S911 LOLA S

User's Manual

Version 2.00
2022

For Your Safety

Read these simple guidelines. Not following them may be dangerous. Read the complete user guide for further information.

Road Safety Comes First

Do not use the device for talk when phone use is prohibited or when it may cause danger.

Interference

All wireless devices may be susceptible to interference, which could affect performance.

Switch Off In Hospitals

Switch the device off near medical equipment.

Switch Off In Aircraft

Follow any restrictions. Wireless devices can cause interference in aircraft.

Switch Off When Refuelling

Do not use the device at a refuelling point. Do not use near fuel or chemicals.

Switch Off Near Blasting

Follow any restrictions. Do not use the device where blasting is in progress.

Qualified Service

Only qualified personnel may install or repair this product.

Batteries

Use only approved batteries. Do not connect to incompatible products.

Back Up Copies

It is recommended to save the important settings.

Connecting To Other Devices

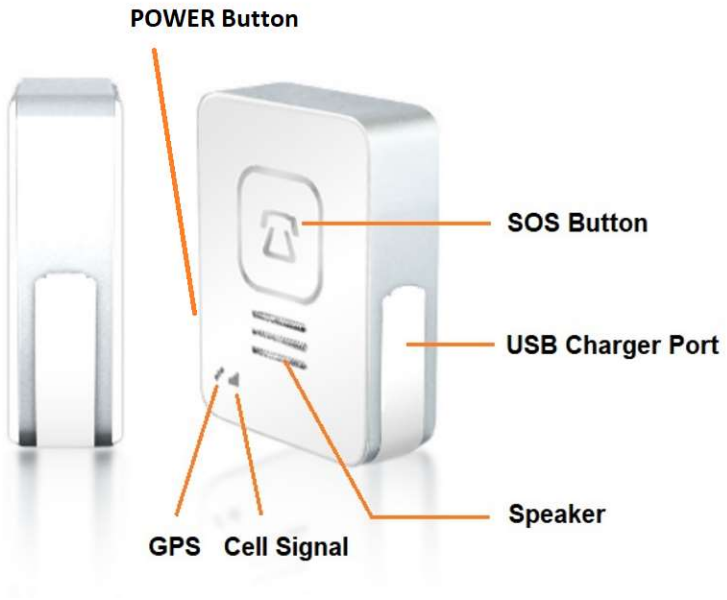
When connecting to any other device, read its user guide for detailed safety instructions. Do not connect with incompatible products.

Emergency Calls

Ensure the phone function of the device is switched on and in service.

1. Knowing about your S911 LOLA S

1.1. The drawing below shows the locations and names of the physical features of this product



Power Button: It is being used for turning on or off the S911 LOLA S unit.

Turn On the unit: Press this button over 3 seconds, the user should feel the vibration and observe flashing generated by the GPS indicator LED, Cell Signal indicator LED, and SOS button backlight LED

Turn Off the unit: Press this button over 3 seconds, GPS and Cell Signal status indicator LEDs will be turned off, the user can feel the vibration generatedby the vibrator. The unit will enter into its Power-Down Mode.

SOS Button: It is being used to send SOS alert, pick up/hand up phone and checking unit's status

Send SOS alert: Press this button for over 3 seconds. If the user can see the flashing generated by the SOS button backlight LED, this SOS request has been accepted, and the unit will activate its SOS alert action sequence.

Pick up the phone: When the unit has an incoming phone call, the user can press this button to pick up the phone.

Hand up the phone: During or after the phone call, the user can press this button to hand up the phone

Checking status: Press this button, the user can hear beeping. It can show the user the

working status of the major function part on this unit, such as GPS and Cell Signal.

Reset S911 LOLA S

To reset S911 LOLA S, the user should press both "Power" and "SOS" buttons for 3 seconds,then release them.

Note

1. When S911 LOLA S is connected to a computer to do configuration or firmware update, the user should follow the prompt information provided by utility software

2. When S911 LOLA S is under its regular working status, only do this when it is necessary. Otherwise, it can interrupt the GPS position data capturing and saving process andmay damage data saved inside of the internal memory.

2. Getting Started

2.1. Setup Summary

The steps below outline what should be accomplished in order to operate S911 LOLA S. Detailed descriptions of these steps will be described in the following sections.

If LOLA has never been set up by using your computer

1. Install the valid Nano SIM card
2. Charging the battery
3. Install the latest version of LocationNow Suite utility software
4. Run LocationNow Suite utility software
5. Ensure S911 LOLA S is powered down, then connect it to the computer
6. If a new firmware is available, update the firmware
7. Configure the unit and save the settings to the unit
8. Disconnect the unit from the computer
9. Reset the unit, and the device will start working

2.2. Requested by the setup process

- PC running Windows 10 or above
- An activated Nano SIM card with data and voice plan
- Micro USB charging/programming Cable

2.3. SIM Card and its installation

2.3.1. What is a valid Micro SIM card?

1. First of all, this SIM card should have a data & voice plan. The Mobile phone carrier should successfully activate it. The following setting parameters should be coming with the SIM card

APN:	The Access Point Name is used by your SIM card to connect to the Cell network.
APN User Name:	The user name authorizes your SIM card to access your carrier'sAccess Point. It could be blank in most cases.
APN Password:	The password authenticates your SIM card to access your carrier's Access Point. It could be blank in most cases.

