



**NETSTAR**

A SUBSIDIARY OF ALTRON

***USER MANUAL &  
INFORMATION GUIDE***

VERSION: JULY 2023

## ***Dear 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 our Customer Service Centre at the telephone number provided.

**SAFE MOTORING AND BEST WISHES  
FROM THE NETSTAR TEAM!**

# **NETSTAR**

A SUBSIDIARY OF ALTRON

## **EMERGENCY NUMBER**

0800 11 22 22

## **CUSTOMER SUPPORT & SALES**

0860 12 24 36

[cs@netstar.co.za](mailto:cs@netstar.co.za)

[sales@netstar.co.za](mailto:sales@netstar.co.za)

[www.netstar.co.za](http://www.netstar.co.za)

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# 1 AN INTRODUCTION TO OUR PRODUCTS & NETWORKS

## ABOUT NETSTAR

We are a trusted brand, and pioneers of the vehicle tracking and stolen vehicle recovery industry in South Africa. Since 1994, our proprietary technology has been on the cutting edge of global telematics. Today, more than a million subscribers trust us to protect their vehicles, fleets, employees and families.

We play a significant part in curbing vehicle-related crime and we constantly deliver new insights and technical innovation to unlock value, efficiencies and opportunities for our customers.

Our immaculately engineered hardware, intuitive software and powerful analytical tools make it easy to do business and inform effective decision-making.

No Internet of Things (IoT) solution is beyond our reach. We provide industry-leading stolen vehicle recovery (SVR) services, world-class insurance telematics, best-in-class fleet intelligence and exceptional fleet management solutions for businesses of all sizes.

## ABOUT OUR PRODUCTS

There are two primary communication methods 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 i.e. cellular technology) and GPS (Global Positioning System) technology. RF requires a radio network to transmit and receive signals and GSM requires a GSM cellular 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 coverage, our recovery teams can activate the unit, track and recover it.

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.

We are also able to activate, track and recover vehicles that are outside of our proprietary networks, such as in Mozambique or Swaziland. The GSM products are reliant on the GSM network used by Netstar and cannot operate or be tracked and recovered when outside GSM coverage. SIM cards used in the GSM range of products have not been enabled for cross-border roaming. If you are planning to travel outside the borders of South Africa and require your vehicle to be tracked, please contact our Customer Service Centre and request activation of international roaming.

Note: International roaming is not available on Netstar Basic.

Our products and services are divided into three categories:

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

## STOLEN VEHICLE TRACKING & RECOVERY (SVR) PRODUCTS

### 2.1 SVR ONLY

#### 2.2.1 Netstar Nano

Netstar Nano is a wireless RF phone-in system which has an internal battery life of up to 3 years. The unit is activated from our Control Centre, or from a tracking aircraft/response team, when a theft or hijacking has been reported to our Emergency Control Centre. Once the owner's identity has been verified, the unit will be activated and recovery crews dispatched. (Please ensure that all your contact details are correct and up to date.) Note: Once the unit has been activated, and the vehicle recovered, the unit needs to be replaced by a certified Netstar fitment technician.

### 2.2 STOLEN VEHICLE TRACKING & RECOVERY

As car thieves became more sophisticated, and made use of GSM jamming devices to 'silence' GSM-based tracking systems, it became clear that the road forward was to enhance our renowned Stolen Vehicle Recovery products and services by combining the use of RF and GSM/GPS technologies in one product. Our new, advanced tracking unit makes use of the recovery advantages offered by RF, GSM/GPS and our unique JammingResist™ Technology which notifies us in the event of GSM signal tampering. This enhancement in the unit enables delivery of pinpoint positioning together with our well-established recovery service.

As there are different versions with similar functionality, please refer to your fitment certificate or contact Customer Services should you not be sure which variant is installed in your vehicle or which service is enabled. Please note that some services may have optional extras, such as panic buttons.

#### 2.2.1 Netstar Basic

Netstar Basic is a phone-in service, which means that you have to phone the Netstar emergency number 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 your identity verified, the unit will be activated and recovery crews dispatched. In order to confirm or cancel activation a telephonic security check will be done with you. (Please ensure that all your contact details are correct and up to date.)

For unit activation information, refer to point 4.1 Stolen Vehicle Tracking & Recovery Service from page 7 of this manual.

### 2.2.2 Netstar Plus

Netstar Plus is a phone-in service, which means that you have to phone the Netstar Emergency Call Centre 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. In order to activate or cancel activation your identity will be verified. (Please ensure that all details are correct and up to date.)

Netstar Plus provides various additional functions through its smartphone app and dedicated website [my.netstar.co.za](http://my.netstar.co.za). Kindly proceed to the **MyNetstar** website to register or download the **MyNetstar app** (for Android and iOS) from the relevant app store.

For unit activation information, refer to point 4.1 Stolen Vehicle Tracking & Recovery Service from page 7 of this manual.

### 2.2.3 Netstar Early Warning

With this service, the unit transmits alert signals to the Control Centre in the event of theft or being towed away. This service includes an Auto-arm Proximity Tag, which enables the Early Warning functionality. It can also operate as a phone-in system.



A proximity tag is supplied that has to be attached to the vehicle keys. Arming and disarming happens automatically based on the presence or absence of the tag. Should this tag not be inside the vehicle or within a

few metres thereof, in the event of ignition, the unit will activate and send a violation signal to the Control Centre.

Netstar Early Warning provides various additional functions through its dedicated website [my.netstar.co.za](http://my.netstar.co.za) and smartphone app. Kindly proceed to the **MyNetstar** website to register or download the **MyNetstar app** (for Android and iOS) from the relevant app store.

For unit activation information, refer to point 4.1 Stolen Vehicle Tracking & Recovery Service from page 7 of this manual.





## 2.3 NETSTAR BOOMERANG

Netstar Boomerang, which includes a panic button, is a compact mobile GSM/GPS product in the asset and personal tracking category that allows you to monitor assets or a person whenever you need to. You are able to attain real-time location and reports via an easy-to-use website.

Netstar Boomerang operates on both a phone-in basis or by sending a panic signal when the panic button on the unit is pressed. The unit's signals will be tracked by the Control Centre once the asset has been reported stolen or the person reported missing.

When Netstar receives a panic signal, we will attempt to make telephonic contact with the registered owner of the unit that is transmitting this signal. If no 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 asset or person will be initiated if you have subscribed to the product option that includes Netstar's recovery service. Kindly proceed to [fleet.netstar.co.za](http://fleet.netstar.co.za) to login and start tracking your unit.

For any assistance with login details or software related issues, please email [pstesting@netstar.co.za](mailto:pstesting@netstar.co.za).

## 2.4 PRODUCT WARRANTY

The unit installed in your vehicle is covered under the 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 a 36-month rental basis.

The installation of your unit has been undertaken by trained and qualified technicians.

*Terms and conditions apply.*





## 3 FLEET MANAGEMENT PRODUCTS

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

- Netstar Fleet Tracker
- Netstar Fleet Manager
- Netstar ProFleet Manager
- Netstar AI Camera Solution
- Data-as-a-Service (Daas)
- Mining Fleet Solution

These products all have tailored, advanced functions and services and include Netstar's Stolen Vehicle Tracking & Recovery Service.

Please go to [www.netstar.co.za](http://www.netstar.co.za) for more information on fleet management products.

### 3.1 PRODUCT WARRANTY

Fleet Tracker and Fleet Manager have a 36-month warranty on rental, while commercial fleet options have a 12-month warranty on rental. Any malicious or third-party damage, or interference with the tracking unit or any of its components will not be covered under the product warranty.

## 4 NETSTAR SERVICE

As a subscriber, you will experience service from two different parts of Netstar. The first is our Stolen Vehicle Tracking & Recovery Service, co-ordinated from the 24/7 Control Centre, where agents are on standby to direct the recovery of your vehicle. The Emergency Control Centre can be contacted 24/7 on **0800 11 22 22**.

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.

Our Customer Services team can be contacted telephonically on **0860 12 24 36** or email your query to [cs@netstar.co.za](mailto:cs@netstar.co.za).

Netstar also has a WhatsApp Service Bot, which saves customers time by being able to access important information such as invoices, statements, vehicle test certificates, fitment certificates and many other helpful features. To add the Bot, simply save **0860 12 24 36** to your contacts in your phone. Launch WhatsApp and start a chat with the Bot by saying "Hi".

### 4.1 STOLEN VEHICLE TRACKING & RECOVERY SERVICE

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 and recovery teams are strategically located throughout 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. 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, Zambia, Ghana or Mozambique, please contact the



Netstar Control Centre in that country. 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, call 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 receive handover information from 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

Netstar Early Warning systems have a panic button as a standard feature. A panic button is available as an option with Netstar Plus.

To activate this, press the button and the unit will start to transmit a coded signal, identified as a panic signal, to the Control Centre. Netstar will attempt to make contact with the registered owner/driver of the vehicle transmitting this signal.

If no contact can be made or correct authentication cannot be established (it is imperative to update your contact details and emergency contacts regularly), the case will be escalated to our recovery department for further action. In the event of response being dispatched, 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.

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 authentication questions to confirm that all is in order.

### 4.1.3 Tow-Away Activation

This is a feature of Netstar Early Warning that sends a violation signal to the Control Centre if the vehicle is towed away. On receipt of a tow-away signal, Netstar will attempt to contact the registered driver/owner. If no contact can be made, it will be escalated to the recovery department for further action.

### 4.1.4 Theft Ignition Activation

This is a feature only available with Netstar Early Warning. On receipt of an

'unlawful activity' signal, Netstar will attempt to contact the registered driver/owner. If no contact can be made, it will be escalated to the recovery department for further action.

## 4.2 TESTING SERVICE

The GSM/GPS-based units automatically transmit health checks at pre-determined intervals. However, we strongly advise subscribers to register on our MyNetstar platform where the functional status of your unit will be available. You will also be able to conduct various transactions online, such as ensuring your details are captured correctly and retrieving your fitment certificate.

Go to [my.netstar.co.za](http://my.netstar.co.za) to register or download the MyNetstar app (for Android and iOS).

Additionally, you can use our WhatsApp Service Bot, which saves customers time by being able to access important information such as invoices, statements, vehicle test certificates, fitment certificates and many other helpful features. To add the Bot, simply save **0860 12 24 36** to your contacts in your phone.

Alternatively, contact the Customer Support Centre on **0860 12 24 36** 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, it provides the opportunity to update your contact details which may have changed.

Please remember that the GSM/GPS products can provide an accurate description of the vehicle location, therefore you are able to view the unit functional status on the applicable website or mobile app.

### 4.3 CUSTOMER SERVICE

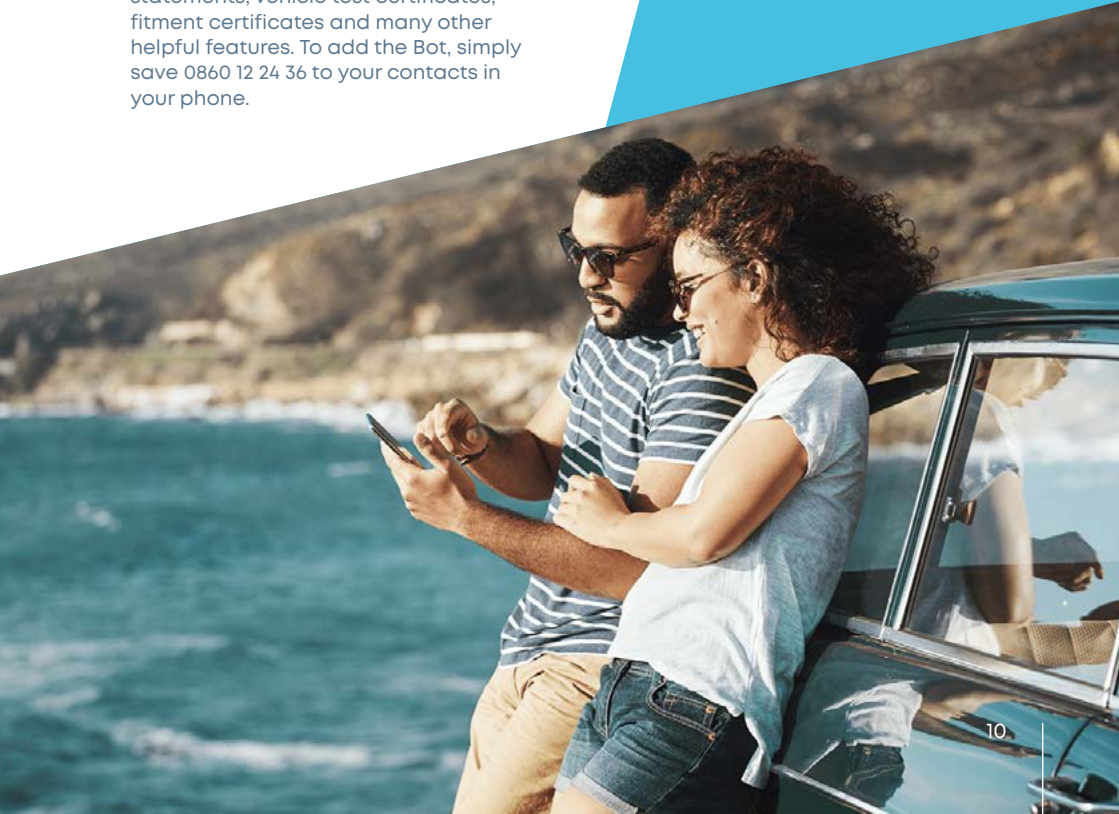
Please contact our Customer Support Centre and you will be assisted by a trained agent (this excludes recovery matters).

Tel: **0860 12 24 36**

Email: **cs@netstar.co.za**

We encourage you to register and log onto MyNetstar, through which you can update your personal details, request changes to your personal information and view the functional status of your unit without having to telephone the Support Centre. The types of queries handled by the Support Centre include, website support, balance enquiries, statement and invoices, and testing of units.

Additionally, you can use our WhatsApp Service Bot to access important information such as invoices, statements, vehicle test certificates, fitment certificates and many other helpful features. To add the Bot, simply save 0860 12 24 36 to your contacts in your phone.



## 5 FREQUENTLY ASKED QUESTIONS

### **Q I received a call for a theft violation, but my tag is with me in the vehicle?**

The tag should always be kept on the key ring for optimal communication.

Please note that the battery inside the tag needs replacement every 12-18 months, instructions on replacing the battery can be found on our website.

### **Q Will you recover my vehicle outside of your networks?**

Yes. 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 the 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.

### **Q What happens when the battery is disconnected from my vehicle?**

If your vehicle battery is disconnected, you may receive an SMS alert – depending on the product you have installed.

### **Q 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.

### **Q 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 Netstar once you are aware that your vehicle has been stolen. In the unlikely event of the vehicle not being recovered immediately, Netstar would contact you the next working day to supply you with a detailed case report on the recovery activity.

### **Q My Netstar Early Warning alarm went off and you did not inform me. Why not?**

There are 2 possible reasons for this:

- Firstly, 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, 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 alert Netstar that your vehicle may have been violated.*

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

### **Q Are there any additional costs to the Netstar service?**

No. Your monthly subscription includes tracking and recovery within South

Africa 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.

### **Q 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 Support Centre for more information on this and to confirm any contractual commitments that you may have.

Tel: **0860 12 24 36**

Email: **cs@netstar.co.za**





## 6 ELECTRONIC FITMENT CERTIFICATE

When a new Netstar tracking system is fitted to your vehicle, we will issue an electronic fitment certificate, as seen on the next page, to certify the installation. This certificate may be required by your insurer, in order to qualify for certain premium discounts.

The electronic certificate will be emailed to you, but can also be obtained from Netstar's call centre or online platforms at any time.

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## FITMENT CERTIFICATE

This is to certify that the following asset has been fitted with a Netstar tracking system:

ASSET MAKE: VOLKSWAGEN  
ASSET MODEL: GOLF TSI  
REGISTRATION NUMBER: AB99WHGP  
CHASSIS / VIN NUMBER: KNABX514MFT984303  
ENGINE NUMBER: G4LAEP149883

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SUBSCRIBER: ALPHA BRAVO  
ID NUMBER / COMPANY  
REGISTRATION NUMBER: 900107 5123 098

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PRODUCT: NETSTAR EARLY WARNING  
DEVICE SERIAL NUMBER: 6751890  
FITMENT DATE: 1 JUNE 2018  
FITTED BY: NETSTAR MIDRAND

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ACCOUNT NUMBER: 10199708  
CONTRACT NUMBER: 21398625

CUSTOMER SERVICES: 0860 12 24 36  
EMERGENCY CALL CENTRE: 0800 11 22 22  
DATE OF ISSUE: 25 DECEMBER 2018

THERE WHEN IT MATTERS



**GET IN TOUCH**

**HEAD OFFICE**

Central Park Offices,  
16th Road, Midrand, 1685  
**TEL:** +27 (011) 207 5500

[www.netstar.co.za](http://www.netstar.co.za)

