



LINKWELL TELESYSTEMS PVT. LTD. (INDIA)
www.visiontek.co.in

84 VTS - Warranty & After Sales support

Objective: To ensure maximum uptime of the VTU and to initiate both corrective and preventive action.

Installation & Training

1. The Customer has to take due care to follow the steps as enumerated in the Installation manual and is advised to take assistance either from a trained Auto electrician or to avail the Installation assistance service offered by Linkwell.
2. Should the Customer want Linkwell to assist with the installation of the VTU, the same can be done on the following terms and conditions.

Installation Support Procedure

The Customer has to inform the Linkwell by Email/Fax of the details of the VTU purchased – ie Customer Name, Address, City, Contact number, IMEI No VTU and the Linkwell Engineer will assist in installing the same in approx. 2-3 working days but no later than 4 days working days from the time of providing the complete information mentioned above.

The Customer will have to pay the Linkwell Engineer a sum of **Rs 400/- (Rupees Four Hundred only)** inclusive of Service Tax, being the fees towards the installation of the VTU in the Customer's vehicle. This amount will be payable at the time of installation itself.

Support Policy

The Service support policy at Linkwell is primarily geared to ensure that the Customer gets prompt attention and the Customer can with advance information, walk into any of our over 76 Service Centers listed below to have their problem addressed.

S.No	Name of the Employee	Designation	Mobile No.	Location
1	Jani Naimesh	Trainee	9724317563	Ahmedabad
2	Ketan Oza	Trainee	9724317564	Surat
3	Jayesh Patel	Trainee	9724317562	Ahmedabad
4	Mrutyunjay S.Kongi	Sr. Customer Care Engineer	9741156726	Bangalore
5	Sanjay K Bharadwaj	Trainee	9845949939	Mysore
6	Mallesh	Trainee	9242658986	Mangalore

7	Mallikharjun	Trainee	9242446310	Davangare
8	Sharanbasavaraj Pujari	Trainee	9902996447	Gulberga
9	D.Sudhakar	Trainee	9945875230	Hubli
10	Rajesh Ranjan Tiwari	Trainee	9934359452	Patna
11	Ranjith Kumar Tiwari	Trainee	9006293782	Gaya
12	Paras Gupta	Trainee	9661115157	Muzafferpur
13	Francis Samanta	Trainee	9007000183	Kolkata
14	V. Kingston	Sr. Customer Care Engineer	9600058068	Chennai
15	A.Mayalagan	Trainee	9600058072	Madhurai
16	E.Manjula	Trainee	9600058065	Chennai
17	Asif Ahmed	Trainee	9600058070	Pondicherry
18	G.S.Vigneshwaran	Trainee	9600058071	Trichy
19	R.Jeyamurugan	Trainee	9600058075	Coimbatore
20	P.Saravanan	Trainee	9600058073	Tirunalveli
21	R.Rajasekharan	Trainee	9600058074	Vellore
22	Murugan	Trainee	9600058066	Chennai
23	Senthil Kumar	Trainee	9500058042	Salem
24	B.Prabhavathi	Assistant Engineer	9701601323	Hyderabad
25	G.Sridhar	Sr. Customer Care Engineer	9849798985	Hyderabad
26	G. Sreedhar	Asst. Manager	9701601311	Hyderabad
27	Ch.Srinivasa Rao	Sr. Customer Care Engineer	9701601312	Hyderabad
28	S.J. Rama Kumar	Trainee	9701601324	Hyderabad
29	M.Kamal Pasha	Trainee	9701601325	Hyderabad
30	K.Ravi	Trainee	9701601303	Hyderabad
31	K.Chandra Shekar	Asst. Manager	9177404534	Hyderabad
32	J. Srinivasulu	Customer Care Engineer	9701601308	Hyderabad
33	D.Mahesh Kumar	Sr. Customer Care Engineer	9701601313	Hyderabad
34	D.Venkateswarlu	Sr. Customer Care Engineer	9701601427	Hyderabad
35	Madhe Kumar	Trainee	9701601315	Karimnagar
36	N.Manohara chary	Sr. Customer Care Engineer	9701601314	Hyderabad
37	Ch.V.A. Acharyulu	Trainee	9701601317	Rajamandry
38	Naramala Nagaraju	Trainee	9701601316	Kurnool
39	N.Someswara Rao	Trainee	9701601318	Tirupathi
40	K.Venkatesh	Trainee	9701601414	Ongole
41	C.Veerendra Kumar	Trainee	9701601416	Ananthapur
42	Hemanth Kumar	Trainee	9701601320	Vijayawada
43	Kodediti Raj Kumar	Trainee	9701601418	Warangal
44	P.Jeevan Kumar	Trainee	9177826029	Cuddapah