2. If the user wants to use S911 LOLA S to send SMS alert messages or make SOS phone calls, this SIM card should be with the correspondent Voice and SMS service plan.
3. Some users may try the SIM card being used on their smartphone, which is with DATA plan, on S911 LOLA S. In certain cases, the SIM card may have been bound to their smartphone so that it could not be used on S911 LOLA S.

2.4. Charging the Battery

Note: To extend the battery life, when user first time uses S911 LOLA S, it is requested that he/she should not do battery charging until S911 LOLA S reminds user that battery is low with red LED flashing every 5s on the position of Cell Signal indicator.

To do battery charging, the user should use the USB cable to connect the AC-DC adaptor and S911 LOLA S, then plug the adaptor into a wall outlet.

How to speed up the battery charging process?

1. Power on S911 LOLA S and wait for it to enter into its working mode
2. Connect S911 LOLA S with the charger and start charging it
3. *Press the Power button for a while, both status indicator LEDs will turn off, and the user can feel a vibration generated by the internal vibrator. In this case, S911 LOLA S has been forced to enter into its Fast-Charging-Mode.

***Note**:

After action (3), if the GPS and Cell Signal LEDs are still on, press and hold the Power Button a second time for a while until it vibrates again. Both LEDs should be off by this point, and the Lola will have entered its Fast-Charging-Mode.

Under Fast-Charging-Mode, the LED of the Phone Icon will continue to be solid RED

and will turn off when the battery is fully charged. The whole charging process may last 3 to 4 hours.

3. Installation of Utility Software

3.1. Introduction to utility software

"**LocationNow Suite**" is the utility software package for all of the GPS locators products from Laipac Technology Inc.

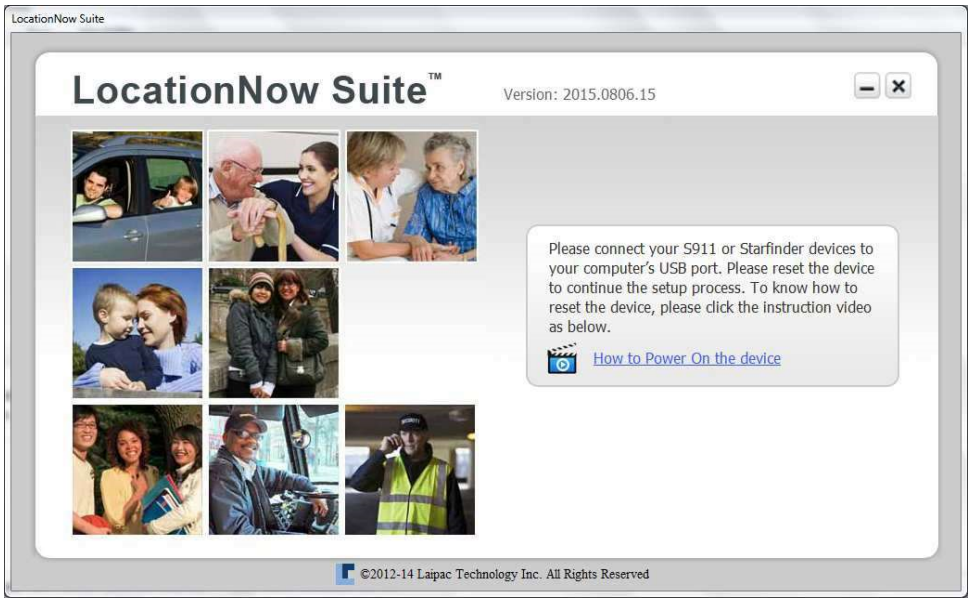
"**LocationNow Suite**" provides the two main services:

- Configuration
- Firmware Update

Contact Laipac Tech Support to obtain this utility software for your products.

