

TcopTM

User Manual

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1. Welcome

Congratulations on purchase of Tcop™ from iTrans Technologies (India) Pvt. Ltd. (here after referred as iTrans)

Please read this user manual to be able to safely use all the features of your Tcop™ device. You can also get this information online at <http://www.tcop.co.in>

2. Safety Information*



Do not tamper the unit



Road safety comes first. Your first consideration while driving should be road safety. Please obey all local laws



Only qualified technical personnel authorized by iTrans shall install and service this product



Tcop is not water resistant. Keep it dry.

(*For a detailed list of instructions on safe and effective use, please refer Section 9)

3. Before you begin

About your Tcop

Tcop™ is an innovative security and surveillance product from iTrans. This product comes to you after months of research by iTrans. Tcop™ is a wireless device and is approved for use on the network of GSM service provider. When using the features in this device, obey all laws and respect local customs, privacy and legitimate rights of others, including copyrights.

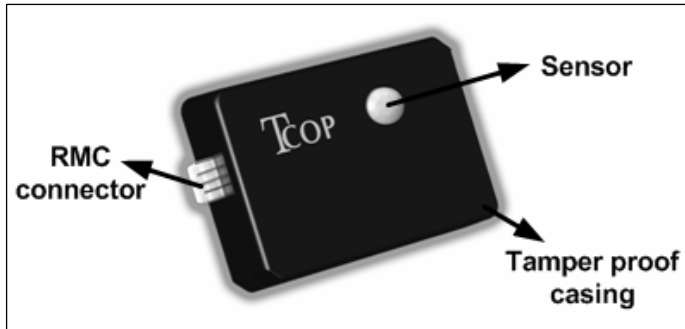
The key function of Tcop™ is to provide real-time security & surveillance to your vehicle and track current location of your vehicle. Below are features of Tcop device

- Anti theft features
 - Loud hoot** upon intrusion to deter vehicle intruder
 - SMS alert/voice call to owner's mobile phone
- Post theft features
 - Current location of vehicle
 - Route traced by vehicle with date and time-stamp message on owner's mobile
- Location Finder
 - Get current location of your vehicle by sending a short SMS to Tcop™ from your mobile phone²

¹ Vehicle means – Passenger 4-wheelers with covered roof-top such as Car & SUV

² Current location information is provided by a service provider and sometimes may mention “Unable to find current location” or may not show exact location due to limitation by the service provider.

Tcop™ unit comes with the following built-in sub-units in a standard factory sealed enclosure:



- Tamper proof outer casing
- Central processing unit
- GSM Communication Engine
- SIM Card
- Sensor
- Antenna
- RMC connector

Technical Specifications

- GSM: Dual Band
- Electrical - 12 volts DC, 2.5 mA
- Physical Specifications
 - Volume: 196 cc
 - Weight: 92 gm
 - Length: 112mm
 - Width: 70mm
 - Depth: 25mm

Package Contents

Tcop™ device is factory shipped with the following accessories:

- Adhesive tape to install device (2 in.)
- Flat ribbon cable with a RMC five pin connector (3 m)
- Scotch Connector (5 pcs)
- Warranty Certificate (1 pc)
- Tcop Commands – Pocket Reference Guide (1 pc)
- User Manual (1 pc)



**Adhesive
Tape**



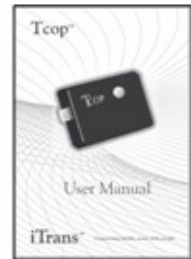
**Wire with RMC
connector**



**Scotch
connector**



**Warranty Card &
Pocket Reference
Guide**



User Manual

4. Getting Started

Please note Tcop™ device is not meant to be installed by the vehicle owner. It device needs to be installed by authorized and trained personnel. The vehicle dealer from where you purchased the Tcop unit would install the unit in your vehicle.

Upon installation of Tcop™ in a vehicle, the device has to be activated by iTrans for this to be fully functional. Kindly refer Section 5 of this user manual to understand the registration and activation procedure.

