



Chapman® Vehicle Locator™ (CVL)



Security To Go™

User Manual

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**This Manual details all the functions and operations
that the CVL has the capacity to provide for you.**

Reference Notes

Write your CVL reference numbers in the spaces provided below. Remember you may want these numbers changed, so use a pencil or make copies so that you can update your information.

CVL Phone Particulars

Model Type	110AS026
Your Operational Phone Number	
Electronic Serial Number (ESN)	

Programmed Phone Numbers

Emergency Number – Q1 [Press Once and Hold 2 Seconds]	
Concierge Number – Q2 [Press Rapidly 2 Times]	
Service Operator Number – Q3 [Press Rapidly 3 Times]	
Personal Number 1 [Press Rapidly 4 Times]	
Personal Number 2 [Press Rapidly 5 Times]	
Personal Number 3 [Press Rapidly 6 Times]	
Personal Number 4 [Press Rapidly 7 Times]	
Personal Number 5 [Press Rapidly 8 Times]	
Personal Number 6 [Press Rapidly 9 Times]	

Authorized Dealer Name	
Dealer Phone Number	(____) _____
Dealer Account Number	# _____ -
Chapman Customer Service Desk [If You Have Questions]	(800) 827-8034
C3 Information Service [Monitoring Information]	(____) _____

Installed, Operational Functions:

Is your CVL installed with Engine Disable?	Yes	No
Is your CVL equipped to activate Horn?	Yes	No
Is your CVL equipped to activate Lights?	Yes	No
Is your CVL equipped with Door Unlock?	Yes	No
Is your CVL equipped with provisions to keep the door from being unlocked by unauthorized users?	Yes	No
Is your CVL equipped with Motion/Tow Sensor?	Yes	No
Is your Factory installed Alarm interfaced with CVL?	Yes	No
Is your CVL equipped with Covert Arm/Disarm Button?	Yes	No
Number of Additional Call/Emergency Buttons		

[Installer: Please List Location of additional Call/Emergency Buttons]:
[Installer: Have you checked all appropriate boxes? _____ {Please Initial}]

Terminology

CVL	Chapman Vehicle Locator. The security and tracking unit you have purchased.
C3	Chapman Command Center (C3). The dispatch and control center that is dialed whenever you have an Emergency, Concierge or Service Operator call that is made. See the C3 section in this manual for further information.
GPS	Global Positioning System. A series of 24 satellites, 11,000 miles high in orbit around the globe. The locating system within the CVL uses signals from these satellites to calculate location, speed, bearing and time. From this information your CVL has calculated your position, speed and bearing.
Personal Call	This is a call to or from another normal telephone i.e., not the C3.
Down Load	The CVL comes with an “on board memory used to store location, speed, time and date information. This data is referred to as the “Route Log.” Route Log data can be downloaded by C3 learn/verify vehicle activity.
Battery Save	This is one of the modes the CVL can be automatically switched to. When in the Battery save mode the CVL has a programmable timer, which allows the CVL to power up and be “able to receive” incoming calls from C3 to interrogate the system for tracking, locating, or other services. Alarm functions can be either on or off.
Armed	One of the CVL modes. In this mode the CVL has a programmable timer, which allows the CVL to power up and be “able to receive” incoming calls from C3, but it also has its alarm features turned on and will make an emergency call to C3 if the vehicle is broken into.
Alarm	The CVL system will produce an Alarm response/condition when the security alarm is “on” and has detected an unauthorized vehicle entry. In Alarm response/condition, the CVL will automatically call C3, indicating an unauthorized vehicle entry/alarm condition is in progress, and the C3 operator will immediately take the appropriate action to verify the Alarm, and if warranted, summon the appropriate authorities.
Key Chain Transmitter	The Key Chain Transmitter is the CVL control used to arm/disarm alarm function and to make calls to C3. Should your Key Chain Transmitter become lost or need to be replaced, C3 will assist you with a new Key Chain Transmitter and the programming [referred to as Learn the Code] so that it communicates with your CVL unit.
Meantime	“Meantime” refers to when the CVL is “on intermittently ” and able to receive calls from C3. When in Battery Save mode, the CVL has a programmable timer, which allows the CVL to power up and be “able to receive” incoming calls from C3. This power up feature is referred to as “Meantime.”