4. How to start the configuration of your S911 LOLA S

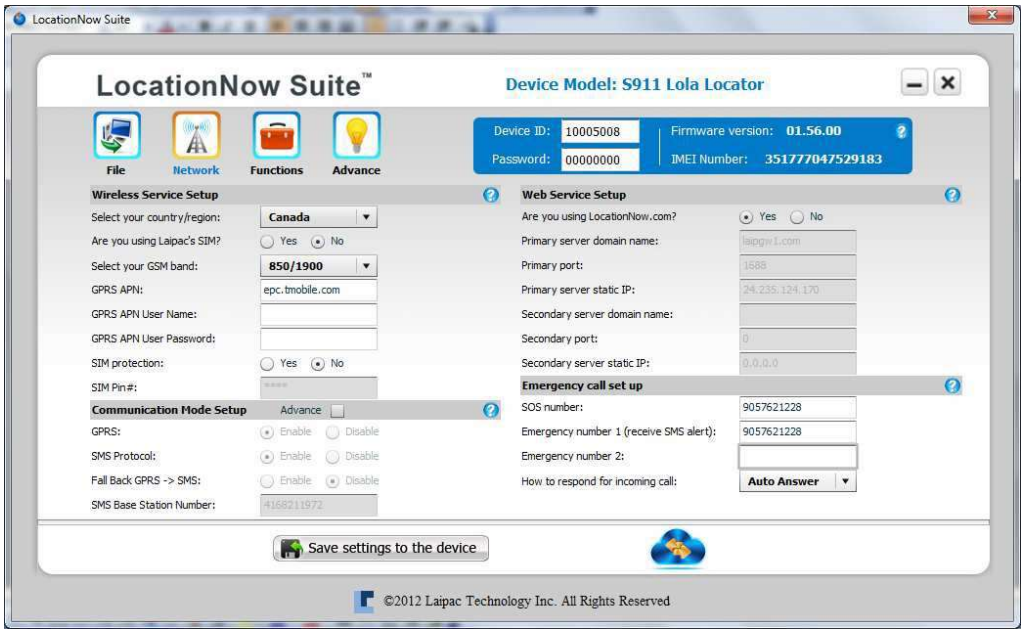
4.1. Enter into utility



4.2. Action on S911 LOLA S

1. Ensure your LOLA S is powered off.
2. Connect the unit to PC by using the micro USB cable, then turn on the unit if the connection is successful.

The first glance at LocationNow Suite utility, users can click the **"Proceed to set up"** button or wait while, automatically, the following window will show up.



1. The utility will read the existing configuration from the connected S911 LOLA S automatically.
2. If S911 LOLA S has never been configured before, the utility will use its default setting to fill in all those items requested by this utility.
3. There are 4 kinds of operation menus coming with this utility; they are:

- File
- Network
- Functions
- Advance

The following sections will tell the user how to set up S911 LOLA S by using these 4 menus:

4. On the bottom of those interfaces, there are 2 buttons

This button can be used to retrieve the existing configuration from S911 LOLA S to utility

Users can use this button to save the utility's current setting into the S911 LOLA S.

Note:

After user saves the setting into his S911 LOLA S, user should disconnect S911 LOLA S with computer, then, reset S911 LOLA S. After S911 LOLA S is able to recognize its SIM card, this

setting will replace the previous one.

4.3. An example of configuring S911 LOLA S

1. **Where is this user?**

   Select the country

2. **What kind of SIM card is being used by this user?**

   The SIM card with both Voice and Data plan from T-mobile. The APN parameters of this SIM card are as below:

APN:	**epc.tmobile.com**	
APN User Name:		(leave it as blank)
APN Password:		(leave it as blank)

3. **What service platform has been selected by him?**

   He has selected **LocationNow.com**, which is from Laipac Technology Inc, but he is not using the SIM card provided by Laipac. For the user being in USA and Canada, he could select to use Laipac's SIM card.

4. **What are those key setting items related to the service platform and S911 LOLA S?**

   The following settings are related to the service platform, **LocationNow.com**

   Device ID: When user opens his account on this service platform, he should beassigned a unique **Device ID** for his S911 LOLA S.

   Password: Also, he should set up a **Password** under his account.

   Besides Device ID and Password, the settings below also should be set up on his S911 LOLA S

   Primary server domain name: This is the domain name of the remote server. For www.LocationNow.com, use **'laipgw1.com'**.

   Primary Port: This is the Port used by the remote server with **Primaryserver domain name.** For www.LocationNow.com , it should be **'1688'**.

5. **How to report the real-time position?**

   Two options:

   a. **By Time:** 30 min (interval)

   b. **By Distance**: 20 Km (distance travelled)

6. **Other services are being requested by this user**

SOS phone call: When pressing the SOS button, S911 LOLA S can make a phone call to 3 selected phone Nos. The SIM card should have a valid voice service plan.

SOS SMS Alert: When pressing the SOS button, S911 LOLA S can send an SMS alert message to a selected SMS device.