45	Ch.Ravi	Trainee	9701601417	Guntur
46	Pranab Deka	Trainee	9957566201	Assam
47	Ashok Babu	Customer Care Engineer	9730049204	Pune
48	Manoj Vishwakarma	Trainee	9179093457	Indore
49	Sajid Khan	Trainee	9179093461	Jabalpur
50	G.Sateesh Chandran	Asst. Manager	9746661046	Trivendram
51	Johnson Mathew	Customer Care Engineer	9746661047	Calicut
52	K.G.Unnikrishnan	Customer Care Engineer	9746661048	Trissur
53	Nitin T. Madhavi Tukaram	Sr. Customer Care Engineer	9004050236	Mumbai
54	P. Muthu Kumar	Trainee	9004050232	Mumbai
55	Suhas Nana Patil	Trainee	9004050233	Mumbai
56	Pradeep Kr. Singh	Trainee	9793589993	Varanasi
57	Anil Soni	Trainee	9793589992	Jhansi
58	Gaurav Kumar Rai	Trainee	9793589991	Lucknow
59	Balwinder S Sidhu	Customer Care Engineer	9779982255	Chandigarh
60	B.Ramesh Kumar	Sr. Customer Care Engineer	9701601321	Vizag
61	T.V.M Praveen	Trainee	9701601428	Vizag
62	Manoj Kumar Sahoo	Trainee	9937396393	Berhampur
63	Gopal Kumar Praharaaj	Trainee	9937053498	Bhubaneswar
64	Dileep Kumar Pradhan	Trainee	9937060129	Bhubaneswar
65	Bibhut Bhusan Samal	Trainee	9777470906	Sambalpur
66	Nishikant Patil	Sr. Customer Care Engineer	9730049212	Pune
67	Manoj Suthar	Trainee	9730049205	Pune
68	Prashant Jagannath Kodke	Trainee	9730049207	Akola
69	Prashant PrabhakarRao Joshi	Trainee	9730049206	Aurangabad
70	Mohan R Patel	Trainee	9730049211	Nagpur
71	Mukesh VishwasRao Bhadane	Trainee	9730049209	Nashik
72	Mahesh Chandrakant Jadhav	Trainee	9730049210	Kolhapur
73	Raju Galeyya Jod	Trainee	9011223432	Nanded
74	Karanpal Singh	Trainee	9001093209	Jaipur
75	Jaspal Singh	Trainee	9001093208	Bikaner
76	Sunil Kumar Bansal	Trainee	9001093206	Udaipur

LINKWELL SERVICE & MARKETING CONTACT DETAILS:

BRANCHES

Circle	Address (Branch)
Ahmedabad	Linkwell Telesystems (P) Ltd. Shop No.9, 1st Floor Shivalik Arcade, Satellite 100FT Rd Opp. Prahladnagar Park Ahmedabad, Gujarat - 380051.Ph: (079) 40062001 / 2
Noida	Linkwell Telesystems (P) Ltd. C-62, Sector – 63 Noida – 201 301. Uttar Pradesh.Ph: (0120) 4281114
Bangalore	Linkwell Telesystems (P) Ltd. 1st FLOOR, "Darus Suroor" Building 43, Dickenson Road, Bangalore - 560 042 Ph: (080) 25598811 / 25550726
Chennai	Linkwell Telesystems (P) Ltd. Flat No. 2, Rathnapuri Layout, 1st floor, AboveStateBankofHyderabad, Koyambedu, Chennai - 600 107.Ph: (044) 24797950 / 24797960
Vizag	Linkwell Telesystems (P) Ltd, G-II, Indraprastha Apartments, 1 st Floor, Beside Raghavendra Temple, Waltair Main Road, Ramnagar, Vishakapatnam–530 002, Ph: (0891) 2564752
Kolkatta	Linkwell Telesystems (P) Ltd. No. 77, Elliot Road 1 st Floor Kolkatta – 700 016. West Bengal.Ph: (033) 22176549, 22169301
Mumbai	Linkwell Telesystems Pvt. Ltd. 308,3rd Flr, Manish Commercial Centre (Old Passport Office), Dr. Annie Beasant Rd, Prabhadevi, Worli,Mumbai - 400025.Ph: 022 24916940 / 24916942
Pune	Linkwell Telesystems Pvt Ltd. B-8, Suryawanshi Towers Behind Suyaba Mangal Karyalaya Bhaikrai Nagar, Pursungi Taluka - Haveli,Dist.- Pune – 411028,Ph: 20-26980783
Indore	Linkwell Telesystems (P) Ltd E.K. 145, Scheme No. 54 Indore, (MP) – 452010,Mr. Ashok Babu,Mobile # 9179093457

Cochin	Linkwell Telesystems (P) Ltd 50/491, A-I, Kannaki Chendankulangara Road Manimala Road, Edapally, Cochin 682024, Ph: 0484 2333844
Jaipur	Linkwell Telesystems (P) Ltd, 241, Himmat Nagar, Tonk Road Jaipur, Rajasthan, Mr. Praveen Gupta, Ph: 9001093219

LINKWELL RESIDENTIAL EXECUTIVES:

Guwahati	Mr B C Baro C/o. Krishna Nanda Das Jatia (Hill Site), Kahipara Road, Nizara Path, Bye Lane No.5 Dispur, Guwahati – 6, Phone # 0361 2388888, Mobile # 9957195221
Trivendrum	Mr. Sateesh Chandran, Vijaya Bhavan T.C. 2/3478, H.No. B-1, Lane B Chalakuzhy Road, Pattom Trivendrum – 695004, Ph: 0471 2445662, Mobile: 9746661046
Cochin Service Centre	Mr. Baburaj Vytila-19, Jamatha Road, 12 th Lane, 29/1039 Ernakulam., Mobile: 9746661049
Trissur	Mr. K.G. Unnikrishnan Karivannoor House Chowannoor Post Kunnamkulam Trichur, Kerala – 680503, Ph: 04885 223222, Mobile: 9746661048
Jabalpur	Mr. Sajid Khan Guljar Hotel Anshul Vihar Duplex 10/A, Opp. Dir Hitech Agarwal Jabalpur, MP, Mobile # 9179093461

Warranty Terms

The VTU manufactured and sold by Linkwell come with a limited warranty that covers all Manufacturing defects observed during Warranty and certified by Linkwell's Authorized Service Engineers. The Linkwell VTU Warranty does not cover Consumables, Antennas and Cables. Warranty is also not applicable in the event of physical or mechanical damages caused to the VTU that are caused by improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, or modification.

Linkwell is not liable for any loss of data or any costs associated with determining the source of the system problems or removing, servicing or installing Linkwell products. This warranty excludes 3rd party software, connected equipment or stored data. In the event of a claim, Link well's sole obligation shall be replacement of the hardware

This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly. Linkwell Warranty obligation will cease to exist if the ownership rights are transferred without prior intimation and Linkwell will not entertain request for repair/rectification, if third party approaches.

Warranty Period

Warranty period commences from the date of invoice of the VTU to the Customer and will remain in force for a period of 12 months from the date of Invoice of the same. The Customer shall provide the copy of the Invoice as support of the VTU being in the Warranty period and the same have to be forwarded along with VTU.

Onsite Support

If the Customer wants onsite (ie at the Customer place of deployment) warranty support, the same will be provided on an extra per trip cost basis. Please note however, that the onsite warranty support service is only available at locations where Linkwell has a Service office (comprehensive list given above) and is not offered at any other location.