Introducing the Chapman Vehicle Locator

Using the most advanced technology available, the Chapman Vehicle Locator (CVL) provides you with a broad range of services, including vehicle security, emergency aid, air bag deployment, roadside assistance, directions, asset management tracking or simply making a phone call. More importantly, it provides you with peace of mind 24 hours a day, seven days a week.

CVL Vehicle Alarm Function

The CVL combines location/tracking, data, two-way voice communications and “optional” vehicle security functions to provide an easy to use vehicle alarm and emergency notification system. When leaving the vehicle, an easy to use button on the key chain transmitter [supplied with each CVL unit] allows you to “arm” the system. Should an unauthorized entry of the vehicle take place, the CVL will automatically make an emergency call to the Chapman Command Center (“C3”).

Upon receiving an alarm notification call, trained C3 Operators will take immediate action to verify [if in fact] the vehicle is being stolen or vandalized. This is accomplished by the silent listen in feature of the system. C3 Operators will open communications with the CVL system, and are able to listen in and if appropriate, communicate with the vehicle’s occupants, alert the police, or even disable the vehicle with the “engine kill/disable” feature, with appropriate law enforcement authorization.

Panic Call

The CVL has the ability to make panic or emergency calls by pressing the Panic button or the key chain transmitter, or by pressing an optional panic button(s) (hidden) installed in the vehicle. Either way, you can make a silent panic or emergency call, alerting C3 that you need assistance.

Making Calls

The CVL has the ability to make and receive cellular calls (Note: providing a normal cellular account has been activated.). By pressing the call button located on the CVL (if overtly installed for fleet and asset management applications), or on the key chain transmitter, puts you in contact with a C3 operator. The CVL also can dial up to 9 personal numbers. (See more detailed explanation in the sections titled “Quick Guide” and “What are the buttons and Lights.”)

Concierge Services

Calls to Q2 Operators for directions, assistance or concierge yellow page type services can be accomplished by pressing the call button on the unit or on the key chain transmitter rapidly two (2) times.

CVL Vehicle Tracker

Should the Vehicle Alarm feature not be required, your CVL can be utilized as a fully functional Asset and Fleet Management Tracking and Emergency Notification System. While the Vehicle is turned on, the CVL may be contacted at any time by C3. While it is in the off mode, the CVL will switch on periodically (see Terminology, “Meantime”) saving the vehicle’s battery and also periodically allowing C3 to download if information is needed.

CVL Output Feature

The C3-controlled output feature of the CVL allows C3 to remotely send a signal controlling optional installed functionality of the vehicle such as: controlling Engine Kill/Disable (with law enforcement authorization) or Door Unlock, Horn Honk, or Lights Flash, or the program feature for new/replaced key chain transmitters.

Quick Guide

Key Chain Transmitter Buttons



Arm/Disarm- This button arms and disarms the security function of the CVL. This button may also be used to cancel an alarm.

On- This button will switch the CVL on. When the engine is running the CVL is automatically switched “On.” This button may also be used to cancel an alarm.

Call- Call Button, a 2 second press makes an Emergency Q1 Call, multiple presses dials non-emergency or private numbers. Press to pick up or hang up a call.

Off- This button will switch the CVL into the Battery Save state.

Audible Beep Guide and Information

To assist the user in correct operation of the CVL, audible “beeps” have been designed into the system. Each sequence of beeps are utilized as an audible confirmation and verification of the various CVL modes and functions. These beeps assist the user by confirming that the desired mode or function has been selected when using the Key Chain Transmitter or the “Call” button on the CVL.

Where indicated, please note the following:

1. An **internal** ‘beep’ originates from the CVL’s speaker.
2. An **external** ‘beep’ originates from the CVL’s speaker and external indicator.
3. An **external indicator** means the vehicles’ horn or lights (if connected).