For Tcop™ to be fully functional upon installation in the vehicle, following are the pre requisites:

- Necessary payment is made to the dealer and Tcop™ device is installed in the vehicle
- Siren feature which is part of vehicle central locking feature is fully operational³
- Prerequisite of GSM Service provider in terms statutory requirements are met
- SIM number as per agreed Tariff plan allocated by GSM Service provider (Example: 9742269771) activated

(³ Tcop™ device leverages the siren facility of the vehicle's central locking feature. For vehicles not having the central locking feature, a siren needs to be installed for Tcop™ to trigger the siren upon intrusion detection.)

5. Registering Tcop™



Request SMS from Owner's mobile to Tcop

You need to send a short SMS request - **TCOP,OR,<OWNER NAME>,<VEHICLE NO>,<PLAN NAME>**⁴ to Tcop™ device phone number⁵ from your mobile phone to register your Tcop with iTrans. Figure shows sample SMS request to be sent for registration.

(⁴ Tariff plan currently extended to Tcop comes under "Basic" plan)

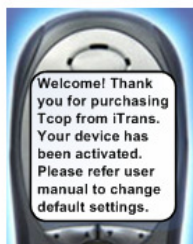
(⁵ Phone number can be found on the sticker stuck on the side of Tcop device)



Acknowledgement SMS response from Tcop

Upon receipt of your SMS request, Tcop™ device acknowledges your request by sending a reply SMS (as shown in Figure) to your mobile phone. Further, iTrans customer care team will register your Tcop™ device within 48 hours of receiving request from you.*

(* Commercial and logistics need to be completed from your vehicle dealer and GSM Service provider within this time prior to your request initiation. This includes completion of address proof verification of owner. Failure to complete this statutory requirement, iTrans reserves the right to un-register your Tcop™ device. Once you receive registration confirmation SMS from Tcop, you need to open and close any of your vehicle doors to make Tcop™ fully functional.)



Registration confirmation SMS from Tcop

Upon successful registration of Tcop you would receive a message on your mobile phone from Tcop. Figure shows the screen shot of sample message received.

6. Getting to know your Tcop features

Tcop™ has built-in intelligence to detect any intrusion in your vehicle and alert you on your mobile phone. Below section describes in detail the key features of Tcop.

Anti Theft Features



Intrusion Alert SMS from Tcop

For any intrusion attempt to your vehicle, Tcop™ triggers the local siren in the vehicle to deter the intruder. In addition device also sends an SMS alert followed by a automated voice call alert to the owners mobile phone. The format of SMS alert received in your mobile phone is as in Figure. Details of date/time, location at which intrusion occurred are also provided.

Post Theft Features



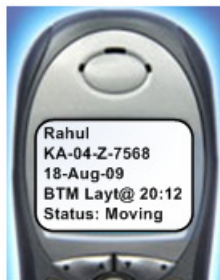
Route Traced by your vehicle (Last 3 locations)

Tcop device is normally in “Passive” mode and in the unlikely event of your vehicle being driven away post intrusion, Tcop™ automatically switches to “Active” mode and starts communicating to your mobile phone at regular intervals of 15 minutes the route taken by the vehicle in terms of last 3 locations of your vehicle. Figure shows a sample message sent by Tcop™ in such scenarios.

Location Finder Features



Find current location SMS request



Response SMS from Tcop

At any point of time, you can use “Location Finder” feature in Tcop™ to get details of current location of your vehicle. All you need to do is to send a short SMS message - **TCOP, LF** from your mobile to Tcop™.

Tcop™ upon receipt of this SMS message responds back to your mobile with details of current location of your vehicle as shown in Figure.

As an additional feature, owner can authorise up to 3 mobile numbers that can get current location of your vehicle. Please refer Section 7 to get more information on the SMS commands for this feature.