4.4. Configuration on S911 LOLA S

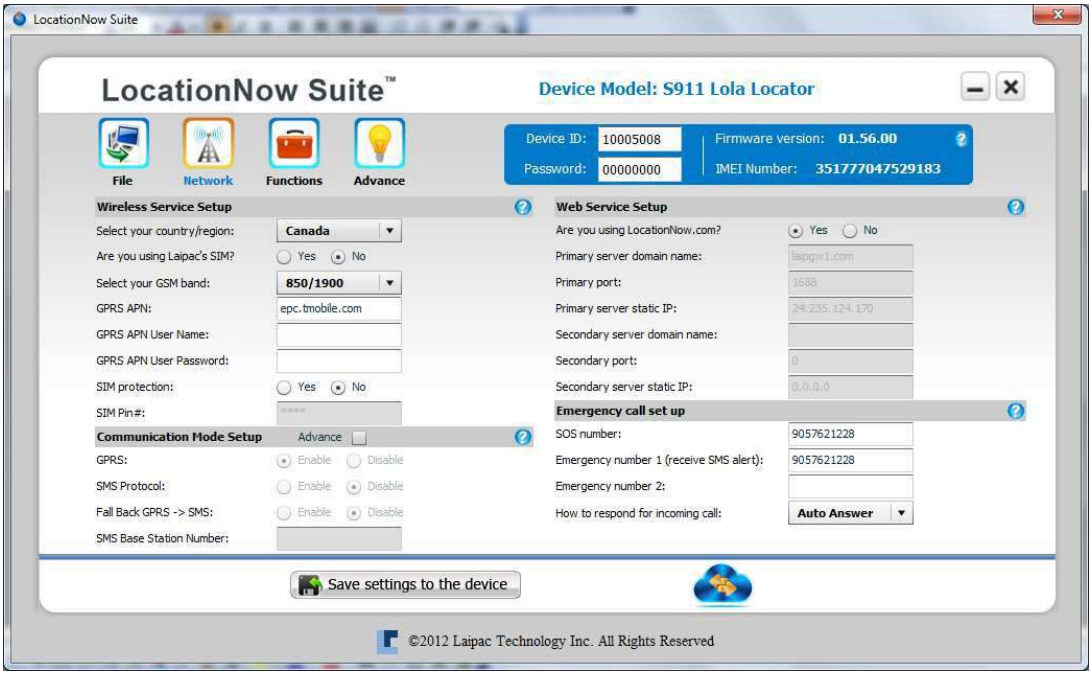


Fig. 6.2-1 Setting of Network menu

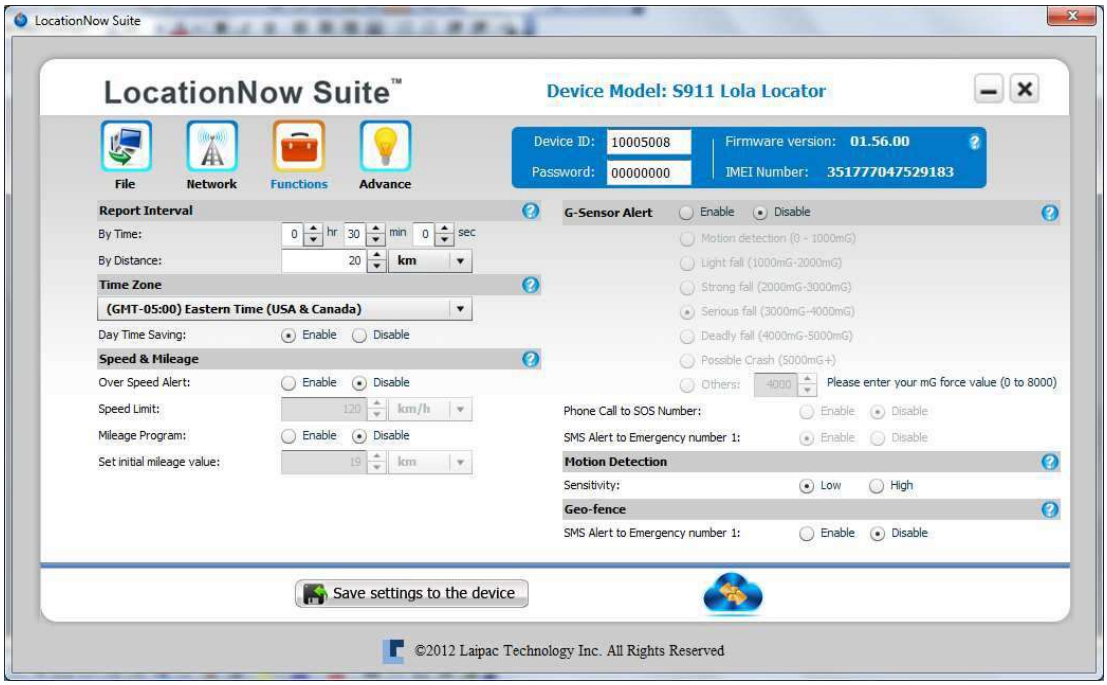


Fig. 6.2-2 Setting of Functions menu

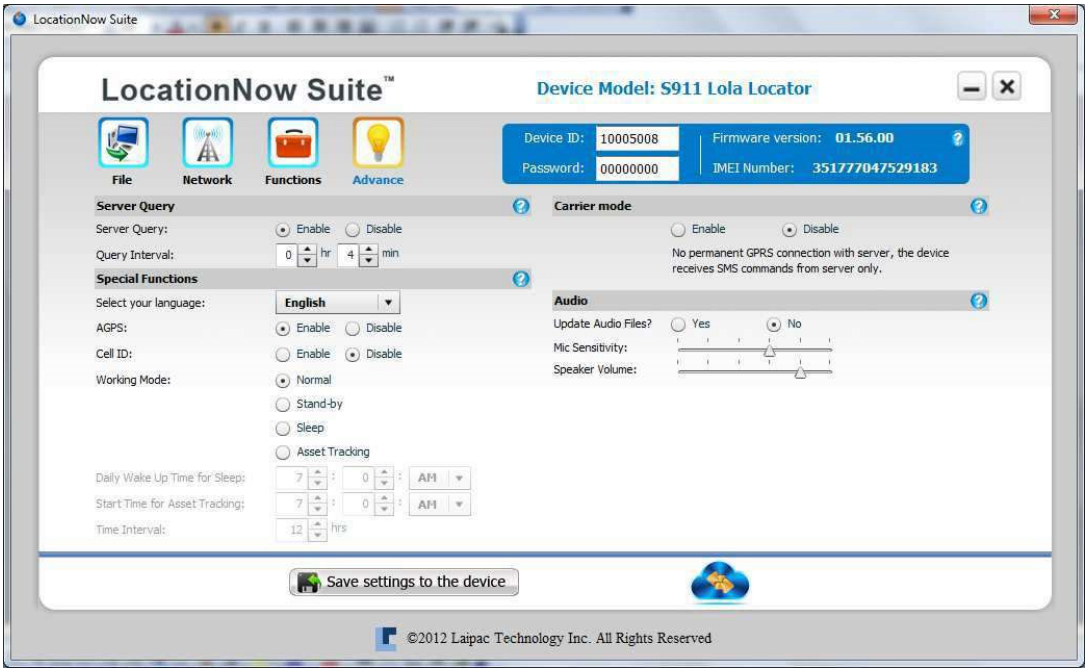


Fig. 6.2-3 Setting of Advance menu

How does LOLA make an emergency phone call?

When the user presses the SOS button, LOLA can make up to 3 emergency phone calls if thosephones Nos. have been configured by utility or remotely on the server-side. The dialling sequence is SOS No.->Emergency No.1->Emergency No. 2->SOS No. □ …, continuously. If nobody answers this call on the other side within about 15 seconds, S911 LOLA S will terminate the current call and turn to dial the next one for each dialling process. If any of these calls are picked up by the other side, S911 LOLA S will stay with this successful call until it is completed and no longer turn to dial the others.

Note:
Any auto answer on remote phone set side or from carrier will be treated as a successful calland S911 LOLA S will no longer turn to dial the next one.

How to respond to an incoming call

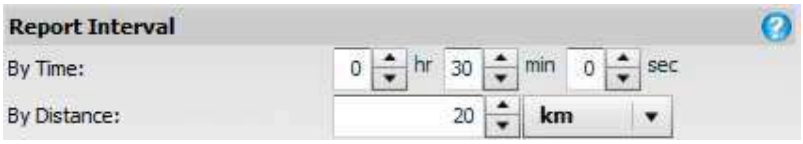
There are 4 kinds of ways to answer the incoming call on S911 LOLA S, and the user can select one of them from the pull-down menu.

Auto Answer: S911 LOLA S will pick up this phone call automatically
Press to Pick Up: The user should press the SOS button to pick up the call **Silent**
Call: S911 Lola S does not generate a ring with an incoming call
Disable incoming call: S911 LOLA S will prohibit any incoming call

4.5. Function operation menu

Click the icon to enter into **Functions** operation menu