The Audible Beep Guide

- 1 internal ‘beep’ indicates CVL is in “Battery Save and/or a Voice Call.
- 2 internal ‘beeps’ indicate CVL is powered “On.”
- 3 external ‘beeps’ indicate CVL is “Arming” Security Alarm feature.
- 1 external ‘beep’ indicates CVL is “Disarming” Security Alarm feature.
- *Repetitive internal* ‘beeps’ indicate CVL “Arming” Security Alarm feature.
- *Repetitive external* ‘beeps’ indicate the CVL is in “Alarm” mode.

Important Note: If no sound is heard in response to a key press, this indicates that the selected key press is not valid, or an emergency call has just been placed and a C3 Q1 Operator will be receiving an “Alarm” call.

Operations

Making an Emergency Q1 call:

*Press Call button on key chain transmitter or panic button where applicable, hold for 2 seconds (silent) **Note: You must Hold a Q1 Emergency call panic button for two seconds, all other calls are rapid-press.***

Making a Q2 Concierge call:

Press call button twice rapidly. (2 'beeps' are heard)

Making a Q3 Service Operator call:

Press call button three times rapidly (3+ 'beeps' are heard)

Making a Personal call:

Press Call button the required numbers of times for the selected call. ('beeps' are heard for each press).

Arming the System:

Press the Arm/Disarm button once (3 'beeps' are heard from the CVL speaker and vehicle horn).

Disarming the System:

Press the Arm/Disarm button once (1 'beep' is heard from the CVL speaker and vehicle horn).

Things to Remember

- ✓ Arm your system when you leave your vehicle.
- ✓ Disarm your system when you return. If you forget, the warning alarm will sound and you have **20** seconds to disarm the system before a silent invalid security entry emergency call is placed.
- ✓ The system will automatically switch into the battery save mode if the engine has been switched off for ½ hour and the CVL is still in the On mode.

Configuration Options

There are two types of configurations. In each configuration there are different optional extras. Be sure you know which configuration your CVL has.

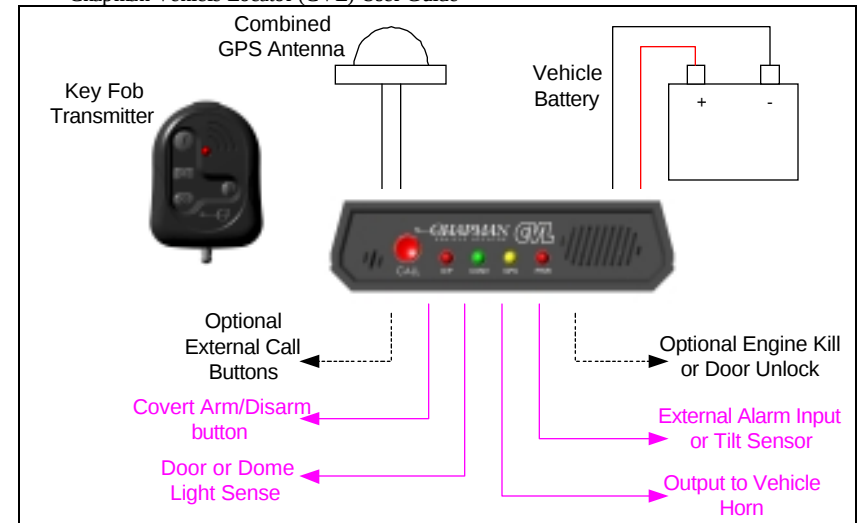
Figure 1 (schematic on next page) depicts the different configurations and the optional features.

Vehicle Locator/Tracking

The Vehicle Locator/Tracking configuration gives you the ability to locate your CVL, via the C3, and also to make Emergency/Non-Emergency calls using either the key chain transmitter or the Call button on the CVL itself. If the CVL is mounted covertly, a remote external speaker and microphone will have been installed. Otherwise, the CVL will be in view and the internal speaker and microphone on the front face of the CVL will be operational.

Vehicle Alarm and Locator/Tracking

The Vehicle Security Alarm and Locator/Tracking configuration adds a complete list the alarm features to the Standard Vehicle Locator/Tracking CVL. With this configuration the CVL can be Armed and Disarmed using the key chain transmitter or covert Arm/Disarm button (if installed). Vehicle indication is given when arming, disarming and when the vehicle alarms using the vehicle horn. The CVL will alarm when a door is opened or the Dome light is lit. It will also alarm if the external Alarm input is activated. The external Alarm input could be from a “motion” sensor, air bag-impact detector or a specialized third party alarm (eg. RV gas detectors, factory installed vehicle alarms, etc.). In the event of a non-cancelled alarm, the CVL will make a silent Emergency call to the C3.