7. Configuring Tcop™

Tcop™ comes to you with pre-configured features to manage the various features as detailed below:

- Post vehicle intrusion alerts are set to Vehicle siren, SMS alert and Voice call alert
- Only owner can receive current location details on SMS on their mobile phone

- Outgoing Voice Call is configured to owners mobile number
- Current location information details sent on SMS to owners mobile is set to 15 minutes

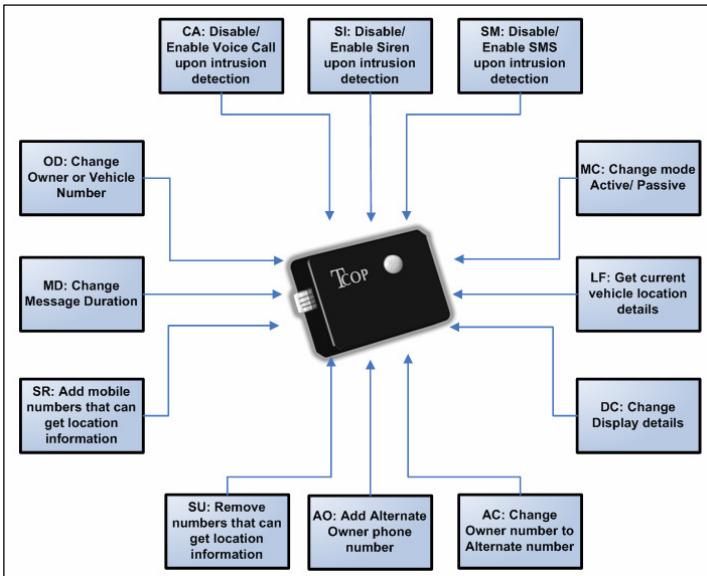


Figure gives you an overview of all commands that can be sent as a short SMS from your mobile phone to change the pre-configured features of Tcop™ to meet your needs.

Following section gives an overview of the various SMS commands that owner need to send from their mobile phone to Tcop™ and the corresponding SMS alert from Tcop™ to owners mobile. In addition, a sample command with necessary values is shown in Figures against each command.

- **OD – Ownership Details**



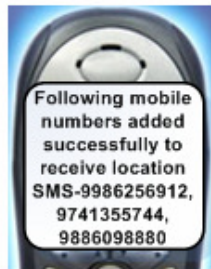
If you want to change owner name or vehicle number, you can do it by sending a SMS - **TCOP, OD, <OWNER NAME>,<VEHICLE NO>**. You will receive a SMS from Tcop™ upon successful updation of owner details.

- **MD- Modify Duration**



To change frequency of receiving current location information when Tcop™ is in “Active” mode, you need to send a SMS - **TCOP, MD, <DURATION IN MULTIPLES OF 5>**. Note the new value has to be greater than or equal to 15 minutes and only in multiples of 5 mins. You will receive a SMS from Tcop™ upon successful updation of duration.

- **SR-SMS Number Registration- Add additional mobile numbers from which you can get Location information**



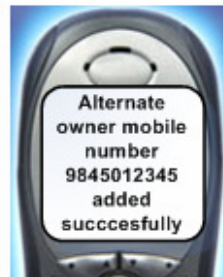
Tcop™ can send current location information up to 3 mobile numbers in addition to owner's mobile. To register additional mobile numbers, you need to send a SMS - **TCOP,SR,<Mobile Number1>, <Mobile Number 2>, <Mobile Number 3>**. You will receive an SMS from Tcop™ upon successful addition of mobile numbers.

- **SU- SMS Number Un-register - Remove additional mobile numbers from which you can get Location information**



The mobile numbers which are registered to get location SMS can be unregistered only by the owner. In order to unregister, you need to send SMS with the details of the mobile number that should be unregistered– **TCOP,SU,<Mobile Number>**. You will receive an SMS from Tcop™ upon successfully unregistering the mobile number.