The Cost for each trip made by a Service Engineer to the Customer's place of deployment during the Warranty period will be **Rs 400/- (Rupees Four Hundred inclusive of Service Tax)** inclusive of Service Tax. The Customer has to pay this amount immediately, during the Service Engineer's visit. In the event that the Service Engineer is unable to address the problem onsite and needs to take away the VTU to be rectified, then the return trip (ie the second visit) will not attract any extra cost/charges.

Customer has to give the following details along with the complaint login.

Sl.	Unit	Model	Date of	Nature of	Customer Name	Location
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No	IMEI No		purchase	Complaint	& Contact Details.	/Area
1.						

Other Terms

1. The Customer complaints will be attended between 10.am to 6 pm on all working days (i.e. Monday to Saturday).
2. Linkwell will endeavour to give a turn around time of 2-3 working days but no later than 4 working days in addressing complaints and warranty related issues.
3. The Customer has to lodge a complaint either through email or through fax with all details as per the format given above.

Post Warranty Service Support

After the expiry of the Warranty period, the Customer has a choice of either entering into an Annual Maintenance Contract (AMC) that covers faulty material or availing normal post warranty services as and when the need arises. Details of the Annual Maintenance Contract are as follows:

The Customer, should he so desire, can purchase a comprehensive Annual Maintenance Contract wherein the faulty Components shall be covered akin to the Warranty terms and conditions.

Terms & Conditions - Post Warranty AMC

- The Customer has to pay 50 % of the AMC amount at the time of entering the contract and the balance 50 % after 6 months of the date of the AMC agreement.
- Customer has to furnish information on the nature of complaint as per Formant given above. Linkwell will endeavor to offer a turn around time of 2-3 working days but no later than 4 working days, on receipt of faulty material at our office.
- Comprehensive AMC will cover the VTU repaid charges and faulty parts excluding Adapter, Antenna, Cables and Battery.
- In case components not covered under AMC go faulty, the Customer has to pay for the same as per Linkwell Pricelist.
- The old parts, which are replaced under comprehensive AMC, will become the property of the Linkwell.
- The Customer has to bring the VTU to the Linkwell office for inspection and repair after sending information on the fault.
- Linkwell is not responsible for the damages caused during the dispatch through courier, however it will take all precautions for packaging the VTU after rectification

- In case the Customer wants the Linkwell Service Engineer to provide onsite service during the AMC period, the charges for the same are extra over and above the AMC charges.

Comprehensive AMC Charge/VTU is **Rs.1,000/- (Rupees One Thousand only)** inclusive of Service Tax.

Service Engineer onsite visit charges in case the customer so desires will be **Rs 500/- (Rupees five Hundred only)** per visit inclusive of Service Tax. The Customer has to pay this amount immediately, during the Service Engineer's visit. In the event that the Service Engineer is unable to address the problem onsite and needs to take away the VTU to be rectified, then the return trip (ie the second visit) will not attract any extra cost/charges. Please note however, that the onsite AMC Service is only available at locations where Linkwell has a Service office (comprehensive list given above) and is not offered at any other location

Terms & Conditions - Post Warranty Service

- Customer has to furnish information on the nature of complaint as per Format given above and thereafter deliver the faulty VTS to the Linkwell office.
- Linkwell will endeavor to offer a turnaround time of 2-3 working days but no later than 4 working days, after receipt of faulty material at our office.
- All components that are faulty along with Service charges for the repair will be paid for by the Customer, as per Linkwell pricelist, before taking delivery of the repaired VTU.
- The old parts, which are replaced under comprehensive AMC, will become the property of the Linkwell.
- In case the Customer wants the Linkwell Service Engineer to provide onsite service during the AMC period, the charges for the same are extra over and above the AMC charges.

Service Charges for repair shall be at actuals depending on the quantum of work.