* The violet features are the additional features used in the Alarm configuration.

Fig 1. Chapman Vehicle Locator “configuration”

Optional Features

On all configurations there are optional features that may be installed.

Central Station C3 Controlled Output:

This may be used for either a remote Engine Disable or Door Unlock feature.

External Call Buttons:

Additional Call buttons can be installed thru out the vehicle (even in the trunk) so that you can make a Q1 Emergency Call from any point in the vehicle. If they are installed ensure you know their location. [See reference notes page 4-Installer.]

External Covert Arm/disarm button:

This button acts in exactly the same way as the Arm/Disarm button on the Key Chain Transmitter. Its role is as a key chain transmitter back-up.

Quick Guide to Understanding the Buttons and Lights

Front Panel

LED Indicators: The CVL has four LED Indicators located on the front panel. [Note: In covert installations they will not be visible.]

CALL - The Large Red Mayday Call button allows you to make emergency and non-emergency calls. It also allows you pick-up an incoming voice call, and to hang-up a non-emergency call.

O/P - The Red C3 controlled output [see C3 Controlled Output on previous page] LED will indicate:
Bright Red indicates “On,” and the output is “active.”
Dull Red indicates “Off,” and the output is inactive.

CONV - Green Conversation LED will indicate:
Bright Green LED “On,” indicates the CVL is in a call.
Dull Green LED “Off,” indicates the CVL is not in a call.

GPS - Yellow Global Positioning System LED will indicate:
Bright Yellow LED “On,” indicates the GPS is powered up, receiving good signal and is “tracking” the vehicle.
Bright Yellow Flashing LED “Searching” indicates the GPS is powered up and is acquiring new satellite locations information.
Dull Yellow LED “Off,” indicates the GPS feature is not on or working.

PWR - Red Power and Mode LED will indicate:
Bright Red LED “On,” indicates the CVL is powered on, and/or the Cellular feature has periodically switched on in the Armed or Battery save modes.
Bright Red Flashing LED indicates the CVL is in the Armed state.
Dull Red LED “Off,” indicates the CVL “Off” or in the Battery Save mode.



Figure 2. CVL Front Panel

Emergency Calls

In the event of a life threatening emergency, press and hold Call button for 2 seconds. This will instruct the CVL to make a silent Q1 emergency call to C3. The C3 Operator will then be able to listen in, evaluate the situation and establish a location of the vehicle.

After evaluating the situation, the C3 Operator will then take the appropriate action. This includes alerting the police, activating the CVL speaker and communicating with the occupants in the car, or even killing the vehicle engine with law enforcement authorization (if installed). Additionally, the C3 Operator is able to continuously track the vehicle throughout the call.
Important Note: Only a C3 Q1 Operator can hang-up an Emergency Call.

Non-Emergency Calls

Depending upon your service type, the CVL is able to dial up to 9 non-emergency numbers. Depending upon your type of service, non-emergency calls may be made for concierge, Service Operator, or even personal numbers.

To dial a non-emergency call simply press the call button the number of times appropriate to connect to that service or phone number.

Note: Each button press for a non-emergency call need only be held for ½ second. A ‘beep’ is heard after the first release and on each press of the button thereafter. Once the button is inactive for 2-3 seconds, the selected call is placed.

When the call is completed you may hang-up the call by pressing the call button once and hold for 2 seconds. The CVL will then disconnect. There is no ‘beep’ associated with this action.

The first three button presses are reserved as follows:

Q1 - Life Threatening Emergency

Q2 - Concierge Services - roadside assistance, traffic information, street directions, or any other yellow page services, etc.

Q3 – Service Operator - General enquires, over the air modification of the CVLs features and functionality. (Over the Air or OTA describes commands sent through the cellular network from C3 to the CVL that modify and control features and functionality of the CVL.) To place 3rd party calls or receive messages.