- **AO – Alternate Owner Number**



In case you lose your mobile phone or switch service providers, he will get a new mobile number. In such cases, owner can update his new mobile number with Tcop™ device by sending an SMS - **TCOP,AO,<Mobile Number>**

You will receive a SMS from Tcop™ upon successful addition of alternate mobile number.

- **AC- Alternate Number Change**



As a follow-up to registering the alternate number, you can update default mobile number with alternate mobile number by sending an SMS - **TCOP,AC**. You will receive a SMS from Tcop™ upon successful completion of setting alternate mobile number as default mobile number.

- **DC – Display Change in Location/Tracking SMSes**

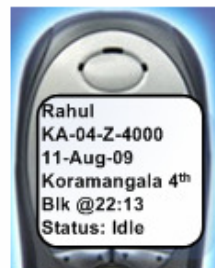


You can choose to show or hide display details such as Vehicle Number(V) and Date (D) in SMSes you receive by sending SMS commands as shown below.

TCOP,DC,V,START
TCOP,DC,V,STOP
TCOP,DC,D,START
TCOP,DC,D,STOP

You will receive a SMS from Tcop upon successful modification of this feature. Changes made for display of message details will be effective from next message.

- **LF- Location Find - Get current location of your vehicle**



You and users whose mobile numbers authorized by you can get current location of your vehicle at any given point of time by sending a SMS – **TCOP,LF**. You will receive a SMS from Tcop™ device with current location of your vehicle along with details owner name, Vehicle number, Vehicle status

- **MC-Mode Change from ACTIVE to PASSIVE and vice-versa**



Post intrusion detection, if vehicle starts moving, the device switches to “Active” mode and starts communicating current vehicle location details to owner’s mobile at pre-configured intervals. In case you want to stop this, Tcop™ device needs to be switched back to “Passive” mode by sending an SMS - **TCOP,MC,PASSIVE**. Additionally, under normal conditions i.e. without any intrusion or theft, if there is a need to get current location vehicle information at regular intervals, you can switch mode to “Active” by sending an SMS - **TCOP,MC,ACTIVE**. You will receive a confirmation SMS from Tcop upon successful completion of switching the mode.

- **SM- SMS Enable/Disable post intrusion detection**



You can disable/enable SMS alert that is sent to your mobile phone post intrusion detection by sending a SMS

TCOP,SM,ENABLE
TCOP,SM,DISABLE

You will receive an SMS from Tcop™ upon successful modification of this feature.

- **SI- Siren Enable/Disable post intrusion detection**



You can disable/enable Siren alert that is made post intrusion detection by sending a SMS

TCOP,SI,ENABLE
TCOP,SI,DISABLE

You will receive a SMS from Tcop™ upon successful modification of this feature.

- **CA- Call Enable/Disable post intrusion detection**



You can disable/enable voice call alert that is made by Tcop on owner's mobile post intrusion detection by sending a SMS

TCOP,CA,ENABLE
TCOP,CA,DISABLE

You will receive a SMS from Tcop upon successful modification of this feature.

- **GB- Get Balance in Tcop SIM**



You can get the balance remaining in the Tcop device by sending a SMS

TCOP,GB

You will receive a SMS from Tcop with the current balance in your Tcop device.

- **HO/HF – Hoot(Siren) On / Off**



To locate your car in a parking lot or to scare the thief/person abusing your car under post-theft circumstances)

You can disable/enable Hoot by sending a SMS

TCOP,HO
TCOP,HF

You can switch on the Hoot by sending the command Tcop,HO
You can switch off the Hoot by sending the command Tcop,HF.

- **HE- Ask for Help from iTrans**



You can Request for help/topup of currency for your Tcop Device by sending **TCOP,HE,ISSUE DETAILS**

This will go to Tcop support team and they will call you back at the earliest. Issue details is optional

Ex:- TCOP,HE,Currency Top-up needed

- **BH- Breakdown help from Car Dealer**



TCOP,BH,ISSUE DETAILS
(Example: TCOP,BH,Tcop not sending messages)

This SMS message will be sent to your Car dealer mobile number (if Dealer has registered with iTrans). Dealer will then contact customer regarding the issue.