4.5.1. Report Interval



By Time: This is a user-defined value to determine how often the S911 LOLA S will report itsposition using time.

By Distance: This is a user-defined value to determine how far the S911 LOLA S will report using the distance travelled. The options for distance are Kilometers, Meters, Miles, or Yards.

4.5.2. Time Zone

Time Zone: It is a drop-down menu allowing the user to select their time zone in GMT.

Day Time Saving: The option to enable or disable the ability to set up when daylight savings occurs

4.5.3. Speed & Mileage

Over Speed Alert: Provides the option to enable or disable the setup of speed limit notification alerting. This alert is sent to the GPRS server.

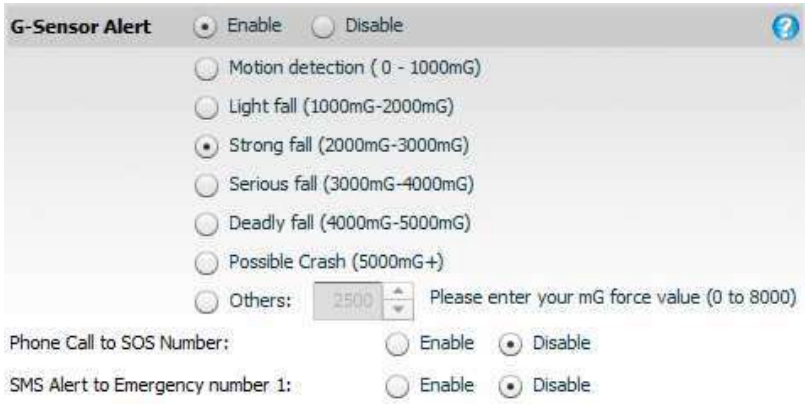
Speed Limit: It is a user-defined value of what speed limit should be set kilometres, meters, miles, or yards.

Mileage Program: Provides the option to enable or disable the setup of mileage accumulation. When the S911 LOLA S moves, the mileage will record how far the LOLA has been moving and send it to the server.

Set initial mileage value: The user- defined mileage accumulator's start point in kilometres, meters, miles, or yards.

4.5.4. G-Sensor Alert

By using an internal motion sensor (G-sensor), S911 LOLA S is able to sense a strong impacthit or drop hit on itself and send an alert message to the server and a phone.



G-sensor Alert: The user can enable or disable this function

G-sensor Trigger Value: The user can set up a threshold value for the motion sensor to detect the level caused by the hits. The level rangeis defined as 0 to 8000mG. By default, it is 2500mG.