Button presses 4 thru 9 are initially set up by the installer and can be modified over the air, if required, by using the 3-button press to the C3 Service Operator.

Receiving Calls

Whenever the CVL is “On” it can receive calls from either the C3 or from a normal telephone (dependant upon your service contract). When a call is received from the C3, a silent connection is made and you will hear nothing until the C3 Operator enables/connects to your speaker.

When a call is received that is not from the C3, the CVL will emit a ringing tone and you may answer by pressing the Call button. After the Call button is pressed, the call will connect and a standard hands-free telephone call will take place. To disconnect the call, simply press and hold the call button for 2 seconds.

When the CVL is in the Armed or Battery Save modes it will switch on periodically as programmed (Meantime). Usually will be programmed to be the first 2 minutes of each 15-minute period. When on, the CVL can receive C3 and normal voice calls.

Vehicle Alarm Operation

Arming

Once the engine is off you can arm the system by pressing the Arm/Disarm button on the Key Chain Transmitter (the covert Arm/disarm button may also be used if installed). Upon Arming, the CVL will emit 3 short ‘beeps’. If the CVL external Indicator function has been installed the vehicle horn will also emit three short ‘beeps’. The CVL will then wait 40 seconds before arming itself. During the last 10 seconds before arming, the CVL will emit a number of short ‘beeps’ on the internal speaker only. This is to indicate that the unit is about to arm. When these short ‘beeps’ have finished, the unit arms. The Red PWR LED on the CVL will then start flashing.

Disarming

To disarm the system, simply press the Arm/Disarm button once on the Key Chain Transmitter, or covert arm/disarm button. Upon disarming, the CVL will emit one short ‘beep.’ If CVL External Visual or Audible Indicator function has been installed, the vehicle horn/lights will also emit or indicate with one short ‘beep/flash,’ advising/reminding the user the CVL has been successfully disarmed.

Alarm Procedure

Once armed, the CVL will alarm if any of its external sensors are activated. This could include a motion detector (in the event of being towed), door sense, or even a third party alarm system for special applications (RV gas detectors etc.) In the event of an alarm condition, the CVL will emit an audible warning signal for twenty seconds to remind the owner/user to disarm before an alarm signal is transmitted to C3. This warning signal is also “output” to the vehicle horn [if installed] and will beep the horn. If the CVL has not been disarmed within 20 seconds, the warning alarm will shut off and the CVL will make a silent emergency call to C3.

Remotely Locating the Unit

- The CVL may be contacted by the C3 Operator in order to validate its location. When the vehicle engine is running, the CVL can be contacted at any time. When the engine is off only during Meantime (the first 2 minutes of each 15 minute period).
- When in Battery Save or Armed modes the CVL will periodically switch on [“Meantime,”] allowing it to be contacted by C3 during these times.
- Should you want to locate your vehicle, please ring your Q3 Service Operator and ask them to locate it for you.
- If the C3 Service Operator cannot contact your vehicle immediately, the CVL may be in the “Battery Save Mode,” and you will have to wait until its pre-programmed “Meantime” to be able to locate it.

Vehicle Battery Considerations

In order to maximize the life of your battery, your CVL has been pre-programmed to turn on for the first 2 minutes of each 15 minutes when in the Armed or Battery Save modes. This is referred to as Meantime.

Important Note: Emergency Calls can be placed at any time.

If your vehicle is going to be left for a period of greater than two weeks please contact the Q3 Service Operator (3 button press) and they will re-program your unit accordingly. This Meantime “reconfiguration” can be carried out instantly with “over the air” commands sent from the Q3 Service Operator to the CVL.

In the event that the CVL is not switched to the Battery Save or Armed mode after the engine is switched off, the CVL will remain on for a period of ½ hour before automatically switching itself into the Battery Save mode.

