



# Smart Starter User Manual

Model: SS-7

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## Product Specs

Input Voltage	12VDC
Operating Temperature	-40°C - +85°C / -40°F - +185°F
Diagnostic Protocol	J-1939
Connectivity	4G LTE
GPS Location	Yes
Installed Weight	< 3 LBS
Mobile App	iOS / Android

## Installation

Smart Starter products are sold and installed exclusively at authorized dealers across North America. To find an authorized dealer near you, please visit [www.smartstarter.ca](http://www.smartstarter.ca).

Smart Starter control modules are compatible with Class 8 heavy-duty trucks model year 2011 and up. Compatible manufacturers include Volvo, Freightliner, Kenworth, Peterbilt, International, Western Star, Mack. To find specific model compatibility, please visit [www.smartstarter.ca](http://www.smartstarter.ca).

## Setup

### Download the SmartStarter App

Download the SmartStarter App on your smartphone from the Apple App Store or Google Play Store.

Link for Apple App Store:

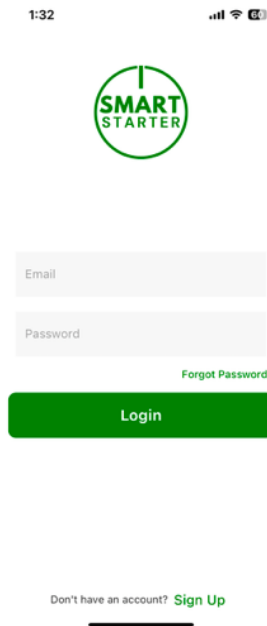
<https://apps.apple.com/ca/app/smart-starter/id1613170959>

Link for Google Play Store:

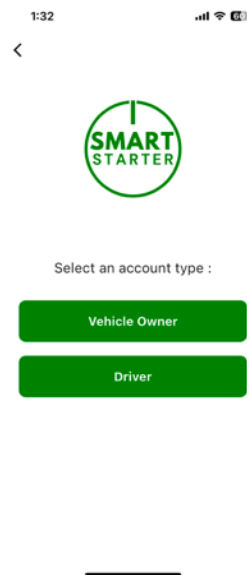
[https://play.google.com/store/apps/details?id=com.smartstarter.android&pcampaignid=web\\_share](https://play.google.com/store/apps/details?id=com.smartstarter.android&pcampaignid=web_share)

## Account Registration

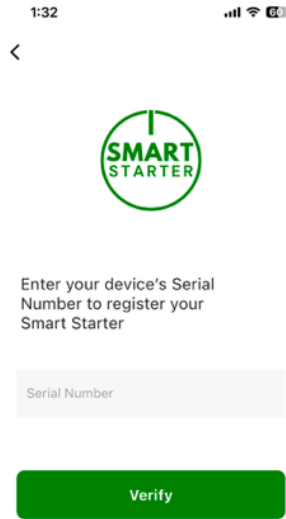
Create an account by opening the SmartStarter App and tapping the “Sign Up” link on the log in page:



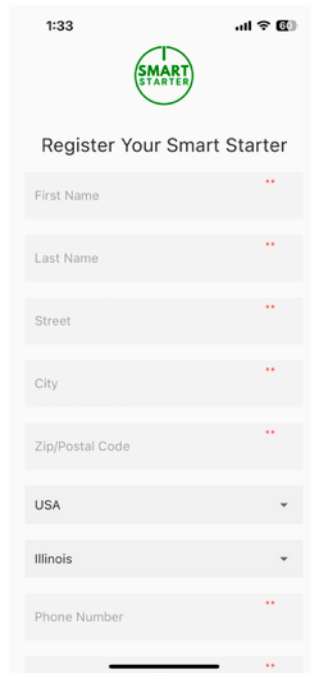
Select the correct account type:



Enter your Smart Starter control module serial number (this is located on the backside of the module):



Enter your personal information and agree to the Terms and Conditions:



Enter the six-digit verification code sent to your email:

4:00



A 6 digit code has been sent to the email address you entered. Enter the 6 digit code to verify your email address.