- **UM- User Manual Key commands**



You can get the User Manual from the device by sending the command **TCOP,UM**

You will receive a list of important commands from Tcop.

- **WA – Warranty end date**



You can get the warranty expiry date by sending the command **TCOP,WA**

You will receive a SMS from Tcop showing the last date of warranty for your Tcop device.

- **TS- Time Set if Tcop is showing wrong date/time**



In case your message from Tcop is showing wrong date time, you can send below SMS to set correct time

TCOP,TS

You will receive a SMS with new date/time set for the device.

- **ID- Intrusion Detection duration after which human sensor detection starts**



TCOP,ID,Mins

(Example: TCOP,ID,5 would make sensor start detection after 5 minutes. Note that default time is set to 2 minutes)

- **LD- Location details (running/idle) for a specific date/hour**



User can get historic tracking data – i.e. data from past 72 hours by sending below SMS to Tcop. To optimize number of SMS, mentioning of Date and Hour would be ideal.

TCOP,LD,R,DATE,HOUR (Running details)

TCOP,LD,I,DATE,HOUR (Idle details)

If today's date is 22nd, Tcop will be storing data until 20th and in order to get tracking data for a particular date, for example: TCOP,LD,R,19,8 to set running details on date 19th and 8 a.m.

8. Support/FAQ

- Tcop™ device issues
 - How to check if Tcop™ device is ON ?
 - Dial the Tcop™ phone number and if you hear ringing tone, it means Tcop™ is ON.
 - My Tcop is ON, but still not working?
 - Once Tcop™ is installed, it needs to be registered by sending a relevant SMS to Tcop™. See Section 5 for more details on Tcop™ registration.
- Owner registration issues
 - I am not able to do the registration?
 - Please send the relevant SMS for registration. Kindly refer Section 7 under Tcop registration procedure. Please note that only after registration; your Tcop will be ready to use.
 - How do I get to know that the registration has been done successfully?
 - Once the registration is completed, you get a confirmation SMS message on your mobile phone
 - I have sold my vehicle, can the Tcop device be transferred to new owner ?
 - No. The Tcop device is non-transferable. The SIM inside the device cannot be transferred without address verification by GSM Service provider.
- Tariff plan issues
 - The number of SMS provided by BASIC plan is less and I want to increase the SMS count?
 - In case you have exhausted all SMS allotted by BASIC plan, you need to top-up Tcop™ SIM currency. Please visit your nearest GSM Service provider outlet & get the SIM recharged. You can also visit: <http://www.i-trans.co.in/support> to get more information about how to re-charge online.
- Owner details related Issues
 - My vehicle number has been entered incorrectly. How do I change it ?

- You need to update the Vehicle Number using command - OR. (See Section 7 for details).
- Location Finder Issues
 - I am not able to get Location SMS?
 - Check for the availability of the network. If the vehicle is in the vicinity of a place where there is no network coverage you will not be able to receive location SMS.
 - I have added mobile numbers to get Location SMS. But I am not able to receive Location SMS on the added mobile numbers
 - Make sure that the SIM connection on the added mobile numbers are active. Also kindly ensure to make request for additional mobile numbers is made through the owner's registered mobile
 - I had switched off my mobile for a certain time and I have switched it on. I am not able to get Location SMS.
 - If the mobile is switched off for more than 24 hrs you will not receive any previous messages. Messages sent within 24 hrs will be received on the mobile. After switching on the mobile it takes a minimum of five minutes to retrieve current location.
 - I have unregistered a mobile number from getting Location SMS. But I continue to receive messages on that mobile number
 - Make sure that you have unregistered the correct number. Kindly refer Section 7 for un registering procedure.
- SMS Messaging Issues
 - I am not able to send message to Tcop™ ?
 - Check network coverage for your mobile phone. If network coverage is low, SMS cannot be sent from your mobile.
 - Try initiating a voice call to your Tcop™ phone number. If you hear a ringing tone, then Tcop also has network coverage. Try sending a SMS message now.
 - If problem continues to persist, please call iTrans Support (Refer Section 11 for more details)
 - How to ensure message sent to Tcop™ has been delivered ?
 - Mobile phones have the option to receive delivery reports. That option should be enabled in order to know the status of the SMS you sent.
 - I am not getting Vehicle Number/Date in the Location SMS ?
 - You might have specifically requested to hide display of either Vehicle Number or Date in the location SMS. Please send the request to the Tcop™ to show the display of Vehicle Number/Date by sending relevant SMS. (See Section 7 for more details)
 - I am getting location SMS from the same place for a prolonged period?
 - Check whether the status of vehicle is moving or idle using TCOP,LF command. If issue persists, please contact iTrans Support (See Section 7 for more details)