Technical Specifications

Cellular

Compliant Specifications	EIA/IS-19-B and EIA/IS-91
Frequency Range	824.010 to 848.970MHz Transmit 869.010 to 893.970MHz Receive
Channel Spacing	30kHz
FCC Class	Cellular System Mobile Station Class III
Frequency Stability	$\pm 2.5\text{ppm}$, -30 to $+60^\circ\text{C}$ Typically $<0.5\text{ppm}$
Carrier Switching Times	NMT 2ms to within 3 dB of final level NMT 2ms to decay to -60dBm
Channel Switching Time	NMT 40ms

Receiver

RF Sensitivity	NLT 12dB SINAD @-116dBm
Intermodulation Spurious Response	$>65\text{dB}$ Attenuation
Spurious Response	$>60\text{dB}$, $>60\text{kHz}$ removed
Voice Audio Frequency Response	6dB/octave de-emphasis,
Bandpass filter	300 to 3000Hz
Expander	6dB/octave, attack time $3\pm 0.6\text{ms}$, recovery time $13.5\pm 2.7\text{ms}$
Hum and Noise	$>32\text{dB}$, typ. $>40\text{dB}$ ref 1kHz tone, 8kHz deviation.
Audio Harmonic Distortion	NMT 5%, Typically 2.3%
SAT Tone decoding	3dB above 12dB SINAD level, $<250\text{ms}$ 5970, 6000 or 6030Hz, $\pm 2\text{kHz}$ deviation
Data and Control Signals	Manchester-encoded NRZ format.

Transmitter

Max RF Power O/P	-2dBW, $\pm 2/-4\text{dB}$ at external antenna connector Typically 400mW. Antenna 450mW ERP nominal.
Frequency Stability	NMT 2.5ppm, Typ. 0.2ppm, -30 to $+60^\circ\text{C}$
RF Power Trans time	NMT 20ms between any two pwr levels.
Modulation	Wideband Data $\pm 8\text{kHz}$ peak dev. $\pm 10\%$. SAT $\pm 2\text{kHz}$ peak deviation $\pm 10\%$ Voice $\pm 12\text{kHz}$ peak deviation $\pm 10\%$
Voice Modulation	Compressor, 1dB output for 2dB input. Pre-emphasis 6dB/octave Deviation Limiting $\pm 12\text{kHz}$ peak.
Audio Muting	$>40\text{dB}$
FM Hum and Noise	$>32\text{dB}$, ref 1kHz tone, $\pm 8\text{kHz}$ deviation
	Harmonic and Spurious Emissions
	Conducted, attenuated $>(43+10\log W)\text{dB}$
	Radiated, attenuated $>(43+10\log W)\text{dB}$

GPS Receiver

Frequency	-L1 frequency, 1575.42 MHz C/A code direct sequence spread spectrum
Channels	12 parallel channels, continuous tracking 2-bit quantization
Datum	User Selectable
Position Accuracy	25 meters Spherical Error Probability 100 meters 2 dimensional RMS.
Acquisition Times (90%)	
Cold Start	<165 seconds (< 50 secs)
Warm Start	<50 seconds (<40 secs)
Hot start	<20 seconds (<8 secs)
<i>Advanced Hot Start</i>	<2 seconds

N.B. Three satellites required for initial fix, 2 to stay in lock, (1 to stay in lock)

Re-Acquisition after signal loss <2 seconds (<100mS)

Anti-Jamming Resistance 3 dB degradation in GPS SNR with
-20dBm CW, within ± 7.5 MHz of L1

The figures in Italics will be valid from March '00 onwards.

External Connections

External Microphone	Miniature jack socket
External Loudspeaker	Miniature jack socket
Cellular Antenna	SMA female
GPS Antenna	SMA female
Vehicle I/O connections	Molex Mini-Fit Junior 16 way

Environmental

Temperature	-30 to +60°C operating
Humidity	96% RH, non-condensing at 40°C
Vibration	0.008g ² /Hz 5Hz to 20Hz 0.05g ² /Hz 20Hz to 100Hz -3dB/Octave 100Hz to 900H

Power Supply

Primary Power	+11 to +16Volts DC Connector
Back Up Power	Internal Rechargeable Lead-Acid
Battery Nominal	6.0V, 550mAH.
Internal Battery will allow a ½ hour call after vehicle battery is disconnected.	