2	2	2	2	2	2
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Verify

Didn't receive a code? [Send Again](#)

### Create a Password:

4:00



Enter your new password

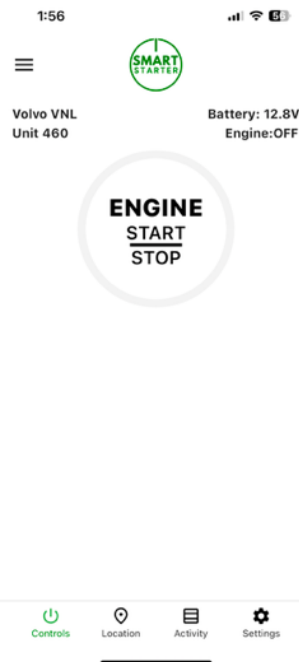
Password

Confirm Password

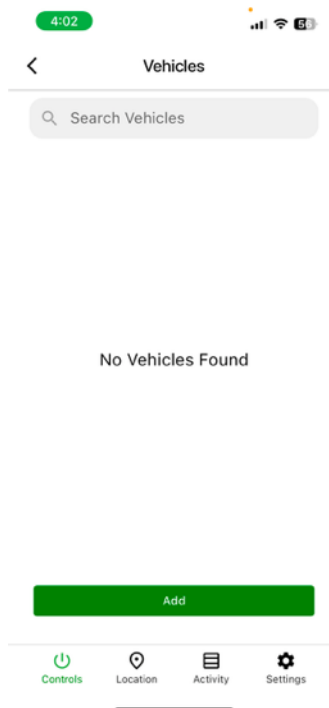
Reset Password

## Add a Vehicle

Click the menu icon (3 lines) on the top left of the homepage to open the vehicles page:



Click add vehicle:



Enter your Smart Starter control module serial number and vehicle details, and click save to activate your device and add your vehicle:

4:03

< Add Vehicle

Serial Number	Serial Number
Vehicle Year	Vehicle Year
Vehicle Make	Vehicle Make
Vehicle Model	Vehicle Model
Unit Number	Unit Number
VIN	VIN
License Plate	License Plate

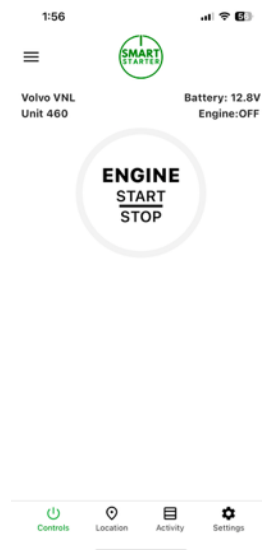
Save

Controls Location Activity Settings

# SmartStarter App Functions

## Controls Page

The “Controls” page gives users access to vital vehicle information such as battery voltage and engine status and allows user to remote start their vehicle.



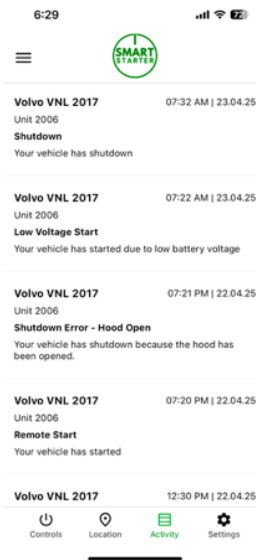
## Location Page

The “Location” page allows user to track the real-time GPS location of their vehicle and track its Engine Status.



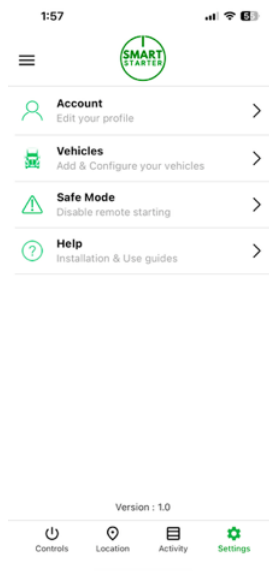
## Activity Page

The “Activity” page allows users to view a historic log of notifications related to their vehicle, this includes Remote, Low Voltage and Low Temperature start events, and starting errors/diagnostic alerts (ex. Low Coolant Level OR Low Oil Pressure).



## Settings Page

The “Settings” page allows users to configure all settings associated with the Smart Starter control module and app.

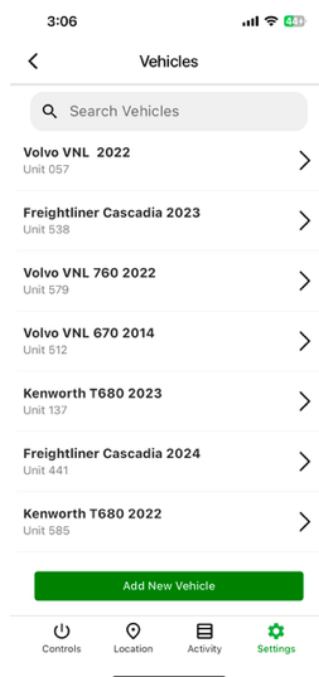


## Account Page

The “Account” page allows users to edit their user profile and configure temperature units (Celsius OR Fahrenheit)