Phone Call to SOS Number If the user enables both **G-sensor Alert** and this item, when a G-sensor alert generates, S911 LOLA S will send an alert message to the remote server first, send an SMSmessage to the SMS device with Emergency No.1 second, then make an emergency phone call.

SMS Alert to Emergency No.1 When this option is enabled, besides sending an alert message to the remote server, it will also send an SMS message

G-sensor Alert Actions

When a G-sensor alert is generated, S911 LOLA S can send an alert message to the server first, send an SMS message to an SMS device with Emergency No.1 second, then make an emergency phone call.

4.5.5. Geo-fence

Geofence Alert is a very useful function provided by S911 LOLA S. By means of a remote server, such as LocationNow.com, the user can set up a specified area on Google map. When S911 LOLA S enters or exits this defined area, S911 LOLA S will send a Geofence alert message to a remote server and an SMS device.

Send Alert to Emergency #1: If the user enables this option, when the geofence alert generates, besides sending an alert message to a remote server, it will send an SMS message to the Emergency No.1

4.6. Advance operation menu

Click icon, user can enter into the **Advance** operation menu.

4.6.1. Server Query

After S911 LOLA S develops the connection with the server, if there is no data transmission between the server and S911 LOLA S for a certain time, the Cell network service provider may shut down this connection. To avoid this happening, periodically, S911 LOLA S will send a short burst message to the server in order to keep this connection alive. If the server does not respond to the inquiring message sent, S911 LOLA S will try to redevelop the connection with the server. The process mentioned above is called **Serve Query**.

4.6.2. Special Function

AGPS Namely, **Assisted GPS**, is a system that can improve the startup performance TTFF (Time to First Fix) for GPS. S911 LOLA S is capable of providing AGPS service with this option enabled.

Cell ID Currently, Laipac's LocationNowplatform does not support this function yet. By default, this function is disabled.

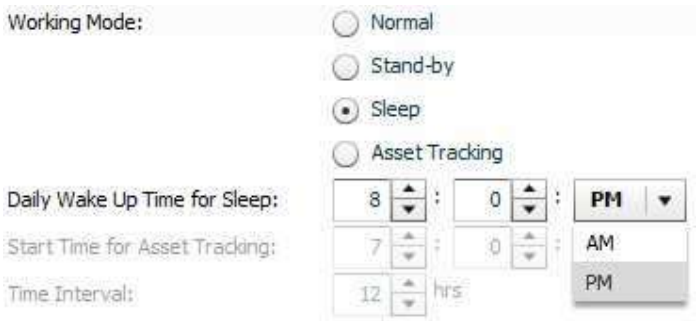
4.6.3. Working Mode and Carrier Mode

Working Mode S911 LOLA S has four kinds of working modes as below:

- Normal
- Stand-by
- Sleep
- Asset Tracking

Depending on the user's application, there are four working modes and can be setup by using utility software or remotely on LocationNow platform.

a. Set up Sleep Mode



When the device is under Sleep Mode, it will wake up every 12 hours to send and receive the commands. The user can set up S911 LOLA S to be wakened up in local time at 8:00 AM and 8:00 PM every day.

b. Set up Asset Tracking Mode

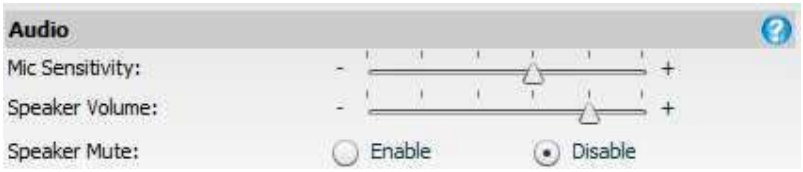
The device will be wakened up periodically based on the Time Interval setting when the device is under Asset Tracking Mode. During its wake-up time, it will play the role as it is under Normal Mode.

For example, this setting here will wake up LOLA 3 times every day at 6:00 AM, 2:00 PM and 10:00 PM.

If the user sets up his device at 10:00 AM and has the device running, the device will enter into Asset Tracking Mode after the device starts running immediately. The first wake-up and uploading report timeis 2:00 PM on the same day.

If the user sets up his device at 11:00 PM and has the device running, the device will enter into Asset Tracking Mode after the device starts running immediately. The first wake-up and uploading report time is 6:00 AM on the next day.

Audio



Why do we need to adjust the sensitivity of the Microphone and volume of the Speaker?

Due to the restriction of the size of S911 LOLA S, when making a phone to S911 LOLA S, the remote side may encounterthe echo issue. It is very helpful to adjust the sensitivity of the Microphone and volume of the Speaker to have them in a proper setting combination. This kind of adjustment can be done by using utility software or sending commands remotely from LocationNow platform.

Mic Sensitivity When the slide is moved from the left to right, the sensitivity of the Microphone will be increased to 5 different levels.

Speaker Volume When the slide is moved from the left to right, the volume of the Speaker will be increased to 5 different levels.