9. Important Information

Tcop™ is shipped to you as a factory sealed unit and iTrans is not be responsible either for replacement or repair during warranty or post warranty period under below 'conditions'

- Physical damage/Tamper: If outer case is found to be either tampered or subjected to being opened forcefully.
- Voltage: Please ensure to connect to the specified voltage of +12volts DC source. Any voltage other than specified voltage would result in damage to unit
- Sensitive parts: If sensitive parts that are protruding from the device such as RMC connector or Sensor are physically damaged.

Guidelines for safe & effective use

These instructions are intended for your safety. Please read information in the following sections before using Tcop™ for a safe and effective use. If the product has been subject to any of the 'conditions' stated in the following sections or you have any queries or concerns on the various functionalities, please ensure the product is checked by iTrans authorised service professional. Failure to do so might entail a risk of product malfunctioning.

- **General**

- Always treat your Tcop™ device with care and keep it in a clean and dust-free environment
- Warning! Tcop™ device may explode if device is disposed off in fire
- Do not expose Tcop™ device to liquid, moisture or humidity
- Do not open the sealed box
- Do not subject the Tcop™ device to extremely high or low temperature +60 degree or -60 degree
- Do not expose your Tcop™ to open flames or lit-tobacco products
- Do not drop, throw, open or try to bend your Tcop™ device
- Do not paint your Tcop™ device
- Do not attempt to disassemble or modify Tcop™ device
- Only authorized personnel from iTrans need to carry out service on Tcop™
- Do not use your Tcop™ device near medical equipments
- Do not use your Tcop™ device in an area where potentially explosive environment exists
- Do not detach Tcop™ device from the place where it is fixed in your car
- Tcop™ has certain parts that are protruding out such as Sensor, RMC connector. Take care while cleaning the device

- **Children**

- Keep Tcop™ device from out of reach of children
- Please do not allow children to play or tamper with Tcop™ or other associated accessories. Children could hurt themselves or accidentally damage the device if adequate precautions are not taken care
- Your Tcop™ device or accessories may contain small parts that could become detached and result in a choke effect if adequate precautions are not taken care

- **Power Supply**

- Connect DC power adapter to designated power source: 12 Volts/2.5mA
- Make sure all connecting wires from Tcop™ device are well positioned to avoid damage or stress to the wire

- **Installation of accessories**

- Install Tcop™ device in the vehicle with vehicle in "idle" condition and ensure to switch-off ignition of your vehicle
- If Tcop™ is installed when vehicle engine is "ON" or your vehicle is on the move, it could impact Tcop™ performance and quality
- iTrans recommends use of original and branded accessories for safe and efficient use of Tcop™

User License Information

- This Tcop™ wireless device including without limitation any media delivered with the Tcop™ device contains software owned by iTrans, and its third party suppliers and licensors software
- As a user of Tcop™ device, iTrans grants you non-exclusive, non-transferable, non-assignable license to use software in conjunction with the device and which is installed /delivered with Tcop device
- You shall not reproduce, modify, distribute or reverse engineer or decompile, otherwise alter or use any other means to discover the source code of the software or any component of software. For avoidance of doubt, you are at all times entitled to transfer all rights and obligations to the software to the third party, solely together with the device that you receive the software, provided always that such third party agrees in writing to be bound by these rules.
- You are granted this license for a term of useful life of this device

- iTrans is not responsible if the SIM provided along with Tcop™ device is removed and used for any other purpose.