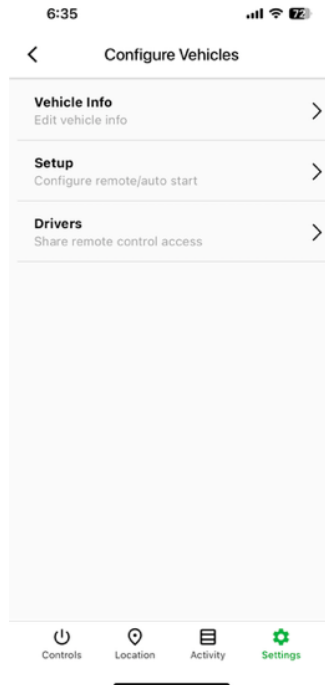
## Vehicles Page

The “Vehicles” page allows user to select an existing vehicle OR add a new vehicle to their account.



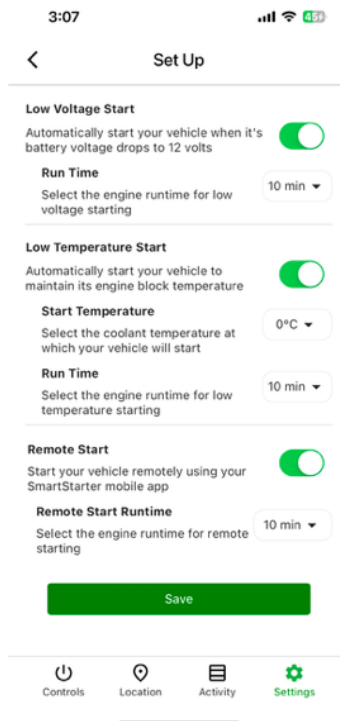
## Configure Vehicles Page

The “Configure Vehicles” page allows users to configure all settings associated with a specific vehicle.



## Set Up Page

The “Set Up” page allows users to enable/disable Low Voltage, Low Temperature or Remote Starting, and customize runtimes. These parameters can be individually configured for each vehicle.

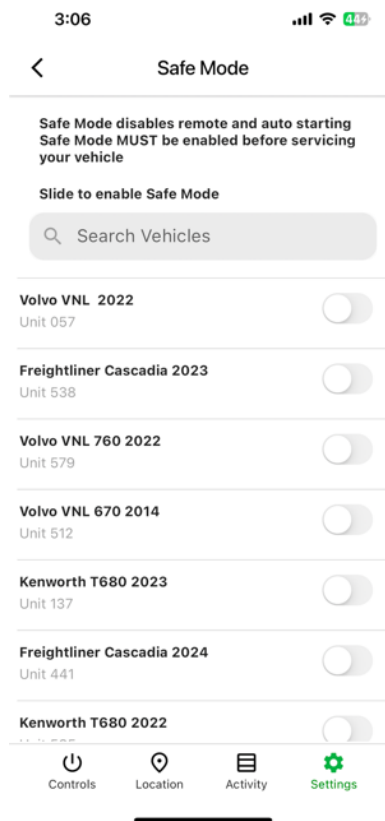


## Driver Page

The “Driver” page allows users to share SmartStarter app access with assigned drivers. Drivers will need to create their own account. Driver account access is limited to sending a Remote Start command and accessing the vehicles GPS location (drivers cannot configure vehicle settings).

## Safe Mode Page

The “Safe Mode” page allows users to disable remote and automatic starting from the app. **Safe Mode MUST be enabled before any work can be performed on the vehicle.**



## Warranty

Smart Starter is covered by a 1-Year Manufacturer’s Warranty to protect your purchase from malfunctioning or defective hardware. The warranty term starts from the day that the device is installed by an authorized dealer/installer. Installations performed at a non-authorized dealer/installer will not be covered under warranty.

These warranties are non-transferrable and belong solely to the original purchaser of the unit. These warranties will expire if the original purchaser ever sells the vehicle in which the Smart Starter system is installed.

For SmartStarter’s full warranty terms, please visit <https://www.smartstarter.ca/terms-and-conditions>.

