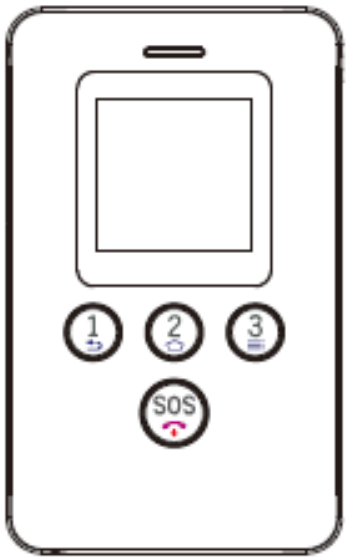
EZ Phone 4G GPS
(Version 1.0)

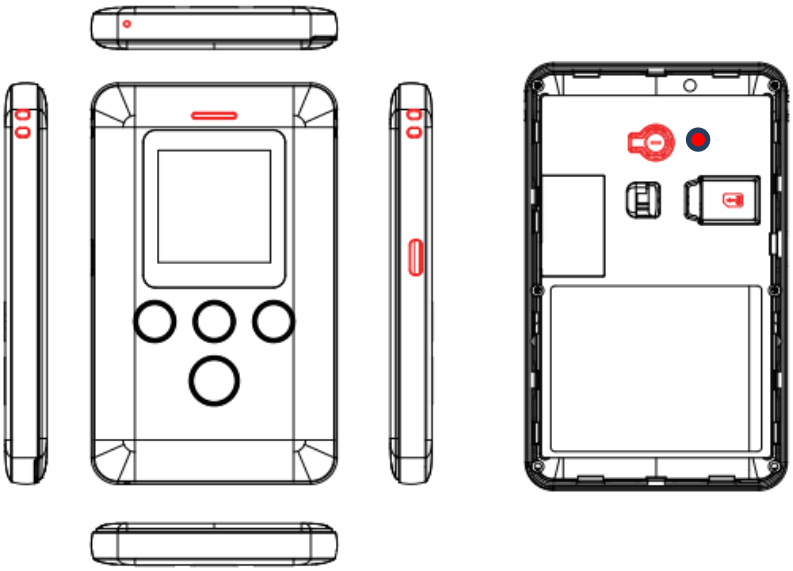
User Manual

ILW01

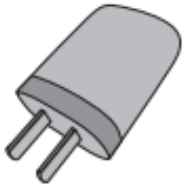


iLuv Wireless
www.iluvwireless.com

1.1 Overview



1.2 Accessories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1.3 Features

◎ GPS+LBS+WIFI positioning
◎ Listen-in
◎ HD display
◎ SOS call and family calls

1.4 Specifications

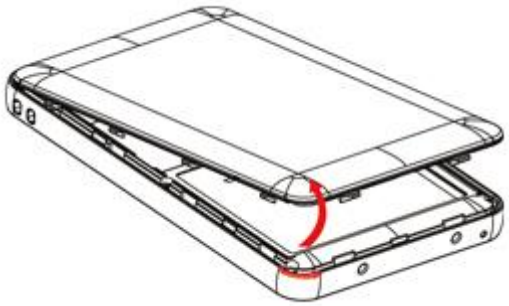
Location Accuracy: ＜10 meters
Working voltage/current: 3.8VDC/20mA
Battery: 1500mAh/3.8 lithium-polymer battery
Dimensions: 101.0(L)*62.0(W)*11.0(H)mm
Weight: 81g
Operating Temperature: -20℃—+60℃

2. Quick start

2.1 SIM card

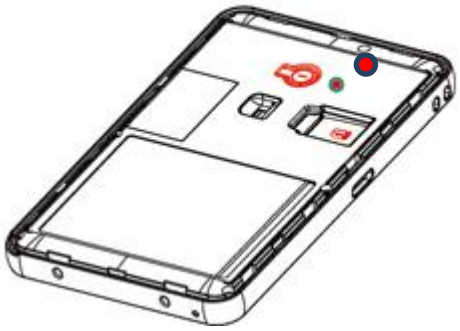
2.2 Insert SIM card

Remove the back cover (Make sure the device is turned off). If your device is turned on remove the back cover and use the reset pinhole above the SIM card slot.