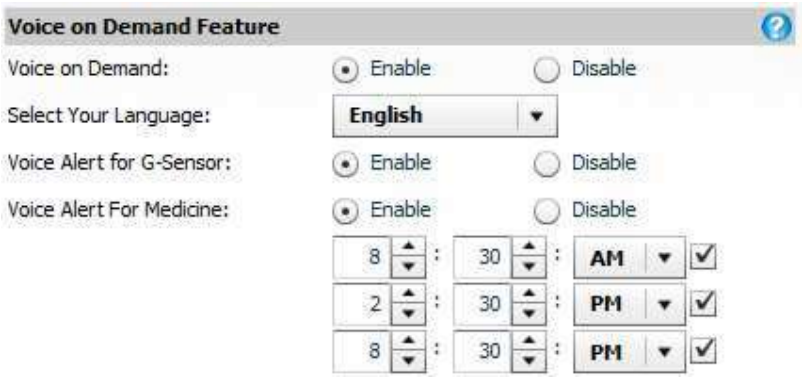
Note:

The factory setting for the Microphone's sensitivity and volume of the Speaker are **3** and **4,** respectively.

Speaker Mute As default, this function is disabled. If it is enabled, the remote phone set can hear the user's voice when the user makes a phone call or picks up a phone call. However, the user is not able to hear the voice from the remote side. Also,when the user clicks those 2

buttons, he will not hear the "beep".

Voice on Demand Feature



1. **Voice Alert for G-sensor**

If G-sensor Alert is enabled, when the alert is triggered, S911 LOLA S can play a voice prompt to check with the user if this is a valid alert.

If the user presses the SOS button during the voice prompt, this G-sensor trigger will be treated as an invalid alert. Also, S911 LOLA S will stop playing the voice. If the SOS button is not pressed, after completion of playing the voice about 5 times, S911 LOLA S will execute its G-sensor alert action.

Fig. 7.4.6-2 show the user how to select the language to use for this voice alert

Fig. 7.4.6-2

Voice Alert for Medicine

S911 LOLA S is able to remind the user to take the daily medicine with a voice prompt. Users can schedule the time for taking their medicine with up to 3 different time settings. When the scheduled time is reached, S911 LOLA S will play a voice prompt. If the user presses the SOS button during the voice playing, LOLA will treat it as the user's confirmation for this reminding message and send a "Medicine Alert has been confirmed" report to the server. Also, S911 LOLA S will stop playing the voice prompt. If the SOS button is not pressed after completion of playing 5 times, S911 LOLA S will send the alert message "Medicine Alet has not been confirmed".

Fig. 7.4.6-3 shows the user how to configure S911 LOLA S to generate a voice prompt for taking medicine. The selection of language for this voice prompt is English.

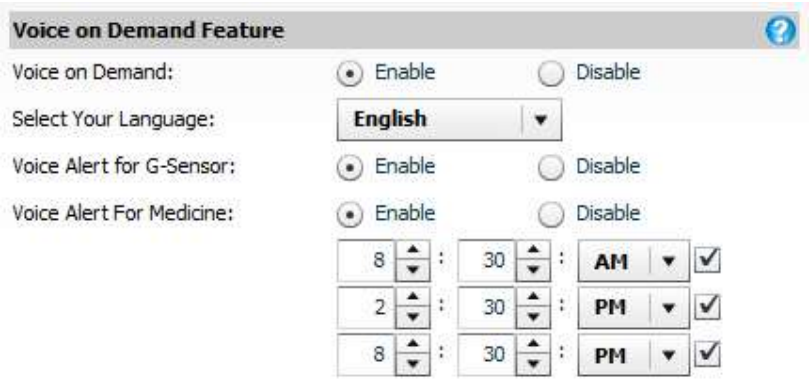


Fig. 7.4.6-4 shows the user how to configure S911 LOLA S to generate a voice prompt for taking medicine.