If the Customer so desires, the Service Engineer can attend the complaint onsite, and in such cases the onsite visit charges will be and additional **Rs 600/- (Rupees Six Hundred only)** per visit inclusive of Service Tax. The actual Service charges for repair shall be at actual depending on the quantum of work. Customer has to pay this amount immediately, during the Service Engineer's visit. In the event that the Service Engineer is unable to address the problem onsite and needs to take away the VTU to be rectified, then the return trip (ie the second visit) will not attract any extra cost/charges. Please note however, that the onsite AMC Service is only available at locations where Linkwell has a Service office (comprehensive list given above) and is not offered at any other location.



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Visiontek 84 VT

Overview

Visiontek 84VT, Vehicle Tracking Unit equipped with state of the art GPS receiver provides reliable and accurate navigation data. The unit enables the vehicle owners or third parties to track the location of a Truck, Ship, Container, Car or any object which is moving.

All the communication with the user/server is handled by Tri-Band GSM/GPRS module which accurately delivers all the navigation data. The communication is either through Short Message Service (SMS) or GPRS network.

The Visiontek 84VT is provided with a RS232 port for configuration of the unit. The unit can be also remotely configured (OTA Configuration). In addition the unit is provided with two SOS switches (One for Voice & One for SMS) for communicating with pre defined numbers. A voice port is provided for two way communication and buzzer is provided for incoming calls alert. The unit can be configured to receive the incoming calls from pre-defined numbers.

Application Areas

- Personal Cars
- Logistics
- Fleet management
- Commercial Vehicles
- Delivery & Courier services
- Public Transport Systems
- Taxi Services
- Emergency Vehicles and Security Vehicles

Features

- Tri-band 900/1800/1900 MHz GSM/Gprs Module
- GPS receiver with 20 channels
- Local and remote configuration over the air
- Real Time Clock (RTC)
- Wide DC input voltage range (9V-30V)
- RS232 Serial Port
- SMS / Gprs Communication
- Switch for voice & SMS communication
- Support TCP & UDP
- Real Time Clock (RTC)
- On-line and Off-line tracking
- LED indication for GSM, GPS and Power status
- Voice port for two way voice communication (Headset Only)
- Buzzer for incoming calls indication
- Provision for configuring incoming call numbers (05 Numbers)

- One SOS switch for sending SMS to pre-defined number
- GSM + GPS Combo antenna

PRODUCT IMAGES



Specifications

Module	900/1800/1900 MHz Tri-band GSM / GPRS module 20 channel GPS receiver
System	GSM, GPS
Output	Class 4 (2W for GSM 900 MHz) Class 1 (1W for GSM 1800/1900 MHz)
SIM Interface	External SIM 1.8V & 3V
SMS	Supports Text
GPRS Packet Data	Class 10 ; Coding Scheme CS1 to CS4
LED Indication	Power GSM GPS
Connectors/Switches	RS-232 Serial SIM Card Holder SMA antenna connector for GSM SMA antenna connector for GPS Voice port (Headset*) for two-way voice communication Tact switch for emergency SMS Tact switch for emergency voice call
Power Supply	Wide DC input voltage range (9V - 30V)
Enclosure	Aluminum
Temperature	Operating: -10°C to +55°C

	Storage: -40°C to +85°C
Humidity	5% - 85% RH
Dimension	103 L x 93 W x 36 H
Weight	250 grams
Antenna	GSM + GPS Combo Antenna
Software	PC Utility for configuring the unit



Remove the screws.



SIM Card Installation



Close and Lock the SIM card.



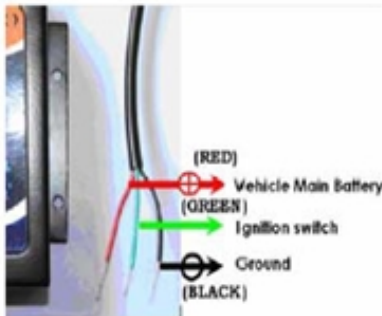
Connect the Internal battery.



Internal battery connection.



Close the top cover.



Battery and Ignition connection.



GSM & GPS antenna connection.



RS-232 port connection.