Notch

Find the card slot and insert the SIM card wilt the gold contacts facing down and the flat side toward the right side of the phone.

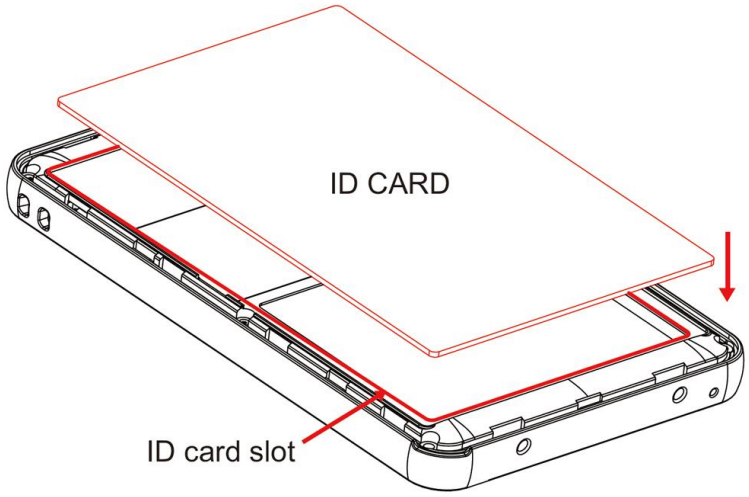


NOTE:

Please turn off the device before you insert or take out your SIM card. If your device is turned on remove the back cover and use the reset pinhole above the SIM card slot.

SIM card with GSM network, GPRS (>30M monthly) and caller ID function is recommended.

2.3 Insert ID card



3. Device Operation

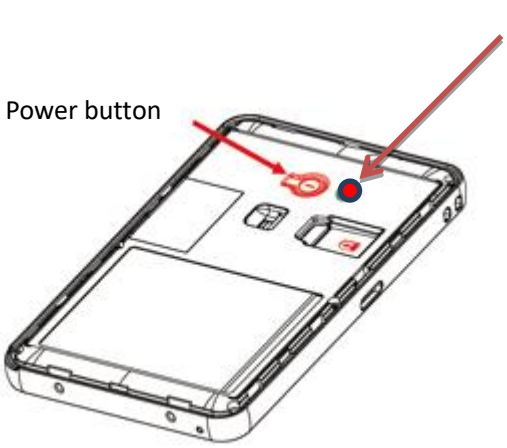
3.1 Power on/off

Power on

Press and hold for 3 seconds to turn on the device and the screen will light up.

Power OFF

Remove the back cover and use the reset pinhole above the SIM card slot.

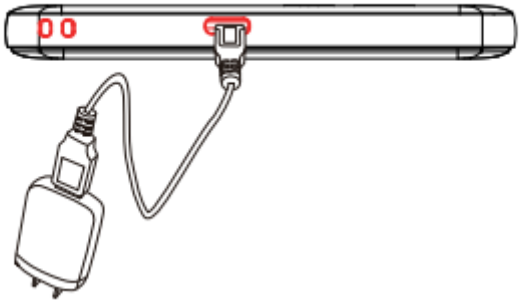


NOTE:

If the device can’t be turned on, please charge it.

3.2 Charging

Connect the device with the original charger. 1) Screen will light up if it is charging. 2) Press SOS button to light up screen and see charging status when the device is powered off.



It takes about 2 hours to fully charge the battery. It is normal that the device gets hot during charging.

4. Secure Tracker

See the sheet labeled IMPORTANT INSTRUCTIONS in the back of the box to set up your service plan and program your phone on Secure Tracker.

