhere in Europe including the UK). You should obtain a crime reference or incident number from them.

2. Call Club Secure on +44 845 608 8012 or +44 1908 330385. Provide your serial number and personal details for identification. They will complete a theft report and will help you understand exactly what will happen next.

3. Once the AppelloGEO has communicated and is ready for tracking, the nearest Investigator will be dispatched.

4. You will be kept informed throughout.

**Please note Club Secure will require the crime reference number to start the investigation.**





If you require any further information on the AppelloGEO,  
please contact Custodia Systems today on **+44 (0) 1908 330385**  
or go to **[www.AppelloGEO.com](http://www.AppelloGEO.com)**