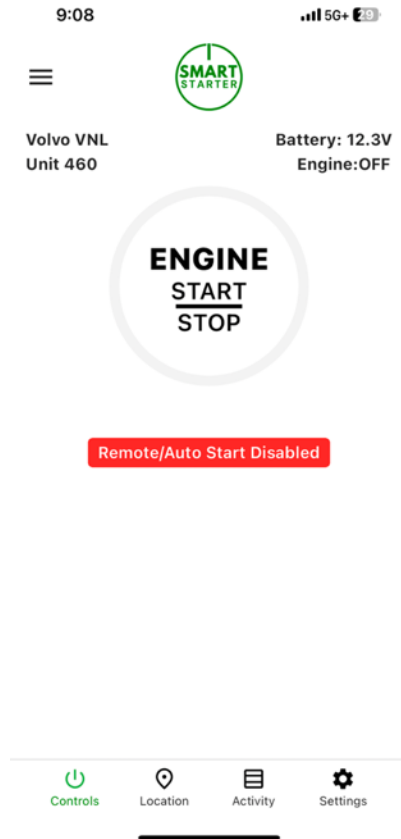
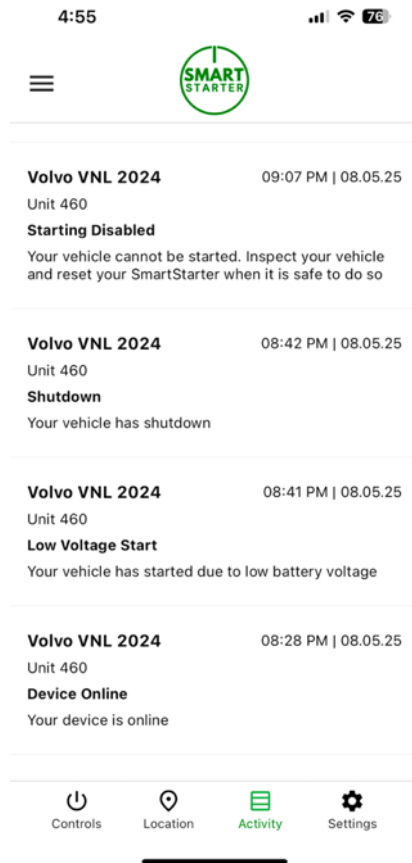
## Troubleshooting

After the Smart Starter control module is powered on the trucks instrument cluster will be turned on for approximately 1 minute while a systems check is performed. If the system is ok the instrument cluster will turn off, if there is an issue the following faults will be broadcasted:

1 Cycle (On-Off) of Instrument Cluster	No Network Connection
2 Cycles (On-Off-On-Off) of Instrument Cluster	J1939 Data Not Available
3 Cycles (On-Off-On-Off-On-Off) of Instrument Cluster	No Network Connection & J1939 Data Not Available

## Starting Disabled

Smart Starter was built to safeguard your trucks engine. If a critical issue is found, the Smart Starter control module will shut down your trucks engine and disable Remote and Auto starting. If this has occurred, you will receive a notification on the SmartStarter app titled “Starting Disabled” and a text box will be displayed on the homepage of the app “Remote/Auto Start Disabled”:



### Starting will be disabled if:

- 1) the coolant level becomes critically low
- 2) the oil pressure becomes critically low
- 3) if the engine shuts down due to an unknown reason
- 4) if the engine was not able to start after cranking

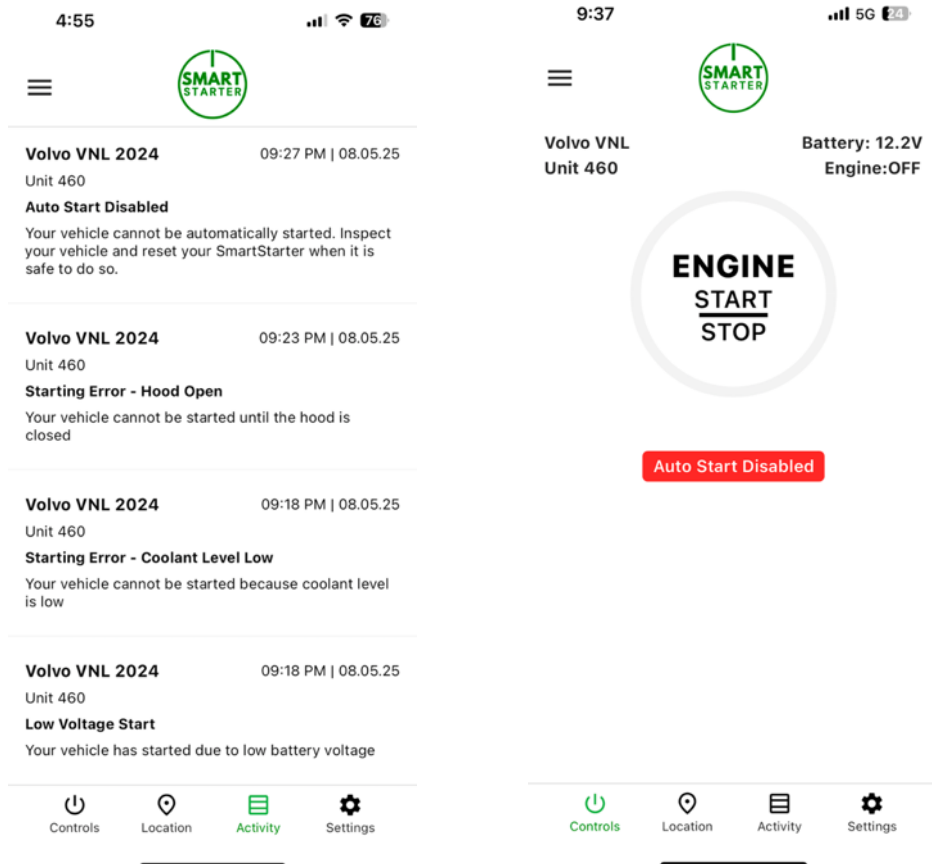
### To re-enable Remote and Auto starting:

- 1) You must first inspect the truck to make sure it is safe to start, this involves conducting a pre-trip inspection and ensuring that coolant and oil levels are within a safe operating range
- 2) Once it has been determined that it is safe to start the truck, cycle the Auto Start switch once (ON-OFF-ON) to reset the system and enable Remote/Auto starting

- 3) Send a Remote start command to ensure that the system can successfully start your truck. If the truck cannot be remote started, put the Auto Start switch in the OFF position until the issue can be resolved

## Auto Start Disabled

Smart Starter will disable Automatic starting if 1) an Auto Start cycle is interrupted before completion OR 2) if the voltage or temperature does not rise above the triggering limit after 2 consecutive start cycles. If this has occurred, you will receive a notification on the SmartStarter app titled “Auto Start Disabled” and a text box will be displayed on the homepage of the app “Auto Start Disabled”:



**For example:** if the battery voltage does not increase above 12.1 volts after 2 consecutive uninterrupted start cycles, then automatic starting will be disabled, OR if the coolant temperature does not rise above the user set limit after 2 consecutive uninterrupted start cycles, then automatic starting will be disabled.

### **To re-enable Automatic Starting:**

- 1) You must first inspect the truck to make sure it is safe to start, this involves conducting a pre-trip inspection and ensuring that coolant and oil levels are within a safe operating range
- 2) Check that the alternator is outputting > 13.5 volts when the engine is running
- 3) Check the Smart Starter control module power supply harness 12V (+) and ground (-) connections and ensure a stable voltage > 13.5 volts is being supplied to 12V (+) connection when the engine is running
- 4) Check that the coolant temperature is rising when the engine is running
- 5) Once it has been determined that it is safe to start the truck, and any issues have been resolved, cycle the Auto Start switch once (ON-OFF-ON) to reset the system and enable Automatic Starting

### **Restarting the Smart Starter Control Module**

If you are unable to connect to the control module via the SmartStarter app you can restart the control module to ensure it is online.

**To restart the control module,** cycle the auto start switch 4 times (ON-OFF-ON-OFF-ON-OFF-ON). The instrument cluster will cycle twice to acknowledge that the restart sequence was performed correctly, and the control module will restart within approximately 30 secs. Once the device has restarted and connected to the network you will receive a notification titled “Device Online”. If you do not receive this notification within 5 minutes, the device may not be able to connect to the network. In that case, verify whether the device is online by sending a remote start command, if the truck does not

start within 1 minute of sending the remote start command, attempt the restart sequence again.

## Truck Servicing Safety Procedure

Once your truck has been equipped with a Smart Starter system you **MUST** follow these steps whenever any work/servicing/maintenance needs to be performed on your truck:

- 1) Put the Auto Start switch into the OFF position
- 2) Enable Safe Mode from the SmartStarter app
- 3) Inform any technicians working on OR around the truck that:
  - a. It is equipped with an automatic starting device
  - b. That a buzzer may sound before it will automatically start
  - c. That they must ensure the auto start switch is in the OFF position before working on the vehicle

## Contact

If you have any questions or need any assistance setting up your Smart Starter device, you can contact our support team at:

Email: [info@smartstarter.ca](mailto:info@smartstarter.ca)

Phone: +1-855-729-0001