10. Warranty

- Limited Warranty
 - iTrans provides this limited warranty for your Tcop™ device and original accessory delivered with this device.
- Our Warranty
 - Subject to this condition of limited warranty, iTrans warrants this product to be free from defects in design, material and workmanship at the time of its original purchase by a consumer and for subsequent period of one year from date of purchase
- Responsibilities of iTrans during Warranty Period
 - During warranty period, if this product fails to operate under normal use and service due to defects in design, material and workmanship, iTrans authorized distributors or service partners, in your state/Country where you purchased of this product, will at their option, either repair or replace the product in accordance with terms and conditions stipulated.
 - iTrans and their service partners reserve the right to charge a handling fee if the returned product is found not be under “Warranty Conditions” as described in this manual.
 - Please note that some of the settings or other information configured by you in the device may be lost when your Tcop™ product is repaired or replaced and iTrans does not take responsibility for any kind of loss or reimburse you for any such loss.
 - The warranty is valid only if the original proof of purchase issued to the original purchaser by iTrans authorized dealer, specifying the date of purchase and serial number for this product and this is presented with the product to be replaced or repaired.
 - iTrans reserves the right to refuse warranty services if this information has been removed or changed after the original purchase of the product from the dealer.
 - If iTrans repairs or replaces the Tcop™ device, the repaired or replaced Tcop™ device shall be warranted for the remaining period of the original warranty period. Repair or replacement may involve the use of functionally equivalent reconditioned units. Replaced parts or components will become the property of iTrans.
 - This warranty does not cover any failure of the Tcop™ device due to normal wear and tear, or due to misuse, including but not limited to use in other than normal and customary manner, in accordance with iTrans instructions for use and maintenance of product. Nor does this warranty cover any failure of the product due to accident, software or hardware modification or adjustment, act of God
 - Tcop operates with dependency on the “cellular system” provided by a service provider, who is independent from iTrans and iTrans will not be responsible for operation, availability, coverage, service or range of that system.
 - This warranty does not cover product failures caused by installations, modifications, or repair or opening of the product performed by a non-iTrans authorized personnel.
 - The warranty does not cover product failures which have been caused by use of accessories or other peripheral devices which are not iTrans branded or recommended original accessories intended for use with the product
 - Tampering with any seal on the product will void the warranty
 - There are no express warranties, either written or oral, other than this printed limited warranty. All implied warranties, including without limitation the implied warranties of merchantability or fitness for a particular purpose, are limited to the duration of this limited warranty
 - In no event shall iTrans or licensors be liable for incidental or consequential damages of any nature whatsoever, including but limited to lost profits or commercial loss; To the full extent those damages can be declaimed by law
 - The warranty provided does not affect the consumer’s statutory rights under applicable legislation in force, nor the consumer’s rights against the dealers arising from their sales/purchase contract

11. Support information

- Please visit www.tcop.co.in to get more information on Tcop™
- Please call iTrans Support at 98860 98860 (Supported by Vodafone Essar South Ltd.) regarding any issues pertaining to registration, configuration, and activation of Tcop™ device
- For any specific issues pertaining to Tcop™ device malfunctioning or unit damaged please contact our Customer Care at (080) 26685811 (Weekdays 9 a.m. to 6 p.m.) or e-mail to customer.care@i-trans.co.in or submit your query on iTrans portal <http://www.i-trans.co.in/contacts.php>

12. Glossary

- GSM: Global System for Mobile
- SMS: Short Messaging Service
- SIM Card: Subscriber Identity Module Card
- GSM Service Provider: Vodafone Essar South Ltd.