



User Manual



Welcome!

Congratulations on your recent purchase of the CAPTOR StarDrive Stolen Vehicle Recovery & Insurance Telematics System.

This Owner's Manual will give you useful information about your CAPTOR StarDrive system, including product features, key services, the unique advantages of our proprietary Radio Frequency (RF) technology, your CAPTOR StarDrive warranty, available product upgrades and more.

To get the most out of your system:

1. Please save the CAPTOR 24 hour Command Center contact number (03) 4259 7007 on your phone and keep your CAPTOR card (included in this welcome kit) handy, in case of emergencies.
2. Download and activate the CAPTOR StarDrive App onto your device/phone. Details including your user name and password will be sent to you in a welcome email within 24 hours of service activation.
3. You may print and store this e-manual at your home or office, but please do not keep this manual in your vehicle. CAPTOR StarDrive works more effectively when it is undetected by thieves.

If you have further queries, please feel free to contact us at 03-4259 7077.

Again, we thank you for choosing CAPTOR StarDrive.

Safe driving!

CAPTOR Team

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1.0 Stay Connected To Your Vehicle

The CAPTOR StarDrive Stolen Vehicle Recovery and Insurance Telematics System is a small device that utilizes GPS/GSM and RF technologies to seamlessly connect you with your vehicle.

With it, you will be able to access critical information via your CAPTOR StarDrive Web or Phone App; receive Push and Email Alerts directly on your phone; and generate useful reports such as trip summaries.

This system also makes use of advanced G-Sensor technology to provide detailed information about your speed, G-force during acceleration, braking, cornering, rapid lane changes and accident impacts (if any).

1.1 Setting Up Your Account For The First Time

1.1.1 Username and Password

A Username and Password will be emailed to you within 24 hours of service activation. Please change your password immediately after logging in. Forgot your password? You can reset your password through the web portal or phone app.

[Stardrive.captor.com.my](http://stardrive.captor.com.my)

1.1.2 Phone App

Download the CAPTOR StarDrive app from the Google Play Store or Apple Store and sign in using your Username and Password.

To learn more on how to use the app, please visit:
<http://www.captor.com.my/captor-stardrive>

1.1.3 Web Application

You can also connect to your vehicle online via our web application at:
<http://stardrive.captor.com.my/>.

1.2 Updating Your Registration Details

If you wish to update your personal or contact information, please contact CAPTOR's Customer Service at (03) 4259-7077.

2.0 How It Works

Your CAPTOR StarDrive is an event-driven tracking unit that transmits data in real-time. It uses GPRS to transmit data at one-minute intervals, and for every 60° change in direction whilst the engine is ON. A trip is recorded from engine ON to engine OFF.

There may be times when you will not be able to track your vehicle in real time – e.g. if the vehicle is outside GPRS network coverage, or if GPRS signals are weak. However, tracking will resume once your vehicle re-enters GPRS network coverage.

Should your vehicle enters an area with no GPRS network coverage, your CAPTOR unit will store the data, and upload it once your vehicle re-enters GPRS coverage.

2.1 GSM Network Coverage

The CAPTOR StarDrive system uses a Malaysian GSM SIM. The CAPTOR StarDrive is therefore reliant on the GSM network for real-time tracking, and cannot operate or be tracked when outside GSM coverage.

Note also that the SIM card in your tracking unit is not enabled for cross border roaming. If you are planning to travel outside Malaysia and require your vehicle to be tracked, then please contact our Customer Service Centre and request activation of international roaming. Additional costs will apply.

2.2 RF Tracking Advantage During Stolen Vehicle Recovery

A unique feature of CAPTOR StarDrive is its proprietary Radio Frequency (RF) technology. In areas where GPS and/or GSM signals are weak – e.g. in basement car parks or outside GSM network coverage – CAPTOR Recovery Teams will attempt to use special equipment to track your vehicle's (short-range) RF signal in order to pinpoint its location.

3.0 Services

Subscribers have access to two central service centers:

1. CAPTOR's 24 hour Command Center, which focuses on stolen vehicle tracking and recovery, and accident assistance.
 - Operators in this center will help coordinate the recovery of your stolen vehicle and offer assistance in the event of an accident – e.g., contact the police and ambulance or to assist your towing operator.
 - The CAPTOR Command Center can be contacted 24/7 on (03) 4259 7007.
2. CAPTOR Customer Service Department for account inquiry, annual fee payment and product inquiry.
 - This center operates during regular work hours and can be contacted at (03) 4257 7077.