Dimensions

Weight	19ozs.
Size (inches)	7.1 x 5.0 x 1.3

The C3 Central Command Center

C3 is the main station that receives all of your Emergency, Concierge and Service Operator calls. When connected, your operator has available all the information about yourself, your vehicle, your emergency contacts, special medication needs and any other pertinent information you provided when signing up. They can also download your position and can see your current location, speed and bearing. The position information can be continuously updated to allow the Operator to track you accurately and reliably.

Q1 Emergency Operator [Highest Priority]

If a Q1 Emergency call has been placed the connection is silent. The Q1 Emergency Operator will first try to ascertain the situation before enabling the CVL speaker and communicating with the vehicle's occupants. The Q1 Emergency Operator has the ability to conference in or transfer the call to your local emergency services. This is based on your current location. Also depending upon your installation the Q1 Emergency Operator also has the ability to Kill/Disable your vehicle engine. If you are involved in a car-jacking (emergency button press) or your car is stolen (automatic call), the Q1 Emergency Operator can silently direct the police to the current location or route of the vehicle. They can then wait for the vehicle to slow down to a safe speed and disable the engine. At any time they can enable the speaker to inform the vehicle's occupant that they are located, and that they have the ability to disable the engine.

Q2 Concierge Operator

If a Q2 Concierge or Q3 Service Operator call is made the connection is audible, the operators will answer the call, identify themselves and ask how they may assist you. The Concierge call is a lower priority call. The Concierge Operator can give you directions and route information as well as directing you to the nearest gas station, pharmacist etc. The Q2 Concierge Operator must be used in the event of a breakdown or any other type of automotive service.

Q3 Service Operator

The Q3 Service Operator has the ability to modify all of the CVL's functions and your information in the client record database.

Frequently Asked Questions

How does the C3 operator receive my list of phone numbers and other personal information?

When you purchased your CVL, you provided this information. It was programmed into a computer database at the C3 center.

What should I do if my address or other personal information changes?

Press the Call button three times and give your new information to the C3 Service operator.

Why is there a pause after I press the Alarm button?

Your CVL uses cellular technology. Just like a cellular phone, when you press the Alarm button, the CVL powers on and connects to the cellular network. Then, it automatically enters the C3 contact number. The number dials through and a C3 Operator answers. Depending on where you are calling from, this connection takes from 20 to 30 seconds.

If my call to C3 disconnects, what should I do?

In the event that your call to C3 disconnects, your CVL is programmed to automatically re-call C3 and reestablish a call. If this occurs, it is possible you will get a different C3 Operator.

I don't hear any 'beeps' when I start the car or arm/disarm the CVL

The CVL or installation has a fault. Contact your dealer for repair.

How can I contact the C3 if my CVL does not make the connection?

Contact your C3 Service Operator from a standard phone by calling 1-800-827-8034.

How do I replace my Key Chain Transmitter?

Call your C3 Service Operator at 1-800-827-8034 and request a replacement. Upon receiving your transmitter, call your C3 Service Operator to program your replacement key chain transmitter. The Service Operator will walk you through the easy to follow the programming 'Learning' process.

Limitations of Use

The Chapman Vehicle Locator (CVL) is designed to provide the services and uses as described in this document. If used as directed, the CVL will provide a reliable service of cellular communications and GPS location.

The user must note, however, that the CVL is not guaranteed to contact emergency service or to provide a precise location, at all times. Analog cellular services are not available in all areas and, where available, do have limited capacity that means that placing a call does not necessarily result in a connection. Further, the cellular service is such that it is possible for an established connection to be lost, or terminated. Further, GPS reception is subject to many factors and the user should be aware that, in general, it cannot be relied upon to provide a reliable location in any position where there is not a clear view of the sky. The GPS receiver needs to receive signals from at least four satellites in order to calculate a position, and the signals from those satellites have to be above a certain threshold. Thus, any obstruction between the satellites and the CVL, could attenuate the signals below the threshold and hence result in no location or a location that is inaccurate. These conditions include, but are not limited to, such areas as indoors, positions near or adjacent to buildings, city roads with buildings on both sides, shopping malls, under heavy foliage, multistory carparks, etc. Further, the accuracy of the location is dependent upon the accuracy of the map being used to display the location, and Chapman Technologies can accept no responsibility for the accuracy of the map being used, even if supplied by Chapman in good faith.