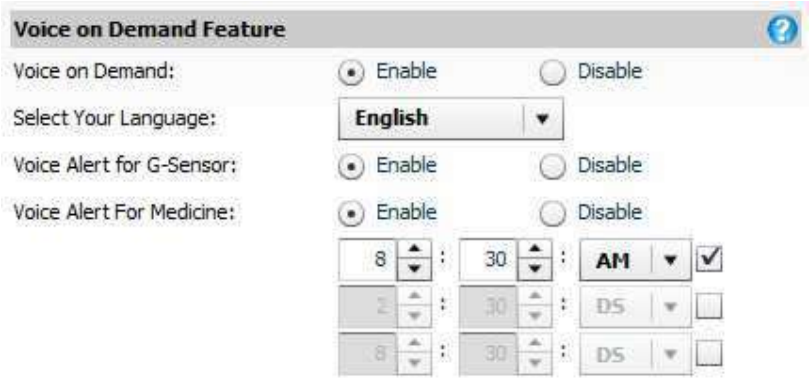


Fig. 7.4.6-4

S911 Lola S Technical Specifications

Specifications
GNSS (GPS + Galileo & GLONASS) receiver: SiRFstar 5
Geolocation Assisted with A-GNSS
Omnidirectional GNSS antenna included internally
Anti-Jamming
Tracking Sensitivity: -165dBm
Acquisition Sensitivity: -146dBm
Time to First Fix - Cold start: <35 seconds
Time to First Fix - Hot start: 1 second
Autonomous Position Error (CEP): 1.2 m
Call button to send a panic signal in case of an emergency.
Microphone and hands-free speakers for calls
3D Accelerometer sensor 8G
COMMUNICATION FEATURES
Communication module: 4G LTE
Bands: B2, B4, B5, B12, B13, B14 (North & South America version)
Bands: B1, B3, B7, B8, B20 (Europe & Rest of the world version)
Over The Air (OTA) commands for configuration
Omnidirectional antenna included internally
Allow configuration and reporting via TCP/IP
Allow local USB programming with password protection
2-way voice channel for communication with the call center
Receive calls with auto answer, or silent call for listening from the monitoring center
Allow the configuration of emergency numbers from the monitoring center
Encrypted communication with the server
PHYSICAL CHARACTERISTICS
Device weight with battery: <60gm
Highly resistant Material: ABS + PC composition with anti-corrosion
ELECTRICAL CHARACTERISTICS
Rechargeable Li-Ion Polymer battery of 900mAh
Battery life under position reporting conditions every 5 minutes > 16 hours.
Battery life under position reporting conditions every 10 minutes> 25 hours.
3 years of useful life under conditions of use 24 hours per day and position report every 5 minutes.
Full charging of battery with less than 3 hours
FIRMWARE FEATURES
Allow reprogramming of User ID and Password
Allow reprogramming of emergency phone numbers remotely
Allow reprogramming of Geofences remotely
Allow 20 Geofences for Inclusion and exclusion
Allow the obtaining of the serial number and firmware version of the device
Allow reprogramming of the G-force remotely
Allow internal storage of up to 10,000 positions and events in non-volatile memory in case they cannot be sent due to lack of cell coverage
ENVIRONMENTAL OPERATING CONDITIONS
Maximum temperature: 60 ° C
Minimum temperature: -20 ° C.
SOFTWARE PLATFORM FOR MONITORING (LocationNow)
WEB-based platform. Allow 7 * 24 * 365 monitoring to an unlimited number of devices; it can be installable on premise
Locate the person or groups of people with the device
Remote configuration of the devices
Remote setting of up to 20 geofences.
Geofence timer setting for permission base
Remote setting of the motion sensor
Monitor cell signal level and battery level in real time
Real-time alert due to entering geofences (exclusion)
Real time alert to exiting geofences (inclusion)
Alert for approaching 200, 500, 1000, 2000 meters of two devices for those cases required for restraining order
Custom report generation

Multiple languages available
Playback of history on map
Google Map with satellite image scale up to 5 meters accuracy
Administration portal for the creation of user profiles
Operator portal to edit device and create groups
Email alert and SMS for up to 4 supervisors
Visual and Sound Alert Notice
Report the event and address where the alert occurs
Regular check-in feature
Allow remote configuration for the change of report frequency
Allow remote configuration for the change of emergency numbers
Integration of control panels for monitoring indicators and trends
Mobile App for Android and iOS smartphones
Flexibility to provide API for third party platform integration

ORDERING & CONTACT INFORMATION

REF

Reorder Numbers:

1. S911 Lola S - N (North & South America version)
2. S911 Lola S - E (European & Rest of World version)

LEGAL INFORMATION

FCC Statement (USA) / Part 15 of the FCC Rules

The LooK SPOT has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no warranty that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
WARNING! Exposure to Radio Frequency Radiation: the radiated output power of this device is below the FCC and Industry Canada radio frequency exposure limits.
This device must not be co-located or operating in conjunction with any other antenna or transmitter.
FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by the manufacturer may void the user's authority to use the device.

RSS Canada

IC

This device complies with Industry Canada's license-exempt RSS standards. Operation is subject to the following two conditions:
1. This device may not cause interference; and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux normes RSS sans licence d'Industrie Canada. Son fonctionnement est soumis aux deux conditions suivantes:
1. Cet appareil ne doit pas provoquer d'interférences; et
2. Cet appareil doit accepter toute interférence, y compris les interférences susceptibles d'entraîner un fonctionnement indésirable de l'appareil.

RF Radiation Exposure Statement:

1. To comply with the Canadian RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
2. For body-worn operation, this device has been tested and meets RF exposure guidelines when used with an accessory that contains no metal. Use of other accessories may not ensure compliance with RF exposure guidelines.

Déclaration de l'exposition aux radiations RF:

1. Pour se conformer aux exigences de conformité RF canadienne l'exposition, cet appareil et son antenne ne doivent pas être co-localisés ou fonctionnant en conjonction avec une autre antenne ou transmetteur.
2. Pour le fonctionnement du corps, cet appareil a été testé et répond aux directives d'exposition RF lorsqu'il est utilisé avec un accessoire qui ne contient pas de métal. Utilisation d'autres accessoires peut ne pas assurer le respect des directives d'exposition RF.

ICES-003 (Canada)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled: "Digital Apparatus", ICES-003 of the Canadian Department of Communications. This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil numérique respecte les limites bruits radioélectriques applicables aux appareils numé- riques de classe B prescrites dans la norme sur le matériel brouilleur: «Appareils Numériques», NMB-003 édictée par le ministre canadien des Communications. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exemptés de licence. L'exploitation est autorisée aux deux condi- tions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

EUROPE

CE / EU Declaration of conformity