

**REGISTRATION / INSTALLATION  
GUIDE**

**H Y D R O**

**trackmate**<sup>gps™</sup>  
Real Time GPS Tracker

**[WWW.TRACKMATEGPS.COM](http://WWW.TRACKMATEGPS.COM)**

# WELCOME!

Welcome to a new dimension of safety and security for your vehicles with your purchase of the TrackmateGPS Hydro and its advanced technology. You are now able to have control of your vehicles, whether you operate a business with company cars, a fleet of limousines, or you are a parent of a teenage driver. The Hydro lets you know where your car is at all times. It can even signal you if someone exceeds your pre-determined speed limit or enters an area where you prefer the driver not be.

The Hydro is ideal for commercial or personal use, simple to install and easy to use.

***\*Read this Registration / Installation Guide carefully before installing your new Hydro.***

## STEP ONE: Registration and Activation

Before you turn on or install your Hydro, you must create an account, and register your device(s) on our website. At the LOGIN page, you will be given the option to "REGISTER":

- Simply fill out the account information form.
- Next you will be prompted to enter your credit card information.
- You will be redirected to the home page where you will be able to enter the device's serial number which can be found on the foil label on the back of the device.
- You will be prompted to select one of the service plans: SAVER or SAVER+.

- You must select the country where your device is located.

Failure to provide the correct information will cause the activation to fail.

## **STEP TWO: Installation**

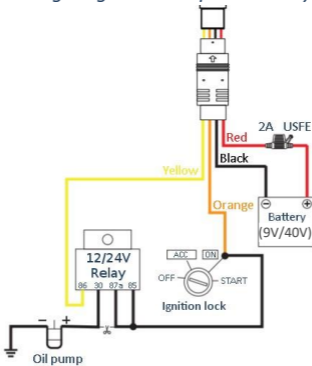
Estimated time required for installation: 30 to 45 minutes for experienced installer – 1 to 2 hours for novice.

- It is recommended that you use a professional car electrician to install your tracker. However, if you are familiar with auto electronics, you may choose to install it on your own.

### **Tools needed for installation:**

- Voltage tester/meter
  - Wire stripper
  - Electrical Tape
  - Wire connectors
  - Fuse taps (optional)
- The tracker must be connected to a power source providing 9V-40V DC. The wiring must be connected to constant power for correct tracking. Standby power consumption is minimal at < 5 mAh and should not affect your vehicle battery, unless the vehicle is not used for an extended period (several weeks) or the vehicle battery is in poor condition.

## Wiring Diagram and Optional Relay



- The wiring harness has four wires (approximately 6ft long). Plug the wiring harness into the device (make sure the arrows on the plugs line up). Strip the black wire and ground it securely. The red wire should be connected to a constant power source (fuse or wire) providing between 9V and 30V. Finally, the orange wire must be connected to ignition/accessory or any fuse/wire which is powered OFF by ignition. The yellow wire can be used to remotely control the ignition by installing a relay.
- **LED lights indicators:** The Hydro has three LED lights, green, blue and red. Approximately 10 seconds after switching the device ON, the LED lights will start flickering. The green light indicates the status of the GSM (cellular) connection. It will go through various sequences, such as solid light, rapid flashing, reduced flashing and finally, a steady light. The red light indicates that the device has either internal or

external battery power. Finally, the blue light indicates the GPS status.

- When the blue and green lights are flashing the GPS and GPRS connections are acquired. When these lights are steady this indicates that the GPS and GPRS modules are searching for a signal. While the device is in sleep mode these lights will be off.
- You can test your device before installing it by powering it up and checking the “Test/Installed” box online. You will receive an email or SMS displaying the location on a Google map. Once this is completed, the activation process begins automatically. For your device to be able to start tracking it must be outdoors. Your device will usually start tracking within the hour. You can uncheck the “Test/installed” box if you don’t intend to finish your installation on the same day.
- Optimal installation locations are below the dashboard, behind the glove compartment or radio. The device must be positioned horizontally, with the serial number label facing down. The wire must be towards the rear of the vehicle. It is critical that your device is not obstructed by thick metal. Installing in the engine compartment is not recommended, because of the extreme temperatures which can affect performance of the device.

***In the event the tracker does not begin tracking, please contact us by phone at 718-878-4056 or email us at [support@trackmategps.com](mailto:support@trackmategps.com) with your username in the subject line. We will assist you promptly.***

## FREE TRIAL PERIOD

Your purchase includes a free trial period for 7 days from the date of activation. At time of registration the quarterly fee will be put on hold on your credit card

**(please note:** Adding additional devices to your account is viewed as a confirmation that you are satisfied with your trial run and will end the free trial period).

***No contract or service agreement is required. The tracking fee is billed automatically every three months for each active device. No-fee cancellation can be done online 24/7. Prepaid tracking fees of greater than one month will be refunded.***

## OTHER IMPORTANT INFORMATION

Most electronic devices that rely on software to operate occasionally become unresponsive (freeze) and require rebooting. This reboot can in most instances be done remotely by us. However, occasionally the device may need to be rebooted manually.

Manual reboot instructions:

- 1) Lift the side cover labeled "SIM". Verify the LED lights are on. In the event the LED lights are not on, you most probably have a wiring issue. Your next step should be to inspect the fuse in the wiring harness. If your fuse is OK, you should verify the voltage of the wiring with a multimeter

- 2) If the LED lights are on, unplug the harness and pop the SIM card out by pushing it in. Wait about 30 seconds, push the SIM card back in till you hear a click then plug the harness back in. This action will reboot your device. In the rare event that the issue wasn't resolved, feel free to contact us for any assistance or troubleshooting.

When you activate your Hydro unit, you acknowledge and accept the terms and conditions of the service agreement. Should you discontinue service, your SIM will be de-activated. Re-activating your service might carry a \$20 fee.

***We reserve the right to occasionally replace the SIM card in your device for improved tracking.***

**THANK YOU!**

Thank you for purchasing the TrackmateGPS™ Hydro. We are confident you will find the service and features a valuable part of your personal or professional life. If you have any questions, please feel free to contact us at:

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