Secure Tracker website https://track.iluvwireless.com/

See this link for Secure Tracker Instructions
https://mykidsconnect.com/docs/KidsConnect-KC2-4G-GPS-Tracker-User-Guide.pdf

5. Functions

5.1 Two-way talk (Phone Calls)

Press and hold for 3 seconds to dial family number 1

Press and hold for 3 seconds dial family number 2

Press and hold for 3 seconds dial family number 3

NOTE:
1. Press button 1 or tap the green circle on the screen to answer and press SOS or tap the red circle on the screen to hang up.

2. 15 White List numbers can be set by using the Secure Tracker Website. Device can send and receive calls and text messages from family numbers and the white list only.

5.2 SOS Call

When the SOS button is pressed for 3 seconds the phone will activate the GPS and send a text message to SOS numbers, (if SOS 1 is not set, then send to SOS 2, if SOS 2 is not set, then send to SOS 3), alerting them that an SOS was triggered and it will send a map link with the GPS location. It will then call the SOS numbers until one is answered. If any voicemail picks up on one of the SOS numbers the phone will stop dialing the SOS numbers as the phone has detected the call as being answered.

5.3 Check location

You can always check the location with the APP or Tracking Platform. If you want to check the location without using the APP or Tracking Platform, send a text from one of the programmed SOS numbers that reads "URL#" to the device. The device will send back a map link with the location. (If a GPS position cannot be obtained, the device will send the WIFI or LBS position).

5.4 Listen-in

To use the Voice Monitor function please send a text from one of the programmed SOS numbers that reads "MONITOR#" to the device. The device will reply “OK” and then call the number you sent the command from and you will be able to hear the sounds surrounding the device.

5.5 Geo-fence

You Can Set Geo-Fence areas on Secure Tracker. When the phone enters or leaves a geo-fence a notification will be sent.

5.6 Screen Auto Lock

The screen will automatically lock in five seconds. To change this setting send a command via text message from one of the programmed SOS numbers to the phone. The command and duration in seconds are listed below.SETSLPTIME,15# - the screen will stay on for 15 seconds.SETSLPTIME,30# - the screen will stay on for 30 seconds.SETSLPTIME,60# - the screen will stay on for 1 minute.SETSLPTIME,120# - the screen will stay on for 2 minutes.SETSLPTIME,300# - the screen will stay on for 5 minutes.

5.7 Warning

◎ You must pre-set SOS numbers in order to receive alert messages and calls.
◎ For best GPS tracking results the device should be in a location with a clear view of the sky and no obstructions so the device can connect to the GPS satellites.
◎ If the device is unable to establish a GPS position it will default to Wi-Fi positioning or LBS positioning. For Wi-Fi positioning the device will find an open Wi-Fi network with a known location and display that in the APP or Website Tracking Platform. LBS tracking will display the nearest cell phone tower that the device is connected to.
◎ Please use the original battery. The warranty will be voided if you use any other battery. The manufacturer and its distributors will not take any responsibility for any damage caused by not using the original battery.

Common problems	Causes	Solutions
Bad reception	Radio waves cannot communicate with device when it is used in a poor signal area, like a basement or near tall buildings.	Go to a place with strong signal
	Network is busy in high usage times.	Try your call again later
Device fails to turn on	No power	Charge battery
Calls fail to get through	Make sure you have set the family and White List Numbers.	Set family and White List numbers
Device fails to connect to the network	SIM card installed incorrectly	Check the SIM card
	Phone was turned on before sim card was installed	Reset phone with pinhole
	Invalid SIM card	Contact your service provider

	No Service	Move back to the GSM service covered area.
	Weak signal	Try again in a strong signal area
Device fails to charge	Voltage is out of charging range of charger.	Change to the proper voltage
	Use non-standard charger	Use the charger included with your device
	Poor contact	Check if the plug is in.
Fail to check location information	SIM card does not support GPRS functions	Contact your service provider
	Reply “not receiving data, please try again” all the time	Contact your service provider
	Cannot check from you cell phone	Please set your phone number as a family or SOS number