3.1 Command Center Services

3.1.1 Vehicle Theft Alerts by CAPTOR Command Center

The following alerts received from your CAPTOR StarDrive system will trigger a high priority alert at our 24-hour Command Center:

1. Possible Impact
2. Vehicle low-battery alert
3. StarDrive power disconnect
4. Driver Identification Tags (optional feature)
5. Wireless Hijack Panic Button (optional feature)

Nb. You will not receive any of the above alerts to your phone or email.

On receiving these alerts, CAPTOR's Command Center will attempt to contact the registered owner/driver via the numbers and/or e-mail addresses you provided.

- If the registered owner/driver does not answer the call or if the call signal is busy, CAPTOR will attempt to contact your emergency contacts and notify you by SMS.
- However, if your vehicle is outside GSM network coverage, our Command

Center will not be able to detect the alert and will not contact you.

Once a theft is confirmed and reported to the police:

- CAPTOR's 24 Hour Command Center will attempt to track your vehicle using GPS, GSM and RF technologies.
- Our Stolen Vehicle Recovery Teams will work closely with the Polis Diraja Malaysia and special task officers to coordinate the recovery of your vehicle.
- If our operators suspect that you are being hijacked, then priority will be given to your safety over your vehicle.
- You will receive updates during the recovery process.
- Once your vehicle has been recovered, we will contact you to make arrangements to collect your vehicle from a police station.
- If your vehicle is not recovered, we will furnish you with a report within 7 working days.

3.2 Phone-In Request For Assistance

If your vehicle has been stolen or hijacked, please call the emergency number (03) 4259 7007 or press the emergency phone button on the phone application.

- A center operator will first request specific information from you regarding the incident. Please be patient during this brief process, as it is important that we verify the identity of the caller and the circumstances of the incident.

3.3 Accident Assistance

In the event that a significant impact is detected by your CAPTOR StarDrive unit, an alert is automatically sent to CAPTOR's Command Center.

- The center operator will attempt to contact the registered driver/owner and offer assistance, such as directing ambulance, fire-truck and police services to the scene of the accident.
- The center will also offer to contact and coordinate your insurance towing service to your location.

4.0 Driver Safety Alerts

Email and/or push notification as set up by user

Alerts include:

1. Speeding Alerts
2. Harsh Braking Alerts
3. Hard Acceleration Alerts
4. Geo Zone Alerts
5. Time Rule Alerts
6. Rapid Lane Change Alerts
7. Accident Impact Alerts

You can configure these alerts using the CAPTOR StarDrive Phone App or Web application; and choose to receive them via push notification to your CAPTOR StarDrive phone app and/or Email.

These alerts are only sent to the user and not received or monitored by CAPTOR Command Center.

Note also that if your vehicle is outside GSM network coverage, you will not receive these messages until your vehicle re-enters GSM network and re-establishes network connection.

5.0 Optional Security Upgrades

5.1 Driver Identification Tags (optional)

Visit www.captor.com.my for details and prices

You can choose to purchase a pair of Driver Identification Tags to help protect your vehicle against theft by unauthorized driving. If your vehicle is driven away without a valid Driver Identification Tag present, an alert would be automatically sent to CAPTOR's Command Center within 5 minutes.

Please refer to section 3.1 for Command Center protocol.

5.2 Wireless Hijack Panic Activation (optional)

Visit www.captor.com.my for details and prices

You choose to purchase a Wireless Hijack Panic Button to help protect against hijacking and kidnapping.

- To activate the alarm, press and hold the panic button for 2 seconds. A panic alert will be sent to CAPTOR Command Center via GPRS.
- An operator will attempt to call the registered owner/driver of the vehicle transmitting this signal.

Please refer to section 3.1 for Command Center protocol.

If you would like to test the functionality of your Wireless Hijack Panic Button, please contact our Command Center (03) 4259 7007.

6.0 Inspection And Servicing

CAPTOR StarDrive units must only be installed, serviced or inspected by CAPTOR technicians or authorized third-parties trained by CAPTOR. Please visit our website for a list of authorised installers.