SET UP FOR INSTALLATION

- Select the location where the unit to be fixed / installed.
- Connect the GSM antenna to the GSM connector provided on the unit. Connect the GPS antenna to the GPS connector provided on the unit. GSM & GPS marking is provided near to the connectors for easy identification.
- For good GPS coverage, make sure that the GPS antenna has a clear view at the sky preferably outdoors. Ensure that the top of the antenna is aimed at the open sky.

POWER CONNECTION

- Connect the unit to DC power source/battery for power ON. Ensure that the input voltage to the unit is between 9V DC to 30V DC.
- When the units is powered ON, all the three LED's (Red, Yellow and Green) related to power, GSM and GPS will glow continuously and after sometime GSM and GPS will flash continuously.
- Connect the Ignition wire to the ignition ON/OFF switch make sure that the wire is connected with proper fuse protection.

NOTE: If ignition ON/OFF detection is not required, connect the Green wire (Ignition) to + Ve Terminal of the battery.

Trouble Shooting

Problem	Possible Causes
No Power ON	<ol style="list-style-type: none"> 1. Check power supply voltage (should be DC 9V to 30V). 2. Check polarity of power cable (Positive-RED & Negative-BLACK). 3. Check for any damage in power supply Cable.
GSM LED (Green) does not Flash. Continuously ON.	<ol style="list-style-type: none"> 1. Check the SIM Card activation. 2. Ensure SIM Card has PIN code is disabled. 3. Check GSM antenna and its connection to the unit. 4. Check for Network Coverage. 5. Any damage in GSM antenna connector.
GPS LED (Yellow) does not Flash. Continuously ON.	<ol style="list-style-type: none"> 1. Check for GPS antenna connection. 2. Make sure that the GPS antenna has clear view to open sky. GPS will not work if the unit is in shadow areas or the areas where there is no GPS coverage. 3. Any damage in GPS antenna connector and its connection.
Unit not getting configured	<ol style="list-style-type: none"> 1. Check the power supply voltage (should be DC 9V to 24V). 2. Check the polarity of power supply cable (positive-RED & Negative-BLACK). 3. Check the 'Buzzer' Sound. 4. Refer to configuration procedure.
Unit not sending data.	<ol style="list-style-type: none"> 1. Check for availability of GPRS. 2. Check for availability of GPS. 3. Check the configuration details. 4. Check for proper/correct IP and port address. 5. Check SIM card and its APN in configuration.
SMS switch not working.	<ol style="list-style-type: none"> 1. Check for the correct SMS Service Centre number. 2. Check 'SMS Number' in the configuration details. 3. Check the switch for free movement. <p>Note: at the time data sending, SMS is not allowed.</p>
Voice switch is not working.	<ol style="list-style-type: none"> 1. Check whether the Voice Service is enabled or not with the SIM Card. 2. Check the switch for free movement. 3. Check 'Voice Number' in the configuration details. <p>Note: at the time data sending Voice Call is not allowed..</p>
Unit is working properly but not sending data.	<ol style="list-style-type: none"> 1. Check the status of LED's. 2. Check GPS Network availability. 3. Check the GPRS availability. 4. Check the GSM & GPS frequencies configured. 5. Check the remote IP and Port details. 6. Check "APN". 7. Make sure that that the remote IP and Port are OK. <p>Note: If GPRS Network not available for longer times the unit will store the data in memory and after getting the GPRS Network the unit will send the total data from initial position, it may take some time to send total data.</p>
Unit is not working with Internal Battery (For 86 VTU Only).	<ol style="list-style-type: none"> 1. Check the internal battery voltage (5.7 V minimum and 7.4 maximum). 2. Check the Battery connector and its cable connection.
Off line mode data is not getting/not working	<ol style="list-style-type: none"> 1. Check the Configuration Details (Mode should be Offline). 2. Check the GPS antenna and its cable connection.
SMS Mode is not working.	<ol style="list-style-type: none"> 1. Check the configuration Details (Mode should be SMS). 2. Check the Server Number in configuration. 3. Check the SIM Card Message Service Centre Number. 4. Check the GSM and GPS antenna connections. 5. Check the GSM Network availability. 6. Check by sending SMS through Panic button.