Take note that should you and/or any unauthorized third party attempt to open or tamper with the CAPTOR unit, your warranty will be voided.

You can contact CAPTOR to arrange for a system check or servicing of your CAPTOR StarDrive unit. We recommend that you present your vehicle for inspection under the following scenarios:

1. Your vehicle had an accident or suffered physical damage
2. Your vehicle was stolen and recovered

If you have any question as to whether your CAPTOR StarDrive unit should be inspected, please contact CAPTOR Customer Service at (03) 4259-7077.

7.0 Backup Battery

Your CAPTOR StarDrive unit is equipped with a backup battery which serves to power your device in the event of a theft, should power to your CAPTOR StarDrive unit be disconnected.

When fully charged, the battery (a lithium rechargeable battery) will be able to power the system for up to 7 hours. The battery has a service life of at least five (5) years. How long it lasts depends on environmental factors like exposure to extreme heat, extended periods without recharging, frequency of use and damage from vehicle accidents.

8.0 Owner's Responsibilities

As the Owner of the vehicle, it is your responsibility to:

1. Promptly notify Command Center and the police if you suspect that your vehicle has been stolen.
2. Pay the Annual Service Fees before the due date to avoid deactivating your CAPTOR StarDrive account. The service re-activation fee is RM 500* and requires the vehicle to be presented at selected authorised installers for a SIM card replacement.
3. Replace the batteries of any Driver Identification Tags and Hijack Panic Button systems every year.
4. Provide accurate and updated contact information, including changes to your mailing address, email, mobile or other telephone numbers, and other contact information.
5. Inform us immediately if the CAPTOR StarDrive has stopped reporting, experiences delayed reporting or fails to alert on violations.

9.0 Transferring CAPTOR StarDrive To Your New Vehicle

You can transfer your CAPTOR StarDrive system to another vehicle (e.g. in the event of a sale/purchase). Please contact CAPTOR's Customer Service at (03) 4259-7077. A transfer fee applies.

10.0 Selling Your Vehicle With StarDrive

If you decide to sell your vehicle together with the CAPTOR StarDrive system, please inform the next owner that the vehicle is protected by a CAPTOR StarDrive system and pass them this Owner's Manual.

If you are a second owner, please contact CAPTOR's Customer Service at (03) 4259-7077 to register the CAPTOR StarDrive unit under your name. Annual Service and Transfer Fees will apply.

11.0 Product Warranty - 3 Year Limited Parts and Labor Warranty

We warrant that if the CAPTOR StarDrive system is proven defective in material or workmanship within three (3) years from the Warranty Commencement Date, we will at our discretion either replace or repair the system without charging for the labour and parts necessary to remedy any such defects at selected CAPTOR installation centers.

Warranty on damages will be limited to wiring circuits connected to the CAPTOR StarDrive and damages to the vehicle that is directly caused by installation or device failure as a result of manufacturing defect.

Driver Identification Tag and Hijack Panic Button batteries are not included in this warranty. It is your responsibility to replace the batteries as recommended.

Special warranty terms may apply if your CAPTOR StarDrive was purchased under an approved accessory package by your vehicle manufacturer. Please contact CAPTOR's Customer Service at (03) 4259-7077 for details.

12.0 Theft-Loss Replacement Guarantee

Free replacement CAPTOR system if your stolen vehicle is not recovered

We warrant that if your vehicle is stolen and not recovered within 14 days from the time that a police report was made, CAPTOR will offer to install a new CAPTOR StarDrive system in your next vehicle free of charge and include annual service fees for 12 months.

13.0 Conditions, Limitations And Exclusions

- All CAPTOR warranties are limited to the original purchaser and are not transferable.
- CAPTOR systems are designed to minimise the risk of theft loss but does not eliminate such risks.
- System inspections do not warrant or guarantee that products working at the time of inspection will continue to work. Owners must routinely log in to their user account to ensure their unit is working well and accurate.
- Programs and pricing are subject to change by CAPTOR without notice. Please refer to www.captor.com.my for the latest information.

14.0 Lifetime Warranty

You may select to extend your product warranty to a Lifetime Warranty. Please contact CAPTOR's Customer Service at (03) 4259-7077